



**QUARTERLY WORK PROGRAM PROGRESS REPORT
OCTOBER – DECEMBER 2016**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2017 2nd 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 October 2016, November 2016, and December 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; Baltimore, MD; NBTMD; Thomas Jefferson Planning District Commission (Charlottesville); 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.

State TDM Work Group meetings were coordinated and held on October 11th, November 9th and December 14th.

COG/TPB staffed the regional Commuter Connections working group which continued to address TDM initiatives during WMATA’s yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during October:

- coordinating and holding a Commuter Connections SafeTrack Work Group meeting on October 14th for Surge #10
- sending SafeTrack surge# 10 emails to impacted commuters and employers on October 24th
- participating in a COG Public Information Offices conference call on October 24th

During the month of November, COG/TPB staff worked with Anne Arundel County to establish an MOU for the TDM system and sent letters terminating MOU’s with both ARTMA and the BWI Partnership.

COG/TPB staff met with Meredith Hill from MDOT on November 4th to discuss TDM programs that are being implemented through Commuter Connections.

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on November 15th. Highlights from the meeting include:

A briefing on the substantive changes to the FY 2016 GRH Draft Survey Report for the Baltimore metropolitan region, a presentation of the Transform 66 Transportation Management Plan, a briefing of the draft FY2016 Bike to Work Day event report and establishment of a comment period, an update on COG's Climate, Energy, and Environmental Policy Committee's Action Plan and Multi-Sector Working Group activities, a presentation of the results from the 2016 Car Free Day regional event, an update on the Regional TDM Evaluation project, a briefing on COG's efforts regarding SafeTrack, a presentation of highlights from the draft FY 2018 Commuter Connections Work Program and Commuter Connections Strategic Plan, and a briefing on the 1st Quarter CC WP Budget Report and Quarterly Progress Report.

COG/TPB staff met with Enterprise Rideshare staff on November 17, 2016 to discuss changes in their staff and to review operating guidelines for 'Pool Rewards.

COG/TPB staff hosted TDM System training on November 22, 2016 for Anne Arundel County staff.

COG/TPB staff hosted and participated in an MPO TDM Peer Exchange Group meeting on November 30th.

COG/TPB staffed the regional Commuter Connections working group which continued to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during November:

- coordinating and holding a Commuter Connections SafeTrack Work Group meeting on November 16th for Surge #11,
- made maps and email lists of users who were to be affected by SafeTrack Surge #11. Staff drafted an email message that laid out details of the surge and transportation options for commuters, and
- sent SafeTrack surge# 11 emails to impacted commuters and employers on November 21st.

COG/TPB staff began soliciting updates to the January 2017 edition of Commuter Connections Resource Directory during the month of December 2016.

COG/TPB staff attended the COG Annual Meeting on December 14th.

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

- Upcoming Fairs and Promotions
- TDM System Update
- CarpoolNow and Commuter Connections Mobile Applications Update
- Client Site Status/Roundtable

- January 2017 Resource Directory
- Quarterly Progress Reports
- Updated Bi-Weekly Report Process

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, and making backups.

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.

At the end of December 2016, COG and its members served 19,274 commuters registered in ridematching. This is an increase of 333 over last quarter's ending total of 18,941. This figure shows a year over year increase of 1,815 from the 17,459 in the system at the end of December 2015.

COG/TPB staff met with Media Beef representatives eleven times during the second quarter. Staff met with the software development contractor on October 3rd, 12th, 17th, and 31st, November 7th, 14th, 21st, and 29th, and December 5th, 12th, and 19th. Discussion centered primarily around the schedule for wrapping up development items scheduled for completion in FY2016. The highest priorities were bug fixes for CarpoolNow.com (dynamic ridematching mobile app), extending the new logging functionality to mobile devices, improving ridematching algorithms with route based ridematching, overhauling the TDM system's reporting, and organizing the schedule for FY2017.

