



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2015**

**NATIONAL CAPITAL REGION
TRANSPORTATION PLANNING BOARD**

FY2015 4th 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 April 2015, May 2015 and June 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 published the final version of the adopted FY 2016 CCWP and sent funding commitment letters to the state funding agencies.

COG/TPB staff completed mobile-friendliness testing of the Federal ETC website

COG/TPB staff responded to technical support requests from Frederick County, MD; NBTMD; PRTC; 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 attended and participated in a panel discussion at the International TDM Symposium held in Tucson, AZ from April 12th to the 15th.

An STDM Work Group meeting was coordinated and held on April 21st.

COG/TPB staff continued to work along with the state funding agencies on the review of the Commuter Connections Master Agreement for any possible updates.

COG/TPB staff participated in an I-66 Transit/TDM Working Group meeting on April 29th.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on May 19th. Highlights from the meeting included: An endorsement for release of the FY 2015 Applicant Placement Rate Survey, a demonstration of the “quick match” ridematching teaser application on the Commuter Connections web site, an update on

Clean Air Partners activities, a presentation on preliminary results from the 2015 Bike to Work Day event, an update on the I-66 construction project, an update on Shared Use Mobility services in the region, a briefing on the 2015 Car Free Day event, and a presentation of the 3rd quarter CCWP Progress and budget reports.

COG/TPB staff coordinated and presented at an MPO TDM Peer Exchange Group meeting on May 2th.

An STDM Work Group meeting was coordinated and held on June 9th.

A Ridematching Committee meeting was held on June 16, 2015. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- Updates on the TDM System
- Updates on the TDM Mobile Application
- Client Site Status/Roundtable
- July 2015 Commuter Connections Resource Directory

COG/TPB staff attended an I-66 transit/TDM TMP meeting and Northern Virginia TDM study meeting on June 18th at VDOT Northern Virginia offices.

COG/TPB staff attended and participated in a FHWA Shared Use Mobility Workshop on June 30th at USDOT.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued 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 16,992 active commuters in ridematching. This is a decrease of 749 customers over the prior quarter but an increase of 418 customers over last June's 16,574 active commuters.

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 database backups.

During the quarter, COG/TPB staff conducted eight meetings with Media Beef. Staff met with the software development contractor on April 6th, April 20th, May 4th, May 18th, June 1st, June 8th, June 15th, and June 29th. The purpose of the meetings was to discuss the status of the upgrades of the regional TDM Software system and School Pool. COG/TPB staff and the contractors used 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 fourth quarter included the Alexandria Commuter Challenge, removing duplicate employer records from the Oracle database, creating a better user experience when searching for employers, enhancements and fixes related to customizing the application's web pages for employers, the new SchoolPool web server and database, logging commutes using mobile devices, providing the number of possible pool matches by zip code to other web applications via a web service, and improving ride matching algorithms.

COG/TPB staff produced application and database code to revamp the monthly purge process. This suite of software implements business logic with the objective of keeping Commuter Connections close to its customers. The process works with three groups of commuters. First is the group whose membership expired the previous month. The records of commuters in that group are marked as deleted, although their data is not removed from the database. The second group of records contains commuters whose membership expires in the current month. Commuter Connections contacts those customers with either an email or paper notice that encourages them to return to the web site and renew. The third group of commuters are those whose membership expires next month. The software generates a report by app code of these commuters. That report is distributed to ridematching coordinators by Commuter Connections staff. Ridematching coordinators then contact the commuters to offer assistance and to encourage them to renew their memberships.

An important part of Commuter Connections' incentive programs is trip logging by commuters. Commuters must log their trips in order to receive incentive payments, but participation was lower than expected. To improve participation rates, COG/TPB staff used a two pronged approach. First, staff developed, tested, and debugged the application and database code that emails reminders that encourage people who are behind in logging to try and catch up. These email messages also contain instructions about how to use the software to keep logs up to date. Second, staff worked with Media Beef to revamp the commute log calendar. Staff met with Media Beef late in May to design an easier to use interface for logging. Some parts of the TDM system that use trip logging were developed months and even years apart and as a consequence, the software has a number of different dedicated logging calendars. Each has its own specialized functionality for gathering input and its own data tables for storage. The goal is to reduce complexity by redesigning the user interface and data tables so there is no repetition of common elements. This will reduce maintenance costs and make enhancements such as enabling mobile devices to input logs easier to implement.

COG/TPB staff worked with Media Beef to help make the Alexandria Commuter Challenge a success. Staff fixed a bug, added new employer participants to the user

interface, and wrote and produced reports. After the Challenge ended, staff produced final reports. Staff then modified the TDM web application code and performed maintenance on the Oracle database in order to shut down the Challenge functionality.

