



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
APRIL- JUNE 2014**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# April - June FY2014

## Fourth Quarterly Progress Report

### PROGRAM HIGHLIGHTS

#### I. COMMUTER OPERATIONS CENTER

##### A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2014, May 2014 and June 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 County, MD; Montgomery County, MD; Fairfax County, 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.

The January Regional TDM Resource Directory was published and released in April. COG/TPB staff launched the Commuter Connections Mobile Application for iOS (App Store) and Android (Google Play) 2014. The Blackberry (BB World) version will be launched later in FY 2014.

The FY 2015 Commuter Connections Work Program and Strategic Plan was published and distributed in April.

STDM Work Group meetings were coordinated by COG/TPB staff and held on April 8<sup>th</sup>, May 13<sup>th</sup>, and June 10<sup>th</sup>.

COG/TPB staff made a presentation to the North Bethesda Transportation Management District Advisory Board on the Commuter Connections Shared Use Rideshare Mobility Task Force on April 30th.

A Ridematching Committee meeting was held on June, 2014. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- Updates on the TDM System
- Updates on the TDM Mobile Application
- Client Site Status/Roundtable
- July 2014 Commuter Connections Resource Directory

A Commuter Connections Subcommittee meeting was coordinated and held on May 20th. Highlights from the meeting included:

- An update on the region's Congestion Management Process
- A briefing on the transportation impacts of the October 2013 federal government shutdown
- A presentation on the preliminary results from the FY 2014 Employer Customer Satisfaction Survey
- An update on Clean Air Partners activities
- An update on the regional Bike to Work Day event
- An update on the region's Shared Use Rideshare Mobility Task Force
- A briefing on the 2014 regional Car Free Day event
- A presentation of the 3rd quarter CCWP Progress and Budget reports

COG/TPB staff attended a Regional Taxicab Regulators meeting on June 25th.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

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

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,

creating email lists and mailing labels for Frederick County's FastNotes newsletter, setting up access for new ridematching coordinators, and making backups.

COG/TPB staff met with Mediabeef representatives five times during the quarter. The most important meeting topics were implementation of new features like queues of applicants and web pages customized for employers, the TDM app for mobile, customizing match letters, ways to remove duplicate employer records from the Oracle database, SchoolPool, and improving ride matching algorithms.

Because COG's development contractor Mediabeef set up an online source code control system, COG/TPB staff and Mediabeef staff are able to work concurrently on the same body of code. Working together greatly enhanced productivity. As Mediabeef fixed bugs and made enhancements, COG/TPB staff integrated the changes into the program and then built and tested the software. Once approved, staff deployed the new versions for public use.

One of the software enhancements that COG and Mediabeef worked on together was producing customized correspondence to be sent to commuters who request ride-matches. This meant customizing content when the commuter finds a match as well as when (s) he finds no matches. The most important goal was to be able to output custom content for each appform. Realizing this feature required work on both the software code by Mediabeef and on the Oracle database by COG/TPB staff.

As part of preparing the groundwork for a robust CMS (Content Management System), COG/TPB staff focused on the sidebar that runs down the right-hand side of the TDM system's pages. MediaBeef was consulted about ways to change the graphics and links in the sidebar and then helped to design a basic solution. COG/TPB staff then proceeded to implement it, while making plans for a full featured CMS.

COG/TPB staff worked with Mediabeef to solve a problem that affected certain administrative users. When entering a new commuter application, the software would sometimes incorrectly overwrite the value the administrative user had entered for appcode. COG/TPB staff built, tested, and deployed new software code from MediaBeef to fix this problem.

Alexandria's Local Motion 2014 Commuter Challenge ran early in April. COG/TPB staff developed web application and database code during February and March. Staff then monitored the web site and database and produced reports during April. Alexandria staff was able to use these reports to produce statistics about reduction of air pollution and vehicle miles traveled and to award prizes to participants.

COG/TPB staff corrected the links that appear at the top of every TDM system page. These needed updating so they point to the new Commuter Connections web site. Also at the top of the page, COG/TPB staff

changed the Commuter Connections logo so the software now displays the 40th Anniversary logo.