In the TDM system, COG/TPB staff made several updates and fixes. Staff made changes to links in the TDM system to the CommuterConnections.org web site. Some of the links became invalid when the Commuter Connections web site was updated. Staff fixed a bug in the special events ridematching module that caused the program to crash when users requested matches. COG/TPB staff completed work on bug fixes and enhancements to the TDM system's code for Guaranteed Ride Home. In the last several months some bugs that affect administrators have surfaced. The program also needed an enhancement to enable GRH appform codes to be entered during registration for

people who request a one-time exception. The SSL certificates for the TDM server expired during the quarter, so staff acquired new certificates. Media Beef employees handled installation. Finally, we addressed a problem experienced by Delaware and Charlottesville. When the TDM system creates an accounts for a commuter, it sends a welcoming email message to that commuter. Ridematching coordinators were not receiving copies of these messages and that has been corrected.

Media Beef worked on bugs in the CarpoolNow mobile app, and by late November, they had all been substantially addressed. The contractor fixed a bug connected to the duration of users' sessions. The problem manifested itself when some users were found to have been looking for rides for more than a few hours. Media Beef also fixed some problems with the display (or failure to display) of alerts about ridematches on users' smartphones. They corrected another problem that prevented registered users from recovering forgotten passwords. Media Beef also finished the version of CarpoolNow for BlackBerry. CarpoolNow made it onto the WMATA SafeTrack web page in the list of transportation options. COG/TPB staff made upgrades to the CarpoolNow web server. Its capabilities needed to be increased to meet the demand for dynamic ridematching services.

COG/TPB staff continued to move away from communicating to network members using paper reports to sending PDF formatted electronic files. COG/TPB staff wrote software and Word templates to change the output of our purge process reports. The purge reports are no longer printed on green bar paper using the IBM Infoprint impact printer. Since November, purge reports have been converted to PDF and distributed via email. With that, all reports have been converted to electronic distribution.

Early in the quarter, Media Beef released a new test version of SchoolPool for COG and Charlottesville. Staff tested the new software and found it substantially free from defects. It was deployed to production in November. It was determined that some changes were needed to server hardware. The same web server was being used to handle the TDM system and SchoolPool. When more traffic was experienced than originally expected, COG/TPB staff set up a new web server expressly for SchoolPool. COG/TPB staff acquired SSL certificates for it and Media Beef installed them. Versions of SchoolPool for the Washington region and Charlottesville began running on their own web server late in November. The secured web sites are available to the public.

Media Beef delivered their first version of the new route based ridematching software in October. The route based matching algorithm considers how much a commuter's route to work overlaps the routes of other commuters when deciding whether it has found a match. COG/TPB staff set up a new database just for testing. Source code was obtained for the new route based ridematching logic and a new application was built from it. In order to match users based on their routes from home to work, the software must compute route data for everyone interested in ridematching and then store it in the database. COG/TPB staff finished computing and storing best routes between home and work for all the commuters in the test database in November. Testing included finding commuters who were matched by the radius algorithm when they should not

have been. COG/TPB staff tested with those accounts to see whether route based ridematching would filter them out. Although there were some bugs related to commuters' ridematching preferences that needed fixing, our initial impression of the new functionality was generally positive. The program produced results rapidly, and it provided as many as 15 viable match candidates per request. Results were much better for customers who travel from rural areas than the results they get from radius matching. During December, COG/TPB staff continued testing. Although there were still some bugs that need attention, the software quality improved dramatically.

COG/TPB staff worked to keep client member sites informed about Metro's SafeTrack efforts.

D. Commuter Information System

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

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

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 included the renewal incentive coupons from the Newseum for returning GRH registrants.

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 991 GRH applications received. A total of 800 applicants were registered (715 new applicants and 18 previous "one-time exception" users) and 1,215 commuters were re-registered. During the same time period, the GRH program provided 596 GRH trips. There were no "one-time" exceptions provided. "Personal Illness" counted for the largest portion of the GRH trip reasons followed by "Child Care." As of December 31, 2016, a total of 9,098 commuters are currently registered in the GRH database.

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

COG/TPB staff continued to work with the GRH trip providers on contract renewals.

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

COG/TPB staff has identified an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. COG/TPB staff changed the Featured Member of the Month on the Commuter Connections 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 2016 version on the Commuter Connections website.

Call volumes and web site visits were monitored for each month during the quarter, and customer support was provided to Bulletin Board members. SharePoint was used for posting of Regional TDM related materials for committee review and feedback.

COG/TPB staff added SafeTrack videos to the Commuter Connections homepage for each corresponding surge. COG/TPB staff updated the SafeTrack landing page with additional regional resources. COG/TPB staff added new maps and brochures to the Surge #10 SafeTrack page, as well as additional MetroBus route information to the Surge #10 SafeTrack page. COG/TPB staff added the new SafeTrack surge 10 and 11 videos to the Commuter Connections homepage.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Facebook to promote 'Pool Rewards and Rideshare.