Another enhancement undertaken by COG/TPB staff and Media Beef was a way to tailor the user interface for customers who work for certain employers. An entity such as an employer or an agency can communicate information intended for just their employee commuters. When a commuter visits the TDM System site using a custom URL, the software can display customized pages even before the commuter is logged in, because the customized URL informs the program of the commuter's employer. 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). This functionality is helpful especially during creation of new accounts. When a commuter is entering or updating the employer information part of the profile, the software shows a list of employers and locations from which the commuter can choose. In the case of customized pages, the program knows the employer and simply has to offer a list of all the known locations.

Companies and open source developers alike work continuously on improving their products. Over the last three years, the web server software and database software on which the TDM System depends have undergone significant changes. Red Hat has released JBoss 8 (now called Wildfly) and Oracle has released Oracle Database 12c. In order to keep our own products current and secure, COG/TPB staff and Media Beef have worked to upgrade the web and database servers and the application code. Staff worked with Media Beef and ITFM to build a Wildfly web server. COG/TPB staff received documentation from Media Beef on how the new Wildfly web server was set up. We will leverage this new server to handle the TDM system, SchoolPool, and Reach A Ride. COG/TPB staff installed Oracle Database 12c on a new computer, created user accounts and set passwords and privileges, configured backups, and imported test data from the current system for testing. Staff then began overseeing application testing on the new servers. Testing and debugging will likely continue through August.

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 registration process is for 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. Since new records are entered into the system every day, they will need to be reviewed on an ongoing basis.

COG/TPB staff and Media Beef implemented a new web service that will help spur interest in Commuter Connections. This web service takes a commuter's origin and destination zip codes as input. It sends back the number of car pools in the TDM system

the commuter might be able to join. The functionality can be made available to any web site that wishes to use it. The current users are Commuter Connections and CarFreeAtoZ.

Some of the technical documentation for the TDM System published for ridematching coordinators had become dated. Some illustrations showed defunct screen shots, and it was determined the whole publication needed a fresh, closer look. COG/TPB staff reviewed the documentation and updated most sections, completely rewrote some others, and replaced old illustrations with up to date graphics.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. Staff received new NAVTEQ Streets data and made updates to the Commute Options interactive map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view this map, 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.

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

Between the months of April and June 2015, there were 863 GRH applications received. A total of 804 applicants were registered. 1,448 commuters were re-registered. During the same time period, the GRH program provided five hundred ninety-six (596) GRH trips. There were twenty-five "one-time" exceptions trips during this period or 4% of trips given. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of June 30th, a total of 9,060 commuters are currently registered in the GRH program.

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

CPG/TPB staff met with Diamond Transportation Services on May 27th to discuss project progress and any issues with GRH daily operations.

III. MARKETING

A. TDM Marketing and Advertising

The spring newsletter and Federal ETC insert were finalized and distributed to the regional employer database, various Commuter Connections Committees and other TDM stakeholders. It was also made available online. The newsletter with insert was distributed in PDF form to the Federal ETC community through GSA. A timeline was developed for the summer newsletter.

The regional TDM umbrella marketing campaign was in full swing throughout the Washington region. Rideshare was promoted on a variety of radio stations. Television squeezeback advertising ran on WJLA news (ABC News 7), and television snipes ran on Comcast during Capitals, Wizards, and Redskins programming. GRH was promoted through a variety of radio, plus donated transit advertising space. The donated transit signage included exteriors on PRTC and Fairfax Connector buses; interiors on ART buses and MARC trains, and bus shelter ads in Prince George's County. Complimentary display ads were also provided on several printed publications, within VRE's newsletter, and in DATA's Livemore tabloid format periodical. Staff also participated in public affairs radio show interviews on WPGC and WLZL.

Discount coupons for area attractions were provided to commuters who renewed their GRH membership. A Facebook contest was coordinated with Comcast Sportsnet, featuring a Washington Capitals player Karl Alzner. The winner's carpool will ride to work in a limo with the athlete.

Bi-weekly conference calls were held with O'Donnell Company between April and June 2015 to discuss work program plans and activities for the regional TDM Marketing campaigns. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractor's, and the spring marketing campaign was implemented. The media invoices were processed on a monthly basis.