Administrators often encounter difficulty running reports by specific employer. This is because of large numbers of duplicate records in the database for many employers. As part of an effort to eliminate (or at least reduce) the count of duplicate records in the TDM system's employer data, COG/TPB staff created and ran reports for Mediabeef to use in designing their solution. COG/TPB staff will eventually eliminate duplicates created in the past using a database script. Mediabeef intends to add program logic to the registration process to help prevent duplicates in the future.

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 online 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.

COG/TPB staff met with Diamond Transportation Services staff on May 28th to review operations procedures and issues relating to the daily operations of the program.

B. Process Trip Requests and Provide Trips

Between the months of April and June 2014, there were 959 GRH applications received. A total of 877 applicants were registered. 1,655 commuters were re-registered. During the same time period, the GRH program provided six hundred forty-nine (649) GRH trips. There were thirty-three “one-time” exceptions trips during this period or 5% of trips given. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of June 30th, a total of 8,869

commuters are currently registered in the Washington DC region's GRH program.

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

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

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

### III. MARKETING

#### A. TDM Marketing and Advertising

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

The regional TDM umbrella marketing campaign was in full swing throughout the Washington region. Rideshare included television (WJLA News Channel 7, and Comcast), radio (a variety of stations including Hispanic), and online and mobile ads through YuMe and Pandora. GRH was promoted through radio, and donated transit signage on PRTC and Fairfax Connector bus exteriors, ART buses and MARC train interiors, and Prince George's County bus shelter ads. A complimentary display ad was also provided by VRE in their newsletter.

COG/TPB staff provided Madam Tussaud's coupons to commuters who renewed their GRH membership. COG/TPB staff sent out a press release announcing the launch of a new mobile-friendly website and mobile app. COG/TPB staff and contractor began to implement the carpool in a limo contest with Comcast and Kirk Cousins.

COG/TPB staff and the contractor continued to plan activities for the Commuter Connections 40th year anniversary. A digital timeline and video were discussed and work commenced on both.

Bi-weekly conference calls were held with O'Donnell Company between April and June 2014 to discuss work program plans and activities for the regional TDM Marketing campaign. Throughout the quarter, the marketing contractor and its subcontractors were managed, and the spring marketing campaign was implemented. The media invoices were processed on a monthly basis. COG/TPB staff obtained estimates for printing of the 2013 State of the Commute survey.

The HTML flash file on the Commuter Connections home page was updated to reflect the new visuals of the spring marketing campaign. Call volumes and web site visits were monitored each month during the quarter. The online Bulletin Board was administered, and customer support provided. The Commuter Connections web site and social media sites were updated on an ongoing basis. Marketing related materials were posted onto SharePoint for review by Committee members. The following employer transportation fairs were attended during the final quarter of FY 2014:

- April 8 - Rideshare Tuesday Park and Ride Lot promotion with Prince George's County and WPGC Radio, Upper Marlboro, MD
- April 9 – JBG Companies , Reston
- April 10 – BSI, Sunset Learning Institute, Quadra Med Corp, Reston
- April 17 - USPTO, Alexandria
- April 22 - American Red Cross, DC and HHS Humphrey Building, DC
- April 23 - Navy Yard, DC
- April 24 - FDA, White Oak, MD
- April 29 - USGS, Reston
- May 20 - Rideshare Tuesday Park and Ride Lot promotion with VA Megaprojects and WPGC Radio, Jones Point Alexandria, VA
- June 03 - Rideshare Tuesday Park and Ride Lot promotion with goDCgo and El Zol Radio, Ft. Totten Metro Station, Washington, DC
- June 18th - Mark Center, Alexandria, Virginia

In June a direct mailer was coordinated on a regional scale and sent to 450,000 households within the Washington metropolitan area, promoting Ridematching and the GRH program. The mass mailer was sent to those who reflect Commuter Connections' target demographics; ages 25-64 with household incomes of \$75k and above. The targeted list of zip codes by jurisdiction that were sent the mailers was posted to SharePoint.

A Regional TDM Marketing Group meeting was held on June 17th. Highlights from the meeting included: The StreetSmart campaign; a presentation on FY 2014 regional TDM Marketing activities; a call for volunteers for the FY 2015 Marketing Workgroup; and a roundtable discussion from each of the meeting participants on other local or regional TDM marketing activities. The 2nd half of the year regional TDM FY14 Marketing Campaign summary draft document was also updated and distributed at the meeting.

