



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY – SEPTEMBER 2013**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# FY2014 First Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### **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 July 2014, August 2014 and September 2014) 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 and Montgomery Counties, MDOT and NBTMD in MD; Loudoun County, NSVRC and PRTC in VA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

A Commuter Connections Subcommittee meeting was held on July 16th. highlights from the meeting included: the appointment of a Subcommittee Vice Chairman nomination Committee; a briefing on the update of Transportation Emissions Reduction Measures (TERMS) for possible use in the regional air quality conformity analysis, an update on Clean Air Partners activities, an update on the 2013 Commuter Connections Employer Recognition Awards event, a briefing on the preliminary results from the 2013 State of the Commute survey, an update on the 2013 Car Free Days event, and a briefing on the draft 4th quarter CCWP budget report.

COG/TPB staff met with VDOT and Megaprojects staff on July 16th to discuss the I-95 TDM/Transit Plan. COG/TPB staff attended an I-95 Megaprojects meeting on July 18th. COG/TPB participated in a TDMI Executive Committee meeting on July 22nd. COG/TPB staff attended and made presentations at the ACT International Conference in San Antonio, TX from July 28th – July 31st.

COG/TPB staff secured a new vice chair for the Ridematching Committee in August. A ridematching system training session was held at COG on August 23rd for representatives from BWI Partnership, Fairfax County and the Northern Shenandoah Valley Regional Commission.

COG/TPB staff participated in an FHWA webinar on Performance Measures related to MAP-21 on August 8th.

A Commuter Connections Subcommittee Vice Chair Nominating Committee conference call meeting was held on August 13th.

COG/TPB staff met with RideScout representatives on August 14th and 27th to discuss their program features and possibilities of Commuter Connections' partnering to promote the service.

COG/TPB staff participated in telephone system vendor presentations in August in anticipation of a COG-wide telephone system upgrade.

A Ridematching Committee meeting was held on September 17th. Highlights from the meeting included:

- Announcement of new Vice Chair
- Upcoming Fairs and Promotions
- TDM System – Generation II Update
- Review of COG's SharePoint
- Client Site Status/Roundtable

COG/TPB staff met with several vendors for evaluation purposes during September as part of a COG-wide phone system upgrade.

An STDM Work Group meeting was coordinated and held on September 10th.

A Commuter Connections Subcommittee meeting was held on September 17th. Highlights from the meeting included the approval of a new Subcommittee Vice Chair and change of chairperson, a presentation on substantive changes made to the draft FY 2013 State of the Commute Technical Report, the results of the 2013 GRH Applicant survey for both the Washington DC and Baltimore metropolitan regions, a presentation by Ridescout, an update on the upcoming Car Free Days event, a presentation on the timeline and development of the FY 2015 Commuter Connections Work Program, a presentation on the Commuter Connections Strategic Plan, and briefings on the final 4th quarter FY 2013 CCWP budget, 4th quarter CCWP Progress Report, and FY2013 CCWP Annual Progress Report.

COG/TPB staff worked with NCPC and GSA staff during the quarter on updating the Federal ETC TMP Handbook and met by conference call on July 25th to discuss the status of the project.

## **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.

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, and making backups.

COG/TPB staff and volunteer network members tested the development version of the new TDM system. When bugs or problems were encountered, staff either fixed those bugs or provided feedback to the development contractor.

COG/TPB staff completed the Pool Rewards for vanpools software. This program enhancement will make it easier to collect data on vanpooling and incentives for the National Transportation Database. COG/TPB staff tested the application and sent the source code to MediaBeef for incorporation into the newest version of the TDM system. This functionality will probably be deployed in November.

COG/TPB staff made some enhancements to the SchoolPool application that update some of the text users see on the pages and on email messages the system sends.

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process and the biweekly end user reports.

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, and making backups.

COG/TPB staff met with Mediabeef representatives four times during the quarter. The most important meeting topics were implementation of new features like customized employer queues, changes to the system's colors and layout, responsive web design to enable the site to work better on mobile devices, more robust employer lookups for commuters, improved error handling, a content management system so that page graphics can be changed more easily, and bug fixes needed for the rollout of the new software on October 1.

The SSL certificate for tdm.commuterconnections.org expires in November, so COG/TPB staff began researching obtaining and installing SSL certificates on JBoss. An SSL certificate assures website visitors that they are interacting with the correct server and not a phishing site. SSL also provides encryption so the user's communications cannot be read by some third party while in transit. These components are to make our customers feel comfortable with sharing their personal information with us.