COG/TPB staff updated the bicycling resources page on the Commuter Connections website and fixed broken links on the Commuter Connections site as needed. COG/TPB staff created and posted a Holiday Listicle on the Commuter Connections Facebook page to promote our Ridesharing program. COG/TPB staff redesigned the Employer Awards page on the Commuter Connections website.

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 fall newsletter and Federal ETC insert were created and distributed to the regional employer database, network members and the TDM community. The newsletter with insert was distributed in PDF form to the Federal ETC's through GSA, and both items were made available on their respective websites. The e-newsletter was created for the fall 2016 publication and sent to employers in HTML format. Work began on articles for the winter 2017 edition of the newsletter.

Bi-weekly conference calls were held with the marketing contractor, media buying service, and public relations contractor between October and December 2016, to discuss work program activities for the FY17 regional TDM Marketing campaign.

The fall media buy was executed beginning October and ran through the end of the quarter using previously developed ads from 2016. The Rideshare campaign included a mix of news, music, and Hispanic radio stations; television (NBC4); digital/mobile, and social media. GRH included news and music radio stations.

Creative concepts for the all new FY17 spring regional TDM marketing campaign were developed based on workgroup selections and feedback. The new Guaranteed Ride Home campaign theme is entitled "Problem. Solved.", and the new theme for Rideshare is "A couple of clicks is all it takes". Radio scripts were written and finalized for the FY17 spring marketing campaign, and voice talent was selected.

A direct mail piece was delivered to 500,000 households within the metropolitan Washington region in late December. The mailers promoted Ridematching and GRH and incorporated the new FY17 creative concepts and themes. Recipients were households within the MWCOG footprint, ages 25-64 with annual household incomes \$75,000 and above. Mailers include a postage paid reply containing a combined Ridematching/GRH application form.

The FY17 earned media plan was created and approved. Questions and responses were created and COG/TPB staff participated in interviews with CBS owned radio stations, El Zol (Hispanic) and WPGC. Social media ads were created for CarpoolNow and placed (non-paid) on Facebook.

COG/TPB staff met with Clean Air Partners representatives on October 18th for a debriefing on the Commuter Connections sponsorship marketing activities. COG/TPB staff participated in a conference call meeting on October 27th with ODonnell Company representatives to discuss a re-design of the Commuter Connections web site.

COG/TPB staff attended the JBMHH First Annual Commuter Fair on October 27th.

COG/TPB staff and the marketing contractors held a quarterly Earned Media conference call on November 9th.

A Regional TDM Marketing Group meeting was held on December 20th. Highlights from the meeting included Commuter Connections' FY 2017 regional TDM Marketing activities; GoAlex (City of Alexandria); and Montgomery County's Walk & Ride

Challenge. The 1st Half FY17 Regional TDM Marketing Campaign summary draft report was issued; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan (SMP) FY 2017 final draft report was presented and endorsed for release.

Emergency preparedness and general purpose employer brochures were updated and replenished. A commuter transportation fair at the Mark Center in Alexandria was attended on December 7th.

B. Bike To Work Day

COG/TPB staff updated 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 added raffle winners' pictures to the Bike To Work Day website and social media platforms.

COG/TPB staff posted status updates as need and responded to social media user inquiries. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB uploaded applicable news articles and press releases to the BTWD website.

COG/TPB fixed an error with the sponsor logos in the homepage sponsor image slider plugin.

COG/TPB staff met with WABA representatives on October 19th to discuss additional opportunities to promote the Bike to Work Day event in 2017.

A Bike to Work Day Steering Committee meeting was held on November 9th. Highlights from the meeting included a presentation of the 2016 final event draft report; Committee endorsement of the 2017 event registration goal of 18,600, a 6% increase over 2016; and based on a majority vote, the Steering Committee selected lavender as the color theme for the 2017 event.