B. Bike to Work Day

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

The Transportation Planning Board Technical Committee was briefed about Bike to Work Day at its April 4th meeting. A presentation was also given to the Transportation Planning Board at its April 16th meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by City of College Park Councilmember, and TPB Chair Patrick Wojahn. Photos were taken and posted to the Bike to Work Day web site.

The Bike to Work Day web site was designed and managed in-house, and social media pages were customized with relevant graphics and information to reflect the marketing look and feel of the 2014 campaign. The 2014 event T-shirts were finalized, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. T-Shirts were sent to sponsors as a thank you for supporting the event.

Banners were created and delivered to nearly all of the 79 pit stop managers for use as promotional tools leading up to Bike to Work Day 2014 and to use as a backdrop at the events. Banners were eight feet wide and reflected graphics and salmon colors used for the T-Shirt and poster. Each banner was customized with specific pit stop locations and times.

The earned media strategy was developed for Bike to Work Day and media interviews were coordinated. A pre-event press release and calendar posting were sent in April, and a second pre-event press release was sent in early May. The media was pitched with interviews taking place with Nicholas Ramfos on ABC Ch. 7, and on the Total Traffic Network.

Questions were answered and general support was provided the Pit Stop managers and Committee members. COG/TPB staff also coordinated the sending of information to law enforcement agencies in the region regarding the location of each pit stop.

Sponsors were followed up with to obtain declaration forms and logos for the poster and web site. All Bike to Work Day sponsor invoices, were sent and payments processed. A Bike to Work Day Steering Committee meeting was held on May 7th. Main topics included discussion of T-Shirt pick up; radio/print ads, press release, proclamation, registration reports, and progress reports from pit stop managers.



The Bike to Work Day event was held on May 16th at 79 simultaneous locations throughout the Washington metropolitan region. The number of Bike to Work Day sign-ups were successful, as nearly 17,000 registered for the annual event, a 14% increase over the prior year. TPB Chair Patrick Wojahn spoke at the NoMa pit stop, Commuter Connections Director Nicholas Ramfos spoke at the downtown Silver Spring pit stop, and COG Executive Director Chuck Bean introduced the new US Secretary of Transportation, Anthony Foxx at the Freedom Plaza downtown DC event.

COG/TPB staff gave a post-event presentation at the TPB Technical Committee on June 6th and to the TPB on June 18th

The day of the event a final press release was sent. An analysis was conducted of final registration data to determine the number of bicyclists by pit stop and by employer. An Employer Challenge winner was selected, and a plaque was made. The Employer Challenge luncheon was held at the U.S. Department of State on June 26th, and speaking remarks were prepared. Bike raffle certificates were obtained by the various bike shop sponsors, and raffle winners were selected at random and notified. COG/TPB staff and contractor sent thank you letters and T-shirts to the sponsors. Sponsors with outstanding invoices were contacted as a reminder to make overdue payments.

C. Employer Recognition Awards

The 2014 Employer Recognition Award winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status.

Questions were developed for the awards video, filming took place and the video went through an editing phase. The final event video was produced and encompassed two minute segments of each award winning program. Hanging grocery bag holders were ordered as giveaway items (per workgroup feedback) and given out at the ceremony. Glass trophies were ordered for award recipients. Signage was created and enlarged for the podium. A program booklet was created with write-ups and photos about each winner, and included letters from both the TPB and Commuter Connections Chairs. The ceremony agenda was created, and remarks were written for the presenters and emcee. Remarks included retrospective language about Commuter Connections' 40th anniversary. Confirmation letters were sent to speakers along with instructions. An invitation and matching theme envelope was created and mailed, and attendees responded via an online form. Name tags of guests were made. Internal logistics meetings and a run-thru at the venue were held. A media advisory and press release were sent out. Catering arrangements were made with the venue.

The seventeenth annual Commuter Connections Employer Recognition Awards event was held at the National Press Club on June 24, 2014. The

event's emcee was TPB Chair and College Park Councilmember, Patrick Wojahn. The Incentives award was presented by Jon Williams, Program Director at the Transportation Research Board, and given to The Cadmus Group with offices located in Bethesda and Arlington. The Marketing award was presented by Daniel Flores, V.P. of Government Relations Greater Washington Board of Trade, and went to the U.S. Food and Drug Administration, Silver Spring. The Telework award was presented by Al Grant, former COG Director of Transportation Planning and given to the U.S. Forest Service in Washington, DC. The Employer Services Sales Team and Organization Achievement Awards were presented by City of Alexandria Councilmember, and 2nd Vice TPB Chair, Timothy Lovain and went to Prince William County (PRTC) and to VA Megaprojects, respectively.