Google shut down the version 2 interface for geocoding on September 9, 2013. This made it impossible for new customers to obtain location based services. Nor could existing customers get ridematches from new locations. COG/TPB staff responded by upgrading the TDM system's geocoding to Google API v3.

#### **D. Commuter Information System**

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

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

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

## **II. REGIONAL GUARANTEED RIDE HOME PROGRAM**

### **A. General Operations and Maintenance**

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

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

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

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

### **B. Process Trip Requests and Provide Trips**

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

Between the months of July and September, there were 1,194 GRH applications received. A total of 1,060 applicants were registered (1,152 new applicants and 11 previous "one-time exception" users) and 1,944 commuters were re-registered. During the same time period, the GRH program provided 535 GRH trips. Twenty-three (23) of these trips were "one-time" exceptions accounting for 4% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of September 30th, a total of 10,433 commuters are currently registered in the GRH database.

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

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

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

COG/TPB staff met with Diamond Transportation Services staff on September 25th to discuss the status of the Washington DC metropolitan region's Guaranteed Ride Home program.

### **III. MARKETING**

#### **A. TDM Marketing and Advertising**

COG/TPB staff and the contractor created the summer newsletter and Federal ETC insert. The newsletter was distributed to the regional ACT! employer database and also made available online. The newsletter with insert was distributed in PDF form to the Federal ETC community through GSA.

Bi-weekly conference calls were held with O'Donnell Company between July and September 2013 to discuss work program activities for the regional TDM Marketing campaign to be kicked off in October using radio spots from the 2nd half of FY 2013. COG/TPB staff also worked on amending O'Donnell Company's contract for FY 2014. The fall media buy and earned media plan were developed along with the marketing and public relations contractors. In addition to radio for both GRH and Rideshare, it will include Rideshare mobile ads through Pandora and Rideshare online banner ads through YuMe.

Work simultaneously began on the FY14 regional marketing campaign to be kicked off in February of 2014. Creative concepts for the all new spring campaign were developed and feedback was solicited from the marketing workgroup members.

COG/TPB staff monitored call volumes and web site visits for each month during the quarter; provided customer support for Bulletin Board members and posted to social networking sites. COG/TPB staff continued to work on the new Commuter Connections web site re-design scheduled for an October launch.

SharePoint was used for posting of Regional TDM related materials for Committee review and feedback.

A Regional TDM Marketing Group meeting was held on September 17th. Highlights from the meeting included a marketing update on Arlington's PAL campaign; a presentation on FY 2014 regional TDM Marketing activities; change of Chairpersons, and announcement of the FY 2014 Marketing Workgroup; a presentation on Alexandria's Commuter Challenge; and a roundtable discussion from each of the meeting participants on other local or regional TDM marketing activities. Final documents were issued for both the 2nd Half FY13 Regional TDM

Marketing Campaign summary and the FY14 Marketing Communications Plan and Schedule.

A half page vertical advertisement was placed into a Relocation Guide which publishes in October 2013, as part of a newspaper distributed at military bases throughout the region. COG/TPB staff worked with AAA Mid-Atlantic on the Terrible Traffic Tuesday press release prior to Labor Day. COG/TPB staff created GRH and Rideshare advertising for placement into the 2014 VA MegaProjects planner.

COG/TPB staff attended and participated in an employee transportation fair at Ft. Belvoir on September 12th.

## **B. Bike to Work Day**

The Bike to Work Day web site and Facebook page was updated with the bicycle raffle winner photos and photos from the Bike to Work Day Employer Challenge luncheon held at the U.S. Department of Justice.

COG/TPB staff also provided marketing material images and content for inclusion into the 2013 Bike to Work Day event report.

A Bike to Work Day Steering Committee meeting was held on September 11th. Topics included the announcement of a new Steering Committee Chair, a 2013 event slideshow, a briefing on the 2013 employer challenge event, pit stop manager event recaps, and presentation of the 2013 BTWD draft event report. The logo and sponsor declaration form was updated for the 2014 Bike to Work Day event.

## **C. Employer Recognition Awards**

Thank you letters were sent out to the speakers from the FY 2013 awards event held on June 25th at the National Press Club. The video shown at the awards ceremony event, the awards program booklet, winner seals and photos were posted to the Commuter Connections web site, YouTube and Facebook.