The HTML flash file on the Commuter Connections home page was updated to reflect the new visuals of the spring marketing campaign, 'Just in Case' and 'Ride Happy'. The web site's HOV map was updated to reflect the region's new variable toll lanes. Call volumes and web site visits were monitored each month during the quarter. The online Bulletin Board was administered, and customer support was provided. The Commuter Connections web site and social media sites were updated with content and activity on an ongoing basis. Marketing related materials were posted onto SharePoint for review

by Committee members. The following employer transportation fairs were attended during the final quarter of FY 2015:

- April 16 – USPTO, Alexandria
- April 21 – HHS, Washington, DC
- April 22 – Freddie Mac, Washington, DC
- April 22 – United States Geological Survey, Reston
- April 22 – US Department of Commerce, Washington, DC
- April 22 – KPMG, Washington, DC
- April 23 – Food & Drug Administration, White Oak
- May 5th – DOD Pentagon
- May 15th – NoMa (Bike to Work Day)
- June 2 - Ft. Belvoir
- June 3 – Aerospace Corporation
- June 24 – Mark Center

A direct mail campaign promoting the Ridematching and the GRH programs was coordinated on a regional scale and sent to 500,000 households within the Washington metropolitan area in June. The mass mailer was sent to those who reflect Commuter Connections' target demographics; ages 25-64, with household incomes of \$75k and above. The targeted list of zip codes by jurisdiction that were sent the mailers was posted to SharePoint.

COG/TPB staff participated in a quarterly Earned Media conference call with ODonnell Company and Archstreet Communications in May.

COG/TPB staff also participated in a conference call with Metropia regarding flex-time and flex-routing technology in May and June.

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

A Regional TDM Marketing Group meeting was held on June 16th. Highlights from the meeting included: A presentation on FY 2015 regional TDM Marketing activities; a call for volunteers for the FY 2016 Marketing Workgroup; a presentation by Metropia, an incentive-based system that uses unique traffic prediction technology to empower and reward commuters. An updated draft document of the Second Half FY15 Regional TDM Marketing Campaign summary was also distributed at the meeting.

B. Bike to Work Day

Event posters and rack cards were mailed to employers with a cover letter and tips on "How to Organize a Bike to Work Day Event." Posters were also distributed to pit stop managers. The radio buy was finalized and a 60-second spot was recorded and aired on DC 101, WPGC, and Hot 99.5 radio stations over a three week period. Gold level sponsors ICF International and Marriott International were mentioned.

A Bike to Work Day presentation was given by staff at the Transportation Planning Board Technical Committee meeting on April 3rd. A presentation was also made by the Bike to Work Day Steering Committee Chair at the Transportation Planning Board's April 15th meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by DC Council Chairman and TPB Chair Phil Mendelson. Photos were taken and posted onto the Bike to Work Day web site.

The Bike to Work Day web site was designed and managed in-house, and social media pages were customized with relevant graphics and information to reflect the marketing look and feel of the 2015 campaign. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

The 2015 event T-shirts were finalized, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. T-Shirts were offered to gold and silver sponsors as a thank you for supporting the event. Sponsors with outstanding invoices were contacted as a reminder to make overdue payments.

Vinyl banners were created and delivered to pit stop managers for use as promotional tools leading up to Bike to Work Day 2015, and to use as a backdrop at the events. The eight foot wide banners were bright orange in color and including 2015 event graphics. Each banner was customized with specific pit stop locations and times.

The earned media strategy was developed for Bike to Work Day and media interviews were coordinated. A pre-event press release and calendar posting were sent in April, and a two other pre-event press releases were sent in early May. The Bike to Work Day Steering Committee Chair participated in a promotional video for Bike to Work Day for distribution on social media. Media outlets were pitched and interviews took place with Nicholas Ramfos on the Total Traffic Network. Bike to Work Day had an above the fold story in the Washington Post this year. On the Metro Page, titled "The wheels are in motion for Bike to Work Day". A final press release was sent on the day of the event. Over 100 media placements across print, internet, radio and television were secured both pre and post event.

Sponsors were followed up with to obtain declaration forms and logos for the poster and web site. All Bike to Work Day sponsor invoices, were sent and payments processed. A Bike to Work Day Steering Committee meeting was held on May 6th. Main topics included discussion of T-Shirt pick up; radio/print ads, press release, proclamation, registration reports, and progress reports from pit stop managers.

Throughout the planning and implementation process leading up to the event, questions were answered and general support was provided to the pit stop managers and Committee members. Local law enforcement agencies in the region were informed regarding the size, scope, and localities of the pit stop events.