The Bike to Work Day sponsor declaration form was updated and solicitation letters were prepared and sent out to perspective Bike to Work Day 2017 sponsors. A number of sponsors signed and returned the declaration agreement forms during the second quarter, including gold sponsor ICF; silver sponsor, Bike Arlington, California Tortilla (new), and Marriott International; and bronze sponsors AAA Mid-Atlantic, Arlington Transportation Partners, Capital Sports Ventures (new), General Dynamics, Crystal City BID, Fair Lakes League, and AASHTO. Invoices were prepared and mailed to Bike to Work Day sponsors.

In December, cost estimates and samples were obtained for the 2017 Bike to Work Day T-shirts for presentation at the January Steering Committee meeting, and a number of poster concepts were designed for presentation as well. Pit stop managers were contacted to confirm renewal of their local 2017 events. Organizations interested in becoming a new pit stop for the 2017 event were corresponded with in order to qualify

them as potential locations. Materials were prepared for the January Bike to Work Day Steering Committee meeting, and the meeting announcement was sent out.

C. Employer Recognition Awards

COG/TPB staff developed a timeline for Employer Recognition Awards program deliverables. A nomination brochure for the 2017 annual Employer Recognition Awards was developed with feedback from the Employer Recognition Awards workgroup. The brochure was distributed in early December to Level 3 & 4 Employee Transportation Coordinators and CEO's. The nomination brochure and application form were also made available online, and a graphic link was placed on the Commuter Connections home page. Employer Outreach Sales Representatives were sent an awards brochure, contacted via conference call about potential award nominees within their jurisdictions, and the awards were discussed at the January Employer Outreach Committee meeting. A call for nominations HTML email blast was sent out to employers and other target contacts. The Employer Awards Selection Committee meeting was scheduled for March 24th. A request for proposal was sent to area venues to host the 2017 Employer Recognition Awards ceremony.

D. 'Pool Rewards

A marketing campaign was developed and ran from October through the end of December to encourage the starting of new carpools/vanpools through the 'Pool Rewards incentive program. Paid advertising was deployed on LinkedIn and Facebook, and a :30 second 'Pool Rewards spot ran on NBC4 Television. Cost per click adjustments were made to the LinkedIn ad throughout the campaign in order to gain optimum performance. A quarter page was created for the NBC4 Health Expo program guide.

COG/TPB staff continued to monitor trip logging for program participants and processed payments for both carpools and vanpools. COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools. COG/TPB staff began gathering and organizing vanpool data for NTD reporting purposes.

COG/TPB staff met with Enterprise Rideshare representatives on November 17th to discuss the 'Pool Rewards program.

E. Car Free Day

COG/TPB updated the CFD website with applicable articles and press releases as needed. COG/TPB staff added new sponsors to the website and removed sponsors who no longer support CFD. COG/TPB staff added new prizes and promotions to the CFD website. COG/TPB staff added new raffle winner image to the CFD website.

Raffle prizes were awarded and sent to the winners, and prize recipients were publicized through social media. A summary of Car Free Day 2016 pledge data was prepared, as well as an analysis of emissions impacts. A debrief report of earned media was created to summarize press coverage of the Car Free Day event. Sponsors were sent thank you

letters, and a Car Free Day update was given at the November Commuter Connections Subcommittee meeting.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

During the quarter COG/TPB staff reviewed the Employer Outreach ACT! database records for classification into levels of participation.

COG/TPB staff published and distributed the 2016 GRH Survey and Retention Rate Survey reports.

COG/TPB staff and the consultant reviewed and prepared the FY2017 Bike to Work Day participant survey. The survey was finalized and delivered to 17,561 respondents via email. LDA Consulting began reviewing the results of the FY2017 Bike To Work participant survey.

COG/TPB staff conducted an analysis of 2016 Car Free Day pledge data, to measure emissions and greenhouse gas reductions impacts.

In October, Monthly Employer outreach sales activity reports were received from Arlington County. 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 were not submitted at this time.

COG/TPB staff participated in an EPA webinar on the TEAM approach modeling process on October 20th.

In November, Monthly Employer outreach sales activity reports were received from Arlington County. 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 were not submitted at this time.

COG/TPB staff participated in an EPA webinar on the Travel Efficiency Assessment Method (TEAM) on November 16th.

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

COG/TPB staff sent a request for quotes for design of the 2016 State of the Commute Survey general public report.

B. Program Monitoring and Tracking Activities

Preliminary Employer Outreach data was collected for the second quarter of FY2017 for the conformity verification statement and work was completed on the FY2017 first quarter conformity verification statement.