Thank you letters were sent to the speakers after the event. A print ad was developed which appeared in the Washington Post to recognize award recipients. Winner seals were developed and shared with the employers for promotional use. Awards photos, winner logos and seals, the program booklet and video were placed onto the Commuter Connections web and photos onto the social media sites.

#### D. Pool Rewards

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

Two media buys were planned and implemented for 'Pool Rewards; one per the work program marketing funds, and one with unspent 'Pool Rewards funds which were reapportioned to marketing. The buys focused on new homeowners, relocated employees, Hispanics, and the military. Advertising included radio on WTOP, Federal News Radio, and ElZol; print ads in the Washington Post Express, and the Washington Business Journal's relocation guide; and online placement including Google Adwords, Washington Post Dr. Gridlock online, and online job sites such as Career Builder and Monster.com. COG/TPB staff processed media invoices.

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

A meeting was held with vanpool providers in June to review and begin using the 'Pool Rewards on-line tracking pages.

A survey of all past participants who had completed the 'Pool Rewards program from October 2010 to May 2014 was conducted in June.

#### E. Car Free Day

A Car Free Day Steering Committee meeting was held on May 7th. Discussion at the meeting included the shift back to a single day focus on Monday, September 22nd. A Car Free Day presentation was made on June 27th to the TPB Technical Committee and a draft proclamation was

created. A meeting announcement was posted for the July Car Free Day Steering Committee meeting.

#### IV. MONITORING AND EVALUATION

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

In April, the 2013 Bike to Work Day TERM Analysis Report was finalized and distributed. The Maryland Employer Telework survey was implemented. Work began on the 2013 State of the Commute general public report. COG/TPB Staff prepared the final and draft Employer Outreach conformity verification reports for the second and third quarters of FY2014 and distributed them at the April 15th Employer Outreach Committee meeting. Monthly sales activity reports were received from Arlington and the District of Columbia.

In May, COG/TPB staff worked on quantifying emission factors based on the new MOVES air quality planning model and met with LDA Consulting on May 27th to discuss the outcome and use for the 2014 TERM Analysis report. Results from the Maryland Employer Telework survey were obtained and the consultant will use them as part of the regional TERM Analysis Report for the MD Telework TERM. Work continued on the editing and development of the 2013 State of the Commute general public report. LDA Consulting continued work on the analysis for the 2014 TERM Analysis draft report. COG/TPB Staff finalized the Employer Outreach conformity verification report for the third quarter of FY2014 and began preparing the draft 4th quarter conformity verification report. Monthly sales activity reports were received from Arlington, Alexandria and the District of Columbia.

In June, the draft 2012-2014 TERM Analysis report was completed and was prepared for review for the July 16th Commuter Connections Subcommittee meeting. COG/TPB staff prepared the final and draft Employer Outreach conformity reports for the fourth quarter of FY2014. The 2013 State of the Commute General Public report and associated “pull-out” sections with InfoGraphics along with a digital flipbook were completed and prepared for printing. COG/TPB Staff collected supplementary data for the Employer Outreach section of the FY 2014 TERM analysis. Monthly Employer Outreach sales activity reports were received from Arlington and the District of Columbia.

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

In April, highlights from the FY 2014 Employer Outreach Customer Satisfaction Survey report were reported during the April 15th Employer Outreach Committee meeting. Employer Outreach data was collected for the third quarter of FY2014. COG/TPB staff sent the Customer Satisfaction Survey to commuters who used the GRH service for trips occurring over the past month. COG/TPB staff also analyzed the data received. COG/TPB staff tracked effectiveness of advertising campaigns

through call volumes and internet visits. Preliminary Employer Outreach data was collected for the fourth quarter of FY2014. COG/TPB staff worked with VHB on the commuter survey application archive. COG/TPB staff coordinated with LDA Consulting on Commuter Operations Center, Guaranteed Ride Home, and Mass Marketing TERM data needed for the TERM evaluation report. COG/TPB staff completed the March FY 2014 CCWP Monthly Executive Summary report and the 3rd Quarter CCWP Progress Report.