Program booklets from the awards ceremony were distributed to TPB members at their July meeting.

All vendors invoicing was finalized and the 2013 Employer Recognition Award winners were featured in the Commuter Connections Summer 2013 newsletter. In September, COG/TPB staff put together a task time line for the 2014 Employer Recognition Awards event.

## **D. 'Pool Rewards**

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Reward applicants for both carpools and vanpools.

Photos of the 'Pool Rewards employer grand prize contest winner luncheon held at the Treatment and Learning Center in Rockville were posted to the Commuter Connections web site and social media. Letters and checks were sent out to the

second and third place winners of the contest, BTI Security of Rockville, and Easter Seals of Silver Spring.

A 'Pool Rewards ad was created for placement into the 2014 VA MegaProjects planner. Staff coordinated with VDOT marketing contractor Pulsar Advertising. Art files of online banner ads were also obtained from Pulsar which will be resized and placed by Commuter Connections, as part of the fall campaign. COG/TPB staff reviewed a long-term 'Pool Rewards survey to administer during FY 2014.

## **E. Car Free Day**

The Car Free Day poster was revised, printed and delivered to participating jurisdictions. The Theme was "Park It" and the poster depicted a car with action phrases written all over it that are Car free or car-lite related ways of getting around. A poster mailing was sent to the employers throughout the region and to military personnel. Draft radio scripts were developed and presented to the Steering Committee and revised, based on feedback. Voiceover talent was selected for the radio ad and a 60 second commercial was produced and aired several weeks leading up to through the event. The radio spot aired on WTOP, DC101, and BIG-FM. The Clear Channel radio stations ran banner ads on their web site's home pages.

Bus signage was secured for Car Free Day from several jurisdictions; artwork was created reflecting the poster and then printed, shipped, and installed at the various transit properties. Signage appeared on Fairfax Connector, Montgomery County Ride On, Metro, and Arlington Transit. An internet banner ad was created for placement onto the Metro website; the banner ad was also provided as free ad space, donated by WMATA.

Emails blasts were sent out to past Car Free and Bike to Work Day participants, employers and universities. Clean Air Partners also conducted a live Twitter party. Text messages were sent to those who opted in which prompted them to encourage friends to pledge.

Social media accounts were updated to reflect graphics from the 2013 poster. Facebook postings and tweets were placed on a regular basis to keep the Car Free Day event relevant and to garner more friends and followers. A total of 3,594 people like the Car Free Day Facebook page, up 15.5 percent since last year's event; and the number of people following Car Free Day on Twitter increased to 415, up by 28 percent.

Car Free Day Steering Committee meetings were held on July 10th and September 11th. Highlights from the meeting on July 10th included discussion and updates on the event web site, poster, and radio script as well as a briefing on the proclamation and a roundtable discussion on the various events and activities planned throughout the region. During the September Steering Committee meeting there was a briefing on transit signage for the event, extra posters and buttons were distributed and the radio ad and press releases were



also reviewed. Special promotions for the event were discussed along with a roundtable of activities planned for Car Free Day by the jurisdictions.

Presentations about Car Free Day were made at the TPB Technical Committee on July 5th, the Commuter Connections Subcommittee meeting on July 16th, and at the TPB on July 17th. At its July meeting, the TPB adopted a proclamation to make Sept 20-22 Car Free Days and an enlarged proclamation was signed by TPB Chair, Scott York of Loudoun County. Several jurisdictions in turn adopted Car Free Day proclamations of their own.

As part of the Car Free Day earned media campaign, the first press release was sent on August 7th regarding the web site launch. A second press release was sent in September with the headline Going Car Free Goes Interactive, about the live "Twitter Chat". Commuter Connections partnered with Clean Air Partners to conduct a Twitter Chat on September 18<sup>th</sup>.

A Google Analytics report was generated inclusive of statistics from the Car Free Day web site. Approximately 10,600 unique visitors came to the web site this year. Total page views were 32,692 and the average number of pages per visit was 2.63, with an average duration of 2 minutes and 53 seconds. The top three referral web sites were COG, WASH-FM, and WMATA.