Advertising campaign effectiveness was tracked through call volumes and internet visits. This information was made available as part of the FY17 First Half Marketing Campaign Summary draft report issued at the December Regional TDM Marketing Group meeting.

A Customer Satisfaction survey was sent via email to Washington region commuters who used the Guaranteed Ride Home service between October - December 2016, and physical survey cards were sent for September - November trips. Preliminary findings of the FY16 Guaranteed Ride Home Customer Satisfaction Survey for the Washington region were presented at the December Regional TDM Marketing Group meeting.

Throughout the second quarter COG/TPB staff coordinated with VHB for updates to the Employer Services commuter survey archive database application. A conference call was held October 11th to discuss ongoing tasks for the project. COG/TPB staff coordinated and hosted a workgroup session for the survey database application on November 17th. COG/TPB staff worked closely with VHB to make updates to the database. Updates were then published to the live website and tested by COG/TPB staff. COG/TPB staff held a conference call on December 2nd with VHB to plan updates to the COG survey database. Additional surveys were provided to VHB for inclusion into the database.

COG/TPB staff presented the draft Bike to Work Day Report to the Commuter Connections Subcommittee, a comment period was established.

COG/TPB staff prepared and completed the 2017 CCWP monthly Executive Summary Reports for September, October and November.

COG/TPB staff also prepared and distributed the 1st Quarter 2017 CCWP Progress Report.

COG/TPB staff issued the First Half FY17 Marketing Campaign Summary draft report at the December Regional TDM Marketing Group meeting.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

Throughout the 2nd quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software. COG/TPB staff conducted and completed a data sweep of the ACT! database the weeks of October 17th, November 14th, and December 5th. COG/TPB staff held a training session on October 18th with the Prince William County

outreach representative. COG/TPB staff assisted the sales representative for Tri-County Council on ACT! database reporting matters on December 2nd.

b) Employer Outreach for Bicycling

COG/TPB staff distributed bicycle guides at various events throughout the quarter as well as upon request.

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 coordinate FY2017 contract renewals with Prince George's and Montgomery counties.

b) DC, MD, and VA Program Administration

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

COG/TPB staff updated and replenished the emergency preparedness and general purpose employer brochures.

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

- Fourth quarter FY2016 and first quarter FY2017 conformity verification statements
- Employer case studies
- Training review and update
- Loudoun County vanpool promotion
- Employer survey database application update
- Employer Outreach roundtable

COG/TPB staff worked with COG/Office of Communications staff on producing a short video on event planning on December 5th and December 13th.

COG/TPB staff coordinated and held the training session held on December 19th for "How to have a successful event."

COG/TPB staff completed an FY2017 case study of The Cadmus Group in Bethesda, MD. COG/TPB staff continued work on preliminary confirmation of potential employers from the District of Columbia and Virginia to profile in case studies for FY2017.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during October through December 2016. The program has now been operational for six years and three 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 included the renewal incentive coupons from the Newseum for returning GRH registrants.

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.

A Customer Satisfaction survey was sent via email to Baltimore region commuters who used the Guaranteed Ride Home service between October - December 2016, and physical survey cards were sent for September - November trips. Preliminary findings of the FY16 Guaranteed Ride Home Customer Satisfaction Survey for the Baltimore region was presented at the December Regional TDM Marketing Group meeting.

COG/TPB staff finalized edits to the FY2016 draft GRH Baltimore survey report based on the established comment period and highlighted these changes at the Commuter Connections Subcommittee meeting on November 15th. The report was also prepared for distribution in December.

ODonnell Company developed a media placement plan for the GRH Baltimore marketing campaign for the 2nd half of the fiscal year.

B. Process Trip Requests and Provide Trips

Between the months of October and December 2016, there were 39 GRH Baltimore applications received (41 new applicants and 1 previous "one-time exception" user) and 79 commuters were re-registered. During the same time period, the GRH program provided thirty-seven (37) GRH trips. No "one-time" exceptions were provided during this time period. "Unscheduled Overtime" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of December 31st a total of 508 commuters are currently registered in the GRH Baltimore program.

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

COG/TPB staff processed and paid taxi and car rental invoices and transit vouchers during the quarter.