The Bike to Work Day event was held on May 15th at 79 simultaneous locations throughout the Washington metropolitan region. The number of Bike to Work Day registrants reached nearly 17,500, a 4% increase over the prior year. Commuter Connections Director Nicholas Ramfos spoke at the NoMa pit stop, and COG Executive

Director Chuck Bean gave remarks at the Columbia Pike pit stop event in Arlington. Over fifty elected officials and dignitaries either bicycled to and/or spoke at one of the local pit stop events, including the youngest mayor in Maryland state history, 19 year old Brandon Paulin, mayor of Indian Head; U.S. Secretary of Labor Tom Perez attending the Mt. Vernon Triangle pit stop; and District Council and TPB Chairman Phil Mendelson spoke at the Freedom Plaza pit stop.

An analysis was conducted of final registration data to determine the number of bicyclists by pit stop and by employer. The University of Maryland was chosen as the winner of the Employer Challenge luncheon which took place on June 23rd. A plaque was presented by COG and WABA staff to the University's Department of Transportation Services Executive Director J. David Allen.

C. Employer Recognition Awards

The 2015 Employer Recognition Award winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status.

Questions were developed for the awards video, filming took place and the video went through an editing phase. The final event video was produced and encompassed two minute segments of each award winning program. Stainless steel coffee tumblers were ordered as giveaway items (per workgroup feedback) and given out at the ceremony. Glass trophies were ordered for award recipients. Signage was created and enlarged for the podium and venue vestibule. A program booklet was created with write-ups and photos about each winner, and included letters from both the TPB and Commuter Connections Chairs. The ceremony agenda was created, and remarks were written for the presenters and emcee. Confirmation letters were sent to speakers along with instructions. An invitation and matching theme envelope were created and mailed, and attendees responded via an online form. Name tags for guests were made. Internal logistics meetings and a run-thru at the venue were held. A media advisory and press release were sent out. Catering arrangements were made with the venue.

The seventeenth annual Commuter Connections Employer Recognition Awards event was held at the Grand Hyatt Washington, on June 30, 2015. The event's emcee was Alexandria Council member and TPB First vice Chair, Timothy Lovain. The Incentives award was presented by Michael McGurk, Senior Corporate Relations Associate Transurban, and given to Opower, Arlington County. The Marketing award was presented by Peggy Schwartz, Executive Director, Transportation Action Partnership, and was given to Wedding Wire, Montgomery County. The Telework award was presented by Caroline Hull, Director, Salesforce Automation comScore, and was awarded to the Southern Maryland Electric Cooperative, Charles County. The Employer Services Sales Team and Organization Achievement Awards were presented by Charles Allen, District of Columbia Council Member, and Transportation Planning Board member, and went to the District Department of Transportation and to the Fairfax County Department of Transportation, respectively.

Thank you letters were sent to the speakers after the event. A display ad was placed in the Wall Street Journal to recognize employer award recipients. Winner seals and customized press releases were developed and shared with the employers for promotional use. Awards photos, winner seals, the program booklet and video were placed onto the Commuter Connections web site, and photos were placed onto social media sites.

D. 'Pool Rewards

Paid ads promoting 'Pool Rewards began April 1 and ran through mid-June on Facebook. Over 5,000 click thrus were generated. A :30 second television ad was developed to promote the 'Pool Rewards program on NBC4 for approximately two months. Messaging for 'Pool Rewards was coordinated with VDOT for placement onto five Traveler Information Displays at Tysons Corner Center, to run for a three month period.

COG/TPB staff met with vRide representatives on June 10th to discuss the 'Pool Rewards Vanpool incentive program.

COG/TPB staff completed the NTD reporting requirements for FY 2014.

'Pool Rewards applicants for both carpools and vanpools were reviewed for eligibility and if qualified were processed, and registered.

E. Car Free Day

A new responsive Word Press web site began development by COG staff for the 2015 event, which will also be friendly for mobile devices. The web site will provide more dynamic features and connectivity to social media.

A Car Free Day Steering Committee meeting was held on May 6th. The focus of discussion for this year's approach to Car Free Day was to establish a team approach to the event. Social media will be used more as a tool to generate a mutual commitment among participants. Hashtags were conceived to correspond with each mode such as #TEAMBUS and #TEAMRAIL.

The Commuter Connections Subcommittee was updated on the planning progress of the regional Car Free Day event at their May 19th meeting. In June, staff created the draft Car Free Day proclamation for use at the TPB meeting, and prepared for and posted the July 8th Car Free Day Subcommittee meeting announcement.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In April, COG/TPB staff and LDA Consulting made continued to make edits and updates to the FY 2015 draft Applicant Placement Rate Survey Report. COG/TPB staff and LDA Consulting also prepared an outline on how Electric Car Charging stations would be

evaluated as part of the Employer Outreach TERM. The information was presented to the Employer Outreach Committee on April 21st.