Nearly 4,200 took the pledge to go Car Free or Car-Lite on September 20, 21, and 22nd. The breakdown by mode is as follows: Transit 46%, walking 23%, bicycle 18% and carpool 7%. The SOV group was made up of 1,525 people (36.5%) who pledged. Of the SOV group, 70,135 miles were reduced. COG/TPB staff also conducted a number of media interviews pertaining to the event.

## **IV. MONITORING AND EVALUATION**

### **A. TERM Data Collection and Analysis**

The draft 2013 State of the Commute Technical Report was presented to the Commuter Connections Subcommittee on July 16th and a comment period was established. The draft 2013 GRH Applicant Survey report was completed and highlights were presented at the Commuter Connections Subcommittee on July 16th and a comment period was established. In July, COG/TPB Staff prepared and distributed the final and draft conformity verification reports for the third and fourth quarters of FY2013 at the Employer Outreach Committee meeting on July 16th. Monthly sales activity reports were received from Montgomery, Arlington, Frederick, Fairfax, Loudoun, and Prince George's Counties as well as the District of Columbia, the City of Alexandria, and Tri-County Council for Southern Maryland.

In August, COG/TPB staff prepared the final Employer Outreach verification statement for the fourth quarter of FY2013 and began preparing the draft verification statement for the 1st quarter FY 2014. Monthly sales activity reports were received from Arlington, and Montgomery County as well as the District of

Columbia. COG/TPB staff met with LDA Consulting on August 12th to discuss the timeline for the FY 2014 Regional TDM Evaluation project. COG/TPB staff continued reviewing the draft 2013 State of the Commute Technical Report and both the Washington DC and Baltimore region draft 2013 GRH Applicant Reports.

COG/TPB staff worked with LDA Consulting to prepare an updated draft 2013 State of the Commute Technical Report based on comments received and staff review. The updated document was presented at the September 17th Commuter Connections Subcommittee meeting. COG/TPB staff presented the 2013 preliminary highlights to the TPB Technical Committee on September 6th the TPB/CAC on September 12th and to the TPB on September 18th.

COG/TPB staff worked with LDA Consulting to prepare an updated draft 2013 GRH Applicant Report based on comments received and staff review. The updated document was presented at the September 17th Commuter Connections Subcommittee meeting.

In September, COG/TPB Staff prepared and distributed the final and draft conformity reports for the fourth quarter of FY2013 and first quarter of FY2014. Monthly sales activity reports were received from Montgomery, Arlington, and Fairfax County as well as the District of Columbia and Tri-County Council for Southern Maryland.

## **B. Program Monitoring and Tracking Activities**

COG/TPB staff prepared and distributed the June Monthly Executive Summary and the 4th quarter CCWP Progress Report. COG/TPB staff also prepared the July and August FY 2013 CCWP Monthly Executive Summary reports. The FY 2013 4th quarter CCWP progress report was also prepared and distributed. COG/TPB staff also prepared and finalized the FY 2013 CCWP Annual Progress Report. COG/TPB staff produced the annual report of survey responses for 'Pool Rewards and annual statistics for ridematching and Guaranteed Ride Home. COG/TPB staff prepared and presented the draft 2013 Bike to Work Day event draft report at the Bike to Work Day Steering Committee on September 11th.

COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. This information was made available as part of the FY13 Second Half Marketing Campaign Summary final report issued at the September 17th Regional TDM Marketing Group meeting.

COG/TPB staff sent the GRH Customer Satisfaction Survey via email link to commuters who used GRH from July through September 2013. Commuters without an email address were sent a hard copy version of the survey. COG/TPB staff also analyzed the data received.

For the quarter Employer Outreach TERM data was collected for the finalization of the 4th Quarter FY2013 conformity verification report as well as the 1st Quarter FY2014.

COG/TPB staff worked on a contract amendment for the Employer survey project with VHB. COG/TPB staff met with VHB on September 24th to discuss data processing issues related to the changeover from Zoomerang to Survey Monkey

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***A. Regional Employer Database Management and Training***

In July, 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. COG/TPB staff conducted a training session with the new employer outreach representative for the City of Alexandria.

COG/TPB staff maintained the database and conducted a data integrity sweep on August 13th. COG/TPB staff reviewed the FY 2014 ACT! database software maintenance contract.

In September, COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT database software as well as review of new ACT database software products. COG/TPB staff conducted and completed a data sweep of the ACT database.

#### ***B. Employer Outreach for Bicycling***

Work was done on the new Commuter Connections web site to create the online version of the Washington area bicycling guides for employees and employers.