In May, COG/TPB staff sent the Customer Satisfaction Survey to commuters who used the GRH service for trips occurring over the past month. COG/TPB staff also analyzed the data received. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. Preliminary Employer Outreach data was collected for the fourth quarter of FY2014. COG/TPB staff prepared the Employer Outreach Satisfaction draft report for FY 2014 and presented report to the Commuter Connections Subcommittee. COG/TPB staff completed the April FY 2014 CCWP Monthly Executive Summary report preliminary data was collected for the fourth quarter of FY2014.

In June, COG/TPB staff sent the Customer Satisfaction Survey to commuters who used the GRH service for trips occurring over the past month. COG/TPB staff also analyzed the data received. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. Employer Outreach data was collected for the fourth quarter of FY2014. COG/TPB staff completed edits to the Employer Outreach Satisfaction survey report for FY14 and prepared it for final review for the July Commuter Connections Subcommittee meeting. COG/TPB staff prepared and completed the May 2014 CCWP monthly Executive Summary report. COG/TPB staff worked closely with VHB to monitor the progress of the transfer of Employer Survey data to the Commuter Connections Employer Outreach archived survey database. COG/TPB staff completed an analysis of FY 2014 Employer Outreach jurisdictional activities and forwarded the results to the state funding agencies.

## V. EMPLOYER OUTREACH

### 1. Regional Component Project Tasks

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

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

#### B. Employer Outreach for Bicycling

The regional bike guide was edited and replenished for Bike to Work Day and the Operations Center.

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

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.

B. DC, MD, and VA Program Administration

In April, COG/TPB staff continued work on the case studies for FY14. The FY 2013 case studies were also released and included Co-Star Group in Washington, DC; Europ Assistance in Montgomery County, and Booz Allen in Fairfax County. COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff coordinated and moderated the Employer Outreach Committee meeting held on April 15th. Topics covered in the meeting were: Second quarter and third quarter FY14 conformity; Employer Satisfaction Survey; ACT! upgrade; Employer Outreach TERM evaluation; case studies; and a training update.

COG/TPB staff began working on formulating the spring sales support call questionnaire for DC and Maryland sales representatives.

In May, COG/TPB staff continued work on the case studies for FY14.

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

COG/TPB staff attended the European Conference on Mobility Management (ECOMM) to present information on the link between LEED Certification and TDM programs. COG/TPB staff participated and presented information during an ACT NetConference on May 28th on the connection between LEED certification and TDM.

COG/TPB staff began researching potential trainers for the Employer Outreach sales meeting training session planned for June.

In June, COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff also continued working on three case studies, Lockheed Martin in Prince William County, Wells Fargo Mortgage in Frederick County, and the United Nations Foundation in the District of Columbia. COG/TPB staff notified Maryland jurisdictions on their FY 2015 budgets and submittals of an updated Scope of Work and budget. COG/TPB staff conducted a survey with Employer Outreach representatives on interest in relevant training topics for FY 2015. Results will be presented at the July Employer Outreach Committee meeting.

## VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

### A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during April through May 2014. The program has now been operational for three years and six months.

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

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

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

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

COG/TPB staff met with Diamond Transportation Services staff on May 28th to review operations procedures and issues relating to the daily operations of the program.

### B. Process Trip Requests and Provide Trips

Between the months of April and June 2014, there were 95 GRH Baltimore applications received. A total of 105 applicants were registered. 97 commuters were re-registered. During the same time period, the GRH program provided fifty-three (53) GRH trips. There was one “one-time” exceptions trip during this period or 2% of trips given. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Overtime”/“Child Care.” As of June 30th, a total of 808 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.

**Table 1**  
**National Capital Region Transportation Planning Board**  
**Commuter Connections Program**  
**Quarterly Activity and Impact Summary**  
**APRIL - JUNE 2014**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2013</b>
<b>Total applicants/info provided:</b>	9,660	5,450	26,730
Rideshare applicants	4,097	2,650	11,269
Matchlists sent	4,415	2,649	18,705
Transit applicants/info sent	278	91	578
GRH applicants	2,539	2,474	10,447
Bike to work info requests	50	15	99
Telework info requests	15	12	64
<b>Internet users</b>	36,667	21,487	102,134
Internet applicants	6,404	4,502	20,210
<b>New employer clients</b>	452	402	1,105
Employee applicants	7	0	7