COG/TPB staff completed and distributed the final Employer Outreach conformity Verification Statement for the second quarter of FY2015 and the draft statement for the third quarter during the April 21st Employer Outreach Committee meeting.

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

In May, the final draft of the FY 2015 Applicant Placement Rate Study was presented to the Commuter Connections Subcommittee on May 19th and was endorsed for release. COG/TPB Staff continued work on finalizing documentation from the Employer Outreach third quarter conformity verification statement and began work on the report for the fourth quarter of FY2015.

The Regional TDM Evaluation RFP was released and a pre-bid meeting was held on May 21st.

COG/TPB Staff completed the final conformity report for the third quarter of FY2015. Employer Outreach monthly sales activity reports were received from the District of Columbia, and Arlington County. Outstanding reports are expected from Montgomery, Prince William, Prince George's, Frederick, Loudoun, and Fairfax counties as well as the City of Alexandria and Tri-County Council.

In June, the final draft of the FY 2015 Applicant Placement Rate Study was published and distributed through the Commuter Connections web site. Hard copies of the report were made for distribution to those interested in receiving a copy. COG/TPB staff continued work on finalizing documentation from the Employer Outreach third quarter conformity verification statement and continued work on the report for the fourth quarter of FY2015.

The consultant completed the update of the formulas for Table 1 used in the CCWP data progress reports.

The consultant completed the update of the Employer Outreach master list being used for TERM analysis counts.

COG/TPB staff worked on the review of proposals received for the regional TDM Evaluation project and the Technical Selection Committee met to choose a contractor.

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

B. Program Monitoring and Tracking Activities

The Customer Satisfaction Survey was sent to commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. Data was collected and analyzed. Advertising campaign effectiveness was tracked through call volumes, internet visits and by measuring the volume of GRH and Rideshare applications.

Employer Outreach data continued to be collected from the local jurisdictions for the third quarter of FY2015. Preliminary Employer Outreach data was collected for the fourth quarter of FY2015. COG/TPB staff began working on the update to the scope of work for FY 2016 for the Employer Commute Survey contract.

COG/TPB staff published the FY 2014 GRH Customer Satisfaction survey on the Commuter Connections web site's publications page.

COG/TPB staff prepared and completed the 2015 CCWP monthly Executive Summary Reports for March, April, and May. COG/TPB staff prepared and distributed the 3rd Quarter CCWP Progress Report.

COG/TPB staff prepared and distributed the FY2015 2nd Half Draft Regional TDM Marketing Campaign Summary report.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

COG/TPB staff coordinated with the COG/ITS staff on ACT! server issues and updated the field names to reflect current TERM analysis period. A data sweep was conducted during the weeks of April 13, May 11, and June 8.

COG/TPB staff coordinated with COG/ITS staff on a new ACT! maintenance and support contract for FY 2016 with Stewart Technologies.

b) Employer Outreach for Bicycling

The regional Bicycling to Work guide was updated with input from COG's Bicycle and Pedestrian Subcommittee, and replenished for Bike to Work Day and Operations Center use.

COG/TPB staff distributed bicycle guides at various events and upon request throughout the quarter. In May, COG/TPB staff met with the NBTMD staff as well as the Montgomery County bicycle pedestrian coordinator for the Walkwise presentation.

COG/TPB staff presented information to the Employer Outreach Committee on April 21st about the possibility of creating a Bicycling and Pedestrian safety education presentation for employers.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

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

b) DC, MD, and VA Program Administration

COG/TPB staff facilitated the April 21st Employer Outreach committee meeting. Topics covered were:

- Conformity Verification statements for 2nd and 3rd Quarter FY2015
- Employer case studies
- Training update
- TERM Goals review
- Pedestrian and bicycle employer outreach safety training initiative
- Using social media for outreach
- Work site electric car charging stations

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff coordinated with the professional trainer for the June session. The case study for SMECO was completed and preliminary information on the Mitre case study was collected.

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

COG/TPB staff facilitated the remaining Employer outreach training FY15 session, coordinating for the June 22nd session on Reselling a Client. The session was well received. COG/TPB staff reviewed updates for the LEED Carbon Footprint and Alternative Work Schedules brochures. The sales call write-up was completed for the spring teleconference.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during April through June 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 throughout the quarter.

COG/TPB staff published the FY 2014 GRH Customer Satisfaction survey on the Commuter Connections web site's publications page.