### **2. Jurisdictional Component Project Tasks**

#### ***A. MD Local Agency Funding and Support***

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

#### ***B. DC, MD, and VA Program Administration***

In July, COG/TPB staff produced a case study on CoStar Group. COG/TPB staff supported and coordinated the July 16th Employer Outreach Committee meeting. Topics covered in the meeting were: Third and Fourth Quarter conformity; Transit screen demonstration; employer case studies; training survey results; employer customer satisfaction survey; and, employer outreach levels of participation.

In August, COG/TPB staff continued to work on finalizing the FY 2013 case studies for Virginia and Maryland. COG/TPB staff began work on setting up the training session planned for September. COG/TPB staff worked on Employer Outreach contract amendments for the Maryland jurisdictions.

In September, COG/TPB staff interviewed Booz Allen for a case study. COG/TPB staff coordinated and held a TDM sales training session on September 30th focused on alternative work schedules.

## **VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

### **A. General Operations and Maintenance**

The GRH Baltimore program continued to enroll new applicants during July through September 2013. The program has now been operational for three years.

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.

Work continued on reviewing the survey results and producing the 2013 GRH Baltimore Applicant draft Survey report. The draft FY 2013 GRH Baltimore Applicant Survey Report Report was presented to the Commuter Connections Subcommittee on September 17th.

COG/TPB staff also worked on monthly data collection activities for the GRH Customer Satisfaction Survey beginning on July 1st.

### **B. Process Trip Requests and Provide Trips**

Between the months of April and June 2013, there were 95 GRH Baltimore applications received. A total of 102 applicants were registered. 112 commuters were re-registered. During the same time period, the GRH program provided fifty-nine (59) GRH trips. Two (2) of these trips were “one-time” exceptions accounting for 3% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Overtime” and “Family Emergency.” As of September 30, 2013, a total of 785 commuters are currently registered in the GRH Baltimore program.

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

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

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

COG/TPB staff met with Diamond Transportation Services staff on September 25th to discuss the status of the Baltimore Metropolitan region's Guaranteed Ride Home program.

**Table 1**

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

**JULY - SEPTEMBER 2013**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2013</b>
<b>Total applicants/info provided:</b>	6,288	7,591	6,288
Rideshare applicants	2,403	3,129	2,403
Matchlists sent	7,516	5,183	7,516
Transit applicants/info sent	156	122	156
GRH applicants	3,107	2,689	3,107
Bike to work info requests	23	23	23
Telework info requests	26	17	26
<b>Internet users</b>	27,908	40,257	27,908
Internet applicants	5,004	5,408	5,004
<b>New employer clients</b>	50	539	50
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2013</b>
<b>Continued placements</b>	850	1,106	850
<b>Temporary/one-time placements</b>	123	160	123
<b>Daily vehicle trips reduced</b>	471	613	471
<b>Daily VMT reduced</b>	12,898	16,795	12,898
<b>Daily tons NOx reduced</b>	0.0049	0.0064	0.0049
<b>Daily tons VOC reduced</b>	0.0026	0.0034	0.0026
<b>Daily tons PM2.5 reduced</b>	0.00016	0.0002	0.00016
<b>Daily tons PM2.5 NOx reduced</b>	0.0054	0.0070	0.0054
<b>Daily tons GHG reduced</b>	6.3931	8.3246	6.3931
<b>Daily gallons of gas saved</b>	648	844	648
<b>Daily commuter costs saved</b>	\$2,193	2,855	2,193

**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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	238	297	300
Locals Rideshare Apps (New and Re-apps)	2,165	2,832	3,305
Matchlists Requested	7,412	5,132	5,349
Transit Applicants/Info Sent	156	118	135
GRH Washington Applicants	1,194	1,105	1,172
GRH Washington Rides Provided	534	617	548
GRH Baltimore Applicants	95	118	126
GRH Baltimore Rides Provided	55	35	62
Telework Info Requests	26	17	23
Phone/Fax	0	0	0
Internet	5,004	5,408	6,403
Employer Applicants	0	0	0
Total Hits on website	27,908	40,257	30,776
<b>TOTAL INPUT</b>	<b>44,787</b>	<b>55,936</b>	<b>48,199</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	24	3
Matchlists Sent	32	82	25
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	32	27	18
GRH Baltimore Applicants	0	6	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	0	61	2
Employers Contacted (New)- Visit	0	0	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	130	274
Employers Contacted (Follow up)- Visit	0	1	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	1
Level 3	0	2	0
Level 4	0	0	0