COG/TPB staff has located an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips. Diamond Transportation is currently subcontracting with the provider until the MOU with COG is signed.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****October - December 2016**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2016
Total applicants/info provided:	3,945	8,540	14,108
Rideshare applicants	1,574	4,275	6,564
Matchlists sent	3,666	6,242	11,660
Transit applicants/info sent	33	81	158
GRH applicants	1,335	2,555	4,503
Bike to work info requests	1	14	15
Telework info requests	11	12	26
Internet users	31,019	52,541	100,962
Internet applicants	3,723	6,463	11,474
New employer clients	133	315	497
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2016
Continued placements	556	1,511	1,511
Temporary/one-time placements	81	219	219
Daily vehicle trips reduced	308	837	837
Daily VMT reduced	8,448	22,946	22,946
Daily tons NOx reduced	0.0032	0.0088	0.0088
Daily tons VOC reduced	0.0017	0.0046	0.0046
Daily tons PM2.5 reduced	0.00010	0.00028	0.00028
Daily tons PM2.5 NOx reduced	0.0035	0.0096	0.0096
Daily tons GHG reduced	4.1876	11.3735	11.3735
Daily gallons of gas saved	425	1,153	1,153
Daily commuter costs saved	\$1,436	3,901	3,901

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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	228	207	107
Locals Rideshare Apps (New and Re-apps)	3,189	4,068	1,983
Matchlists Requested	5,369	6,124	2,898
Transit Applicants/Info Sent	77	81	210
GRH Washington Applicants	800	943	589
GRH Washington Rides Provided	596	588	598
GRH Baltimore Applicants	39	44	25
GRH Baltimore Rides Provided	37	22	31
Telework Info Requests	14	27	11
Phone/Fax	0	0	0
Internet	4,567	6,463	3,756
Employer Applicants	0	0	0
Total Hits on website	48,421	52,541	50,496

TDM SERVICES

ALEXANDRIA

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	12	13
Matchlists Sent	98	72	47
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	17	15	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	15	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	120	47	0
Employers Contacted (Follow up)- Visit	3	3	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	25	9
Matchlists Sent	59	137	36
Transit Applicants and Info Sent	0	4	2
GRH Washington Applicants	20	22	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	2	13	27
Employers Contacted (New)- Visit	16	16	27
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,594	1,642	1,744
Employers Contacted (Follow up)- Visit	43	64	59
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	7	11
Level 2	1	2	2
Level 3	0	2	13
Level 4	0	2	1

TDM SERVICES

ANNE ARUNDEL

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	30	9
Matchlists Sent	132	152	35
Transit Applicants and Info Sent	1	4	1
GRH Washington Applicants	40	49	17
GRH Baltimore Applicants	9	11	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	7	1
Matchlists Sent	64	83	4
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	6	16	9
GRH Baltimore Applicants	4	10	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

BMC

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	4	9
Matchlists Sent	26	40	40
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	18	6
GRH Baltimore Applicants	3	3	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	228	189	94
Matchlists Sent	645	512	220
Transit Applicants and Info Sent	1	11	3
GRH Washington Applicants	64	65	37
GRH Baltimore Applicants	10	9	3
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	90	N/A	0
Employers Contacted (New)- Visit	16	N/A	0
Employers Contacted - Number of Potential (New)	0	N/A	0
Employers Contacted (Follow up)- Phone	186	N/A	0
Employers Contacted (Follow up)- Visit	50	N/A	0
Employers Contacted - Number of Potential (Follow up)	0	N/A	0
New TDM Programs Established			
Level 1	13	N/A	0
Level 2	0	N/A	0
Level 3	28	N/A	0
Level 4	0	N/A	0

TDM SERVICES

DATA

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	18	5
Matchlists Sent	62	53	13
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	16	6	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 Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	87	213	51
Matchlists Sent	664	887	265
Transit Applicants and Info Sent	7	5	4
GRH Washington Applicants	86	97	62
GRH Baltimore Applicants	0	1	0
Telework Information Requests	2	2	2
Employers Contacted (New)- Phone	10	10	14
Employers Contacted (New)- Visit	8	7	15
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	370	353	62
Employers Contacted (Follow up)- Visit	11	20	20
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	1	1
Level 3	1	0	6
Level 4	0	1	1

TDM SERVICES

FDA

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	41	37
Matchlists Sent	212	323	116
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	29	44	44
GRH Baltimore Applicants	1	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