B. Process Trip Requests and Provide Trips

Between the months of April and June 2015, there were 76 GRH Baltimore applications received. A total of 76 applicants were registered. 101 commuters were re-registered. During the same time period, the GRH program provided thirty-one (31) GRH trips. There was one "one-time" exceptions trip during this period or 6% of trips given. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime"/"Child Care." As of June 30th, a total of 707 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff met with Diamond Transportation Services on May 27th to discuss project progress and any issues with GRH Baltimore daily operations.

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.

Table 1

**National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary**

APRIL - JUNE 2015

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2014
Total applicants/info provided:	7,920	8,113	27,946
Rideshare applicants	3,050	2,975	11,114
Matchlists sent	3,139	2,731	12,280
Transit applicants/info sent	104	87	461
GRH applicants	2,200	2,924	10,314
Bike to work info requests	10	5	41
Telework info requests	17	11	47
Internet users	44,139	38,187	156,143
Internet applicants	5,146	5,464	20,644
New employer clients	289	150	1,203
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2014
Continued placements	1,078	1,052	3,929
Temporary/one-time placements	156	152	569
Daily vehicle trips reduced	597	583	2,176
Daily VMT reduced	16,371	15,968	59,655
Daily tons NOx reduced	0.0063	0.0061	0.0228
Daily tons VOC reduced	0.0033	0.0032	0.0121
Daily tons PM2.5 reduced	0.00020	0.00020	0.00074
Daily tons PM2.5 NOx reduced	0.0068	0.0066	0.0248
Daily tons GHG reduced	8.1144	7.9149	29.5683
Daily gallons of gas saved	823	802	2,998
Daily commuter costs saved	\$2,783	2,715	10,141

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
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	93	136	218
Locals Rideshare Apps (New and Re-apps)	2,957	2,839	3,879
Matchlists Requested	3,139	2,722	4,382
Transit Applicants/Info Sent	104	87	278
GRH Washington Applicants	863	1,328	955
GRH Washington Rides Provided	649	571	648
GRH Baltimore Applicants	76	131	95
GRH Baltimore Rides Provided	53	43	51
Telework Info Requests	17	11	9
Phone/Fax	0	3	0
Internet	5,146	5,044	6,404
Employee Applicants	0	0	0
Total Hits on website	44,139	38,187	36,667
TOTAL INPUT	57,236	51,102	53,586

TDM SERVICES

ALEXANDRIA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	19	3
Matchlists Sent	62	30	37
Transit Applicants and Info Sent	6	0	0
GRH Washington Applicants	23	27	12
GRH Baltimore Applicants	0	0	1
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	2	9	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	40	473	309
Employers Contacted (Follow up)- Visit	5	2	1
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	0	1	2
Level 3	2	0	0
Level 4	0	0	3

TDM SERVICES

ARLINGTON

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	8	8
Matchlists Sent	50	21	209
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	18	18	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	18	2	4
Employers Contacted (New)- Visit	23	8	19
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,326	1,301	1,585
Employers Contacted (Follow up)- Visit	91	58	47
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	5	2
Level 2	2	1	1
Level 3	12	8	0
Level 4	0	0	0

TDM SERVICES

ARTMA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	15	12
Matchlists Sent	56	67	82
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	30	43	44
GRH Baltimore Applicants	2	8	0
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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	8	3
Matchlists Sent	28	16	3
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	17	34	10
GRH Baltimore Applicants	12	31	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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	7	6
Matchlists Sent	53	17	32
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	17	83	24
GRH Baltimore Applicants	10	9	9
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	4	8
Matchlists Sent	37	17	22
Transit Applicants and Info Sent	10	14	18
GRH Washington Applicants	3	62	3
GRH Baltimore Applicants	31	34	39
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	69	110	174
Matchlists Sent	167	192	350
Transit Applicants and Info Sent	0	5	11
GRH Washington Applicants	46	175	124
GRH Baltimore Applicants	9	19	16
Telework Information Requests	0	0	9
Employers Contacted (New)- Phone	0	45	6
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	542	585
Employers Contacted (Follow up)- Visit	0	11	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	0	8
Level 3	0	4	1
Level 4	0	1	1

TDM SERVICES

DATA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	8	1
Matchlists Sent	38	7	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

* See FFX - EO numbers reported under FFX County

TDM SERVICES

FAIRFAX

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	93	96	88
Matchlists Sent	391	391	627
Transit Applicants and Info Sent	3	1	3
GRH Washington Applicants	98	98	71
GRH Baltimore Applicants	1	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	36	18	69
Employers Contacted (New)- Visit	11	11	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	518	313	351
Employers Contacted (Follow up)- Visit	16	11	40
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	21	4
Level 2	0	2	5
Level 3	0	2	4
Level 4	0	0	2