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2013</b>
<b>Continued placements</b>	1,448	937	3,984
<b>Temporary/one-time placements</b>	210	136	577
<b>Daily vehicle trips reduced</b>	802	519	2,207
<b>Daily VMT reduced</b>	21,991	14,224	60,487
<b>Daily tons NOx reduced</b>	0.0084	0.0054	0.0231
<b>Daily tons VOC reduced</b>	0.0045	0.0029	0.0122
<b>Daily tons PM2.5 reduced</b>	0.00027	0.00018	0.00075
<b>Daily tons PM2.5 NOx reduced</b>	0.0092	0.0059	0.0252
<b>Daily tons GHG reduced</b>	10.8999	7.0502	29.9807
<b>Daily gallons of gas saved</b>	1,105	715	3,040
<b>Daily commuter costs saved</b>	\$3,738	\$2,418	10,283

**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.

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 APRIL - JUNE 2014**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	3	4	34	41
ARLINGTON (COG)	8	3	32	43
ARTMA	12	19	17	48
BALTIMORE CITY	3	2	4	9
BMC	7	1	8	16
BWI BUSINESS PARTNERSHIP	7	2	2	11
COG	157	37	264	458
DATA	1	0	0	1
DISTRICT OF COLUMBIA	17	7	67	91
FDA	34	6	17	57
FAIRFAX COUNTY	58	28	331	417
FREDERICK	39	21	54	114
GW RIDE CONNECT	264	747	1,970	2,981
HARFORD	5	3	8	16
HOWARD	14	5	2	21
LINK	0	3	0	3
LOUDOUN	60	5	113	178
MTA	7	0	8	15
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	21	16	118	155
Countywide	60	53	400	513
Friendship Heights/Rockville	22	4	57	83
North Bethesda TMD	158	93	406	657
Shady Grove	42	9	471	522
Silver Spring	19	9	162	190
NIH	5	1	1	7
NATIONAL GUARD REDINESS CENTER	7	7	8	22
NORTHERN NECK	1	0	0	1
NORTHERN SHENANDOAH	29	3	20	52
PRINCE GEORGE'S	73	1,453	11	1,537
PRTC	181	50	196	427
RAPPAHANNOCK-RAPIDAN	87	11	1	99
TRI - COUNTY	30	65	131	226
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	49	0	37	86
RIDESHARE DELAWARE	416	0	0	416
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,431</b>	<b>2,667</b>	<b>4,913</b>	<b>9,011</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>465</b>	<b>0</b>	<b>37</b>	<b>502</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,896</b>	<b>2,667</b>	<b>4,950</b>	<b>9,513</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>4,098</b>		



**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
APRIL - JUNE 2014**

<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)	218	165	297
Locals Rideshare Apps (New and Re-apps)	3,879	2,485	2,832
Matchlists Requested	4,382	2,624	5,132
Transit Applicants/Info Sent	278	91	118
GRH Washington Applicants	955	805	1,105
GRH Washington Rides Provided	648	556	617
GRH Baltimore Applicants	95	64	118
GRH Baltimore Rides Provided	51	40	35
Telework Info Requests	9	12	17
Phone/Fax	0	0	0
Internet	6,404	4,502	5,408
Employee Applicants	0	0	0
Total Hits on website	36,667	21,487	40,257
<b>TOTAL INPUT</b>	<b>53,586</b>	<b>32,831</b>	<b>55,936</b>

TDM SERVICES

ALEXANDRIA  
 APRIL - JUNE 2014

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	2	24
Matchlists Sent	37	4	82
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	12	17	27
GRH Baltimore Applicants	1	0	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	11	61
Employers Contacted (New)- Visit	0	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	309	340	130
Employers Contacted (Follow up)- Visit	1	0	1
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	2	0	0
Level 3	0	0	2
Level 4	3	0	0

**TDM SERVICES**

**ARLINGTON  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	18	16
Matchlists Sent	209	80	112
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	16	29	28
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	4	11	3
Employers Contacted (New)- Visit	19	17	9
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,585	1,279	563
Employers Contacted (Follow up)- Visit	47	21	13
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	5	1
Level 2	1	1	0
Level 3	0	0	1
Level 4	0	4	1