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	35	36	23
Matchlists Sent	250	368	153
Transit Applicants and Info Sent	0	3	1
GRH Washington Applicants	39	43	22
GRH Baltimore Applicants	0	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	18	49	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	14	54	0
Employers Contacted (Follow up)- Visit	4	8	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	0	1	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	257	249	277
Matchlists Sent	357	327	114
Transit Applicants and Info Sent	5	5	9
GRH Washington Applicants	113	95	105
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	3
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

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	1
Matchlists Sent	23	5	17
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	6	6
GRH Baltimore Applicants	4	1	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	37	8
Matchlists Sent	0	0	37
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	21	32	11
GRH Baltimore Applicants	5	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

LOUDOUN

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	71	77	51
Matchlists Sent	368	384	253
Transit Applicants and Info Sent	3	1	2
GRH Washington Applicants	54	63	35
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	82	72	61
Employers Contacted (Follow up)- Visit	5	10	11
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	7	2
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	7	9
Matchlists Sent	34	28	41
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	10	9	11
GRH Baltimore Applicants	2	0	1
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 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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	13	54
Matchlists Sent	1	6	69
Transit Applicants and Info Sent	3	5	3
GRH Washington Applicants	2	3	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	75	38
Matchlists Sent	82	236	172
Transit Applicants and Info Sent	1	3	47
GRH Washington Applicants	32	54	24
GRH Baltimore Applicants	0	1	1
Telework Information Requests	3	1	0
Employers Contacted (New)- Phone	28	36	32
Employers Contacted (New)- Visit	19	9	37
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,015	2,057	1,213
Employers Contacted (Follow up)- Visit	58	59	80
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	37	122
Level 2	1	4	4
Level 3	0	1	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	4	3
Matchlists Sent	0	11	10
Transit Applicants and Info Sent	0	1	5
GRH Washington Applicants	2	6	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	98	46	104
Matchlists Sent	240	119	109
Transit Applicants and Info Sent	46	22	89
GRH Washington Applicants	1	8	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	7
Matchlists Sent	2	1	12
Transit Applicants and Info Sent	0	0	10
GRH Washington Applicants	0	0	0
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

SILVER SPRING

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	12	15
Matchlists Sent	29	67	13
Transit Applicants and Info Sent	0	2	14
GRH Washington Applicants	7	16	5
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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)
OCTOBER - DECEMBER 2016**

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

TDM SERVICES

**NATIONAL GUARD READINESS CENTER
OCTOBER - DECEMBER 2016**

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

TDM SERVICES

NORTHERN NECK

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	20	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	4	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

**NORTHERN SHENANDOAH
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	25	10
Matchlists Sent	91	115	60
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	5	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**PRINCE GEORGE'S
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	52	42	132
Matchlists Sent	253	170	98
Transit Applicants and Info Sent	3	1	3
GRH Washington Applicants	32	54	25
GRH Baltimore Applicants	1	1	1
Telework Information Requests	2	1	1
Employers Contacted (New)- Phone	0	69	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	85	0
Employers Contacted (Follow up)- Visit	0	36	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	1	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

PRTC

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	160	187	110
Matchlists Sent	1,260	1,544	722
Transit Applicants and Info Sent	4	5	6
GRH Washington Applicants	119	137	92
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	15	10	0
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	23	15
Matchlists Sent	141	190	122
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	15	8	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