**TDM SERVICES**

**ARLINGTON  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	16	17
Matchlists Sent	69	112	132
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	29	28	36
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	5	3	4
Employers Contacted (New)- Visit	5	9	6
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	397	563	513
Employers Contacted (Follow up)- Visit	5	13	5
Employers Contacted - Number of Potential (Follow up)	0	0	4
New TDM Programs Established			
Level 1	3	1	3
Level 2	0	0	1
Level 3	2	1	0
Level 4	0	1	0

**TDM SERVICES**

**ANNE ARUNDEL  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	12	14
Matchlists Sent	120	243	195
Transit Applicants and Info Sent	3	4	6
GRH Washington Applicants	36	33	44
GRH Baltimore Applicants	3	5	2
Telework Information Requests	1	1	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**

**BALTIMORE CITY  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	7	6
Matchlists Sent	30	43	21
Transit Applicants and Info Sent	3	0	2
GRH Washington Applicants	25	24	22
GRH Baltimore Applicants	18	32	22
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**

**JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	5	22
Matchlists Sent	20	4	95
Transit Applicants and Info Sent	1	1	5
GRH Washington Applicants	20	27	26
GRH Baltimore Applicants	8	12	21
Telework Information Requests	0	1	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**

**BWI BUSINESS PARTNERSHIP  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	19	23
Matchlists Sent	181	144	125
Transit Applicants and Info Sent	0	2	2
GRH Washington Applicants	9	3	13
GRH Baltimore Applicants	25	24	35
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**

**COG - DC/DE/PA/WVA/VA  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	213	255	264
Matchlists Sent	898	574	687
Transit Applicants and Info Sent	14	12	18
GRH Washington Applicants	72	74	100
GRH Baltimore Applicants	9	10	16
Telework Information Requests	1	1	3
Employers Contacted (New)- Phone	1	9	0
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	772	817	0
Employers Contacted (Follow up)- Visit	6	3	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	3	6	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**FAIRFAX  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	68	128	89
Matchlists Sent	400	717	553
Transit Applicants and Info Sent	2	6	7
GRH Washington Applicants	129	132	141
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	64	0
Employers Contacted (New)- Visit	0	34	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	676	300	0
Employers Contacted (Follow up)- Visit	95	45	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	135	114	0
Level 2	143	136	0
Level 3	171	157	0
Level 4	76	70	0

**TDM SERVICES**

**FDA  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	92	96	10
Matchlists Sent	93	37	22
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	37	15	9
GRH Baltimore Applicants	0	0	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**

**FREDERICK  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	20	22
Matchlists Sent	119	149	222
Transit Applicants and Info Sent	3	2	4
GRH Washington Applicants	50	43	52
GRH Baltimore Applicants	0	1	2
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	51	183	0
Employers Contacted (New)- Visit	3	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	22	78	0
Employers Contacted (Follow up)- Visit	3	0	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	2	0
Level 4	0	1	0

**TDM SERVICES**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	253	253	216
Matchlists Sent	374	352	350
Transit Applicants and Info Sent	10	10	13
GRH Washington Applicants	118	117	129
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	1	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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	6	6
Matchlists Sent	6	40	41
Transit Applicants and Info Sent	0	2	2
GRH Washington Applicants	9	15	6
GRH Baltimore Applicants	11	15	12
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**

**JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	20	30
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	23	31	37
GRH Baltimore Applicants	10	5	11
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**

**LINK**

**JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	37	54	67
Matchlists Sent	200	286	233
Transit Applicants and Info Sent	4	5	7
GRH Washington Applicants	102	65	83
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	21
Employers Contacted (New)- Visit	0	1	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	90	136
Employers Contacted (Follow up)- Visit	0	5	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	1
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	7	2
Matchlists Sent	15	42	10
Transit Applicants and Info Sent	3	1	0
GRH Washington Applicants	16	7	11
GRH Baltimore Applicants	5	0	1
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**