TDM SERVICES

FDA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	22	4
Matchlists Sent	35	21	147
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	51	42	61
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	21	39
Matchlists Sent	210	156	140
Transit Applicants and Info Sent	2	6	0
GRH Washington Applicants	27	61	42
GRH Baltimore Applicants	1	3	0
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	19	1	76
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	46	10	63
Employers Contacted (Follow up)- Visit	2	1	12
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	1	0	1
Level 3	0	0	2
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	249	250	264
Matchlists Sent	142	127	331
Transit Applicants and Info Sent	4	5	2
GRH Washington Applicants	119	71	102
GRH Baltimore Applicants	1	0	1
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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	5	5
Matchlists Sent	14	14	64
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	4	10	13
GRH Baltimore Applicants	2	10	11
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	12	14
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	17	49	34
GRH Baltimore Applicants	1	2	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LINK

APRIL - JUNE 2015

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

TDM SERVICES

LOUDOUN

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	57	51	60
Matchlists Sent	250	156	238
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	59	66	67
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	2	0
Employers Contacted (New)- Visit	0	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	82	130
Employers Contacted (Follow up)- Visit	0	5	13
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	7
Matchlists Sent	15	0	20
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	5	7	6
GRH Baltimore Applicants	2	4	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	14	21
Matchlists Sent	13	7	18
Transit Applicants and Info Sent	6	8	16
GRH Washington Applicants	5	5	3
GRH Baltimore Applicants	0	0	2
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	51	60
Matchlists Sent	145	199	142
Transit Applicants and Info Sent	5	4	24
GRH Washington Applicants	41	80	29
GRH Baltimore Applicants	0	2	1
Telework Information Requests	9	2	4
Employers Contacted (New)- Phone	42	127	280
Employers Contacted (New)- Visit	32	28	23
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	621	1,639	790
Employers Contacted (Follow up)- Visit	82	71	120
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	37	1
Level 2	35	1	2
Level 3	1	5	0
Level 4	0	1	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	22
Matchlists Sent	3	4	49
Transit Applicants and Info Sent	0	0	28
GRH Washington Applicants	2	13	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	160	64	158
Matchlists Sent	137	78	186
Transit Applicants and Info Sent	54	20	93
GRH Washington Applicants	2	6	2
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SHADY GROVE
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	42
Matchlists Sent	4	13	71
Transit Applicants and Info Sent	0	1	39
GRH Washington Applicants	0	46	0
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	19
Matchlists Sent	35	5	37
Transit Applicants and Info Sent	0	0	11
GRH Washington Applicants	8	8	4
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	10	5
Matchlists Sent	1	12	16
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	7	15	10
GRH Baltimore Applicants	0	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	7
Matchlists Sent	9	0	18
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	2	4	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN NECK
APRIL - JUNE 2015**

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

TDM SERVICES

**NORTHERN SHENANDOAH
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	17	29
Matchlists Sent	58	47	167
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	10	6	8
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**PRINCE GEORGE'S
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	83	73
Matchlists Sent	152	63	64
Transit Applicants and Info Sent	4	4	15
GRH Washington Applicants	46	88	57
GRH Baltimore Applicants	2	4	2
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	6
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	30	0	169
Employers Contacted (Follow up)- Visit	0	0	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

APRIL - JUNE 2015

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	149	134	181
Matchlists Sent	712	883	1,039
Transit Applicants and Info Sent	2	8	3
GRH Washington Applicants	131	125	117
GRH Baltimore Applicants	1	4	2
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	92	0	63
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	34	0	73
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	16	24
Matchlists Sent	91	82	121
Transit Applicants and Info Sent	2	1	4
GRH Washington Applicants	10	10	17
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**TRI-COUNTY
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	30	30
Matchlists Sent	202	94	149
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	65	76	63
GRH Baltimore Applicants	1	4	1
Telework Information Requests	3	1	2
Employers Contacted (New)- Phone	1	32	16
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	47	3	4
Employers Contacted (Follow up)- Visit	5	3	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	3	9
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	42	49
Matchlists Sent	53	98	113
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	51	41	49
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**RIDESHARE DELAWARE
APRIL - JUNE 2015**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	452	515	416
Matchlists Sent	225	182	174
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	4
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	359	513	412
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**HAMPTON ROADS TRANSIT - TRAFFIX
APRIL - JUNE 2015**