OCTOBER - DECEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	42	45	33
Matchlists Sent	248	264	131
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	56	56	34
GRH Baltimore Applicants	0	0	0
Telework Information Requests	6	0	1
Employers Contacted (New)- Phone	15	19	10
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	26	43	14
Employers Contacted (Follow up)- Visit	3	9	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	9	4
Level 2	1	2	1
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	14	15
Matchlists Sent	60	92	32
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	0	1	15
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
OCTOBER - DECEMBER 2016**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3,091	661	1,565
Matchlists Sent	1,582	579	551
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	3	12
GRH Baltimore Applicants	0	0	1
GRH RideShare Delaware	2,960	628	1,553
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
 OCTOBER - DECEMBER 2016**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	18	2	11	31
ARLINGTON (COG)	18	2	5	25
ARTMA	20	8	3	31
BALTIMORE CITY	24	5	9	38
BMC	4	0	3	7
COG	202	9	16	227
DATA	23	3	19	45
DISTRICT OF COLUMBIA	26	3	4	33
FDA	27	58	21	106
FAIRFAX COUNTY	87	107	62	256
FREDERICK	35	86	90	211
GW RideConnect	257	892	1,263	2,412
HARFORD	1	0	1	2
HOWARD	17	20	14	51
LOUDOUN	71	41	50	162
MTA	10	2	4	16
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	13	78	95	186
Countywide	27	5	8	40
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	98	263	244	605
Shady Grove	0	2	1	3
Silver Spring	7	3	2	12
NIH	1	1	3	5
NATIONAL GUARD REDINESS CENTER	1	0	0	1
NORTHERN NECK	0	0	4	4
NORTHERN SHENANDOAH	24	1	5	30
PRINCE GEORGE'S	52	10	10	72
PRTC	160	134	180	474
RAPPAHANNOCK-RAPIDAN	23	9	3	35
TRI - COUNTY	42	157	145	344
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	17	11	0	28
RIDESHARE DELAWARE	3,091	0	0	3,091
TOTAL INPUT COMMUTER CONNECTIONS	1,288	1,901	2,275	5,464
TOTAL INPUT TDM NETWORK MEMBERS	3,108	11	0	3,119
TOTAL INPUT (CC + NETWORK)	4,396	1,912	2,275	8,583
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,189		

FY 2016 October to December 2015	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince Georges	Prince William	Calvert/ St. Charles
Employers Contacted (new Site Visits (prospects))	4	2	90	10	12	0	28	0	15	15
Telework - NEW	0	0	0	0	0	0	2	0	0	6
Employers Contacted (follow-up)	120	1594	186	370	6	82	2015	0	0	26
Telework - FOLLOWUP	0	0	0	0	0	0	3	0	0	6
Total Broadcast Contacts Letters, Flyers, Newsletter	876	13267	6265	12	2	162	16854	0	0	171
Total Sales Meetings	3	59	66	19	2	5	77	0	4	3
Total Employers Contacted	1003	14922	6607	411	22	249	18979	0	19	227
New Level 1 TDM Programs	0	1	13	0	0	0	3	0	0	2
New Level 2 TDM Programs	0	1	0	0	0	0	1	0	0	1
New Level 3 TDM Programs	1	0	28	1	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	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

Technical Assistance to Local Agencies
October – December 2016

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October				
RSDE	Fri 10/7/2016 2:07 PM	Tue 10/11/2016 4:06 PM	Mon 10/20/2016 2:59 AM	Solved Issue With "Too Many Redirects"
Frederick County	Tue 10/11/2016 4:12 PM	Wed 10/12/2016 10:14 AM	Wed 10/12/2016 10:14 AM	Table 4a Results
TJPD	Tue 10/11/2016 5:22 PM	Wed 10/12/2016 10:12 AM	Wed 10/12/2016 11:11 AM	Move Commuter to CC Database
NBTC	Mon 10/24/2016 10:41 AM	Mon 10/24/2016 10:51 AM	Mon 10/24/2016 11:27 AM	Remove from GRH Program
November 2016				
Frederick County	Tue 11/15/2016 8:21 AM	Tue 11/15/2016 8:21 AM	Tue 11/15/2016 8:21 AM	Table 4a Results
TJPD	Tue 11/15/2016 5:33 PM	Mon 12/19/2016 3:23 PM	Mon 12/19/2016 3:23 PM	GRH Application Entered
RSDE	Tue 11/29/2016 2:25 PM	Tue 11/29/2016 3:30 PM	Wed 11/30/2016 9:37 AM	Help Finding User
December 2016				
NBTC	Thu 12/1/2016 12:11 AM	Mon 12/5/2016 9:25 AM	Mon 12/5/2016 9:25 AM	Connectivity Issues
TJPD	Mon 12/5/2016 4:53 PM	Tue 12/6/2016 2:58 PM	Tue 12/6/2016 4:05 PM	Change Username for Commuter
Frederick County	Thu 12/15/2016 9:58 AM	Thu 12/15/2016 2:16 AM	Thu 12/15/2016 9:58 AM	Table 4a Results
Baltimore City	Wed 12/21/2016 8:57 AM	Wed 12/21/2016 9:40 AM	Wed 12/21/2016 9:44 AM	Reports Question