**BETHESDA TRANSPORTATION SOLUTIONS  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	31	19
Matchlists Sent	22	30	27
Transit Applicants and Info Sent	41	29	5
GRHWashington Applicants	7	3	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	7	6	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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	42	49	65
Matchlists Sent	164	256	285
Transit Applicants and Info Sent	8	6	8
GRH Washington Applicants	63	51	71
GRH Baltimore Applicants	0	3	0
Telework Information Requests	3	0	2
Employers Contacted (New)- Phone	19	213	30
Employers Contacted (New)- Visit	9	31	17
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	526	7,137	2,712
Employers Contacted (Follow up)- Visit	14	93	43
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	77	0
Level 2	9	16	2
Level 3	2	9	2
Level 4	1	6	4

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	1	2
Matchlists Sent	6	9	8
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	*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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	93	31
Matchlists Sent	40	69	111
Transit Applicants and Info Sent	4	2	0
GRH Washington Applicants	2	3	5
GRH Baltimore Applicants	0	0	0
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**

**SHADY GROVE  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	154	4
Matchlists Sent	23	174	14
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	0	5	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**

**SILVER SPRING  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	40	1	4
Matchlists Sent	25	9	18
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	9	8	9
GRH Baltimore Applicants	1	1	0
Telework Information Requests	0	0	2
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)  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	4	11
Matchlists Sent	20	20	48
Transit Applicants and Info Sent	3	2	0
GRH Washington Applicants	14	16	6
GRH Baltimore Applicants	0	0	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**

**NATIONAL GUARD REDINESS CENTER  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	11	23
Matchlists Sent	31	56	135
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	29	17	10
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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	1	1
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	10	19
Matchlists Sent	180	49	99
Transit Applicants and Info Sent	2	1	4
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**

**PRINCE GEORGE'S  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	81	56	102
Matchlists Sent	2,650	83	81
Transit Applicants and Info Sent	17	10	5
GRH Washington Applicants	57	61	56
GRH Baltimore Applicants	2	1	0
Telework Information Requests	2	2	1
Employers Contacted (New)- Phone	0	27	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	42	0
Employers Contacted (Follow up)- Visit	0	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	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	138	147	165
Matchlists Sent	1,148	1,259	1,491
Transit Applicants and Info Sent	26	11	17
GRH Washington Applicants	204	196	185
GRH Baltimore Applicants	0	1	0
Telework Information Requests	5	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	1,151	0
Employers Contacted (Follow up)- Visit	0	11	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	0
Level 2	0	7	0
Level 3	0	14	0
Level 4	0	7	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	27	29	15
Matchlists Sent	185	175	185
Transit Applicants and Info Sent	1	4	12
GRH Washington Applicants	7	20	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
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**

**TRI-COUNTY  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	30	39
Matchlists Sent	361	118	136
Transit Applicants and Info Sent	5	8	8
GRH Washington Applicants	89	76	73
GRH Baltimore Applicants	3	1	1
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	6	103	0
Employers Contacted (New)- Visit	25	8	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	25	25	0
Employers Contacted (Follow up)- Visit	7	8	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	32	0
Level 2	0	2	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	66	53	58
Matchlists Sent	178	146	181
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	65	53	57
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  
JULY - SEPTEMBER 2013**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	455	366	289
Matchlists Sent	403	273	434
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	0	0
GRH Baltimore Applicants	0	0	1
GRH RideShare Delaware	451	365	287
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

\*RideShare Delaware joined the regional TDM Network in January 2011

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 JULY - SEPTEMBER 2013**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	9	1	6	16
ARLINGTON (COG)	13	1	35	49
ARTMA	8	6	33	47
BALTIMORE CITY	6	2	4	12
BMC	3	1	2	6
BWI BUSINESS PARTNERSHIP	21	8	41	70
COG	195	25	311	531
DISTRICT OF COLUMBIA	17	1	79	97
FDA	92	5	13	110
FAIRFAX COUNTY	68	42	176	286
FREDERICK	20	18	89	127
GW RIDE CONNECT	253	437	1,646	2,336
HARFORD	2	7	5	14
HOWARD	18	7	8	33
LINK	0	0	0	0
LOUDOUN	37	21	56	114
MTA	2	2	4	8
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	25	9	70	104
Countywide	42	28	136	206
Friendship Heights/Rockville	2	3	10	15
North Bethesda TMD	24	26	239	289
Shady Grove	19	3	196	218
Silver Spring	40	60	116	216
NIH	8	2	4	14
NATIONAL GUARD REDINESS CENTER	10	2	13	25
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	21	9	37	67
PRINCE GEORGE'S	81	336	6	423
PRTC	138	55	180	373
RAPPAHANNOCK-RAPIDAN	27	15	10	52
TRI - COUNTY	39	31	103	173
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	66	0	53	119
RIDESHARE DELAWARE	455	0	0	455
HAMPTON ROADS - TRAFFIX	0	0	0	0
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,240</b>	<b>1,163</b>	<b>3,628</b>	<b>6,031</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>521</b>	<b>0</b>	<b>53</b>	<b>574</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,761</b>	<b>1,163</b>	<b>3,681</b>	<b>6,605</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,403</b>		