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

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 APRIL - JUNE 2015**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	14	5	32	51
ARLINGTON (COG)	12	7	42	61
ARTMA	17	5	12	34
BALTIMORE CITY	7	1	9	17
BMC	12	2	17	31
BWI BUSINESS PARTNERSHIP	10	5	21	36
COG	57	20	109	186
DATA	14	1	0	15
DISTRICT OF COLUMBIA	12	4	43	59
FDA	10	2	12	24
FAIRFAX COUNTY	93	21	172	286
FREDERICK	44	57	173	274
GW RIDE CONNECT	249	1,234	1,873	3,356
HARFORD	6	0	7	13
HOWARD	14	3	5	22
LINK	1	0	1	2
LOUDOUN	57	12	81	150
MTA	3	0	3	6
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	25	8	56	89
Countywide	36	22	451	509
Friendship Heights/Rockville	3	3	45	51
North Bethesda TMD	160	120	435	715
Shady Grove	0	4	255	259
Silver Spring	5	17	306	328
NIH	1	0	0	1
NATIONAL GUARD REDINESS CENTER	3	0	0	3
NORTHERN NECK	0	0	1	1
NORTHERN SHENANDOAH	20	7	6	33
PRINCE GEORGE'S	53	218	46	317
PRTC	149	45	160	354
RAPPAHANNOCK-RAPIDAN	13	9	10	32
TRI - COUNTY	27	91	202	320
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	39	0	8	47
RIDESHARE DELAWARE	452	0	0	452
TOTAL INPUT COMMUTER CONNECTIONS	1,127	1,923	4,585	7,635
TOTAL INPUT TDM NETWORK MEMBERS	491	0	8	499
TOTAL INPUT (CC + NETWORK)	1,618	1,923	4,593	8,134
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,050		

**Technical Assistance to Local Agencies
April – June 2015**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2015				
TJPDC	Tue 04/07/2015 2:32 PM	Wed 4/8/2015 11:07 AM	Thu 4/9/2015 11:11 AM	Move Commuter to CC Database
Frederick County, MD	Fri 4/13/2015 2:29 PM	Mon 4/13/2015 3:34 PM	Tue 4/14/2015 10:25 AM	FastNotes email addresses
PRTC	Mon 4/20/2015 11:00 AM	Mon 4/20/2015 1:10 PM	Mon 4/20/2015 1:10 PM	Assistance with Commuter Record
TJPDC	Tue 4/21/2015 4:41 PM	Wed 4/22/2015 4:48 PM	Thu 4/23/2015 3:19 PM	Move Commuter to CC Database
Frederick County, MD	Fri 4/24/2015 11:37 AM	Fri 4/24/2015 4:19 PM	Mon 4/27/2015 11:02 AM	Table 4A Results
May 2015				
PRTC	Fri 05/08/2015 2:34 PM	Fri 5/8/2015 3:46 PM	Fri 5/8/2015 3:48 PM	Connectivity Issues
TJPDC	Tue 5/12/2015 11:34 AM	Wed 5/13/2015 12:02 PM	Mon 5/18/2015 10:57 AM	Registration Emails
TJPDC	Tue 05/26/2015 3:49 PM	Mon 6/8/2015 2:32 PM	Tue 6/9/2015 10:12 AM	Move Commuter to CC Database
June 2015				
Frederick County, MD	Mon 06/08/2015 11:07 AM	Mon 6/8/2015 2:41 PM	Tue 6/9/2015 2:33 PM	Table 4A Results
RSDE	Wed 06/10/2015 1:56 PM	Fri 6/12/2015 12:23 PM	Tue 6/30/2015 9:47 AM	Registration Emails
North Bethesda	Tue 06/23/2015 10:30 AM	Tue 6/23/2015 3:43 PM	Tue 6/23/2015 3:43 PM	Report Request

FY 2015										
April to June 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)	2	18	0	36	19	0	42	0	0	1
Telework - NEW	0	0	0	0	0	0	0	0	0	3
Employers Contacted (follow-up)	40	1326	0	518	46	0	621	6	0	47
Telework - FOLLOWUP	0	0	0	9187	0	0	9	0	0	2
Total Broadcast Contacts Letters, Flyers, Newsletter	1057	7743	0	27	1	0	38007	885	0	175
Total Sales Meetings	5	114	0	0	2	0	114	0	0	6
Total Employers Contacted	1104	9201	0	9768	68	0	38793	891	0	234
New Level 1 TDM Programs	1	2	0	0	1	0	2	0	0	4
New Level 2 TDM Programs	0	2	0	0	1	0	35	0	0	1
New Level 3 TDM Programs	2	12	0	0	0	0	1	0	0	0
New Level 4 TDM Programs	0	1	0	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0