## Technical Assistance to Local Agencies July - September 2013

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>July 2013</b>				
TransIT of Frederick County	7/10/13	7/29/13	7/29/13	Data Request
TJPDC	7/16/13	7/29/13	7/29/13	Move commuter to CC database
TJPDC	7/25/13	7/29/13	7/29/13	Move commuter to CC database
TJPDC	7/25/13	7/29/13	7/29/13	Database search issue
<b>August 2013</b>				
RideShare Delaware	8/2/13	8/5/13	8/5/13	Report request
TJPDC	8/7/13	8/9/13	8/9/13	Move commuter to CC database
Northern Shenandoah	8/12/13	8/13/13	8/13/13	Problem running reports
RideShare Delaware	8/20/13	8/26/13	8/26/13	Report request
RideShare Delaware	8/22/13	8/26/13	8/26/13	Move commuters to Delaware database
RideShare Delaware	8/22/13	8/26/13	9/6/13	Changed contact email
RideShare Delaware	8/23/13	8/26/13	8/26/13	Move commuter to Delaware database, complaint about maps
TJPDC	8/23/13	8/26/13	8/26/13	Move commuters to CC database
TJPDC	8/26/13	8/26/13	8/30/13	Issue getting to website
Loudoun County	8/26/13	8/26/13	8/26/13	Issue connecting to SharePoint site
MDOT	8/26/13	8/26/13	8/26/13	Issue connecting to SharePoint site
RideShare Delaware	8/26/13	8/26/13	8/26/13	Issue connecting to SharePoint site
Rappahannock Rapidan	8/29/13	8/29/13	8/29/13	Issue connecting to SharePoint site
TJPDC	8/28/13	8/28/13	8/28/13	Issue with map appearing
PRTC	8/29/13	8/29/13	8/29/13	Issue connecting to SharePoint site
<b>September 2013</b>				
RideShare Delaware	9/3/13	9/9/13	9/9/13	Report request
RideShare Delaware	9/4/13	9/9/13	9/9/13	Complaint about TDM speed
PRTC	9/4/13	9/9/13	9/9/13	Complaint about TDM not connecting
BWIBP	9/4/13	9/9/13	9/9/13	Request to keep admin active
BWIBP	9/5/13	9/9/13	9/9/13	SharePoint issue
Montgomery County	9/11/13	9/11/13	9/11/13	Complaint about TDM speed
PRTC	9/16/13	9/16/13	9/16/13	Geocoding error
Northern Shenandoah	9/16/13	9/23/13	9/23/13	Geocoding error
NBTMD	9/18/13	9/19/13	9/19/13	Geocoding error
TJPDC	9/20/13	9/23/13	9/23/13	Move commuter to CC database
TJPDC	9/24/13	9/25/13	9/25/13	Map issue

**FY 2014**

<b>July to September 2013</b>	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)	0	5	1	0	51	0	19	0	0	25
Telework - NEW	0	0	0	0	0	0	2	0	0	6
Employers Contacted (follow-up)	0	397	772	676	22	0	526	0	0	25
Telework - FOLLOWUP	0	0	0	0	0	0	9	0	0	5
Total Broadcast Contacts Letters, Flyers, Newsletter	0	1408	4013	554	97	0	25095	0	0	183
Total Sales Meetings	0	10	6	95	6	0	23	0	0	7
Total Employers Contacted	0	1820	4792	1325	176	0	25674	0	0	251
New Level 1 TDM Programs	0	3	0	135	0	0	0	0	0	12
New Level 2 TDM Programs	0	0	1	143	0	0	9	0	0	0
New Level 3 TDM Programs	0	2	0	171	0	0	2	0	0	0
New Level 4 TDM Programs	0	0	0	76	0	0	1	0	0	0
New Telework Programs	0	0	0	70	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0