**TDM SERVICES**

**ARTMA**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	12	22	12
Matchlists Sent	82	66	243
Transit Applicants and Info Sent	0	1	4
GRH Washington Applicants	44	36	33
GRH Baltimore Applicants	0	4	5
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**

**BALTIMORE CITY  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	3	7
Matchlists Sent	3	11	43
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	10	14	24
GRH Baltimore Applicants	6	4	32
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BMC**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	16	5
Matchlists Sent	32	34	4
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	24	11	27
GRH Baltimore Applicants	9	6	12
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**

**BWI BUSINESS PARTNERSHIP**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	5	19
Matchlists Sent	22	15	144
Transit Applicants and Info Sent	18	0	2
GRH Washington Applicants	3	2	3
GRH Baltimore Applicants	39	17	24
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**

**COG - DC/DE/PA/WVA/VA  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	174	85	255
Matchlists Sent	350	243	574
Transit Applicants and Info Sent	11	2	12
GRH Washington Applicants	124	74	74
GRH Baltimore Applicants	16	10	10
Telework Information Requests	9	0	1
Employers Contacted (New)- Phone	6	10	9
Employers Contacted (New)- Visit	0	6	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	585	593	817
Employers Contacted (Follow up)- Visit	3	6	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	10	3
Level 2	8	2	6
Level 3	1	0	0
Level 4	1	0	0



**TDM SERVICES**

**DATA**

**APRIL - JUNE 2014**

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

\* See FFX - EO numbers reported under FFX County

**TDM SERVICES**

**FAIRFAX**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	88	60	128
Matchlists Sent	627	291	717
Transit Applicants and Info Sent	3	3	6
GRH Washington Applicants	71	70	132
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	69	26	64
Employers Contacted (New)- Visit	5	22	34
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	351	324	300
Employers Contacted (Follow up)- Visit	40	40	45
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	114
Level 2	5	0	136
Level 3	4	0	157
Level 4	2	0	70

**TDM SERVICES**

**FDA  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	73	96
Matchlists Sent	147	112	37
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	61	38	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**FREDERICK  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	9	20
Matchlists Sent	140	42	149
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	42	26	43
GRH Baltimore Applicants	0	2	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	76	122	183
Employers Contacted (New)- Visit	0	1	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	63	70	78
Employers Contacted (Follow up)- Visit	12	5	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	1	2	1
Level 3	2	0	2
Level 4	0	0	1

**TDM SERVICES**

**GW RIDE CONNECT  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	264	194	253
Matchlists Sent	331	251	352
Transit Applicants and Info Sent	2	4	10
GRH Washington Applicants	102	100	117
GRH Baltimore Applicants	1	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**

**HARFORD**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	1	6
Matchlists Sent	64	5	40
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	13	3	15
GRH Baltimore Applicants	11	4	15
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HOWARD  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	18	20
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	34	26	31
GRH Baltimore Applicants	1	5	5
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LINK**

**APRIL - JUNE 2014**

<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**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	60	49	54
Matchlists Sent	238	146	286
Transit Applicants and Info Sent	1	4	5
GRH Washington Applicants	67	64	65
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	1
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	130	84	90
Employers Contacted (Follow up)- Visit	13	10	5
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	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	5	7
Matchlists Sent	20	11	42
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	6	11	7
GRH Baltimore Applicants	1	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	9	31
Matchlists Sent	18	11	30
Transit Applicants and Info Sent	16	9	29
GRH Washington Applicants	3	5	3
GRH Baltimore Applicants	2	0	0
Telework Information Requests	0	0	6
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**MONTGOMERY COUNTY  
COUNTYWIDE  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	60	45	49
Matchlists Sent	142	108	256
Transit Applicants and Info Sent	24	14	6
GRH Washington Applicants	29	37	51
GRH Baltimore Applicants	1	0	3
Telework Information Requests	4	3	0
Employers Contacted (New)- Phone	280	127	213
Employers Contacted (New)- Visit	23	27	31
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	790	1,639	7,137
Employers Contacted (Follow up)- Visit	120	71	93
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	37	77
Level 2	2	1	16
Level 3	0	5	9
Level 4	0	1	6

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	2	1
Matchlists Sent	49	6	9
Transit Applicants and Info Sent	28	2	0
GRH Washington Applicants	2	0	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  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	158	47	93
Matchlists Sent	186	50	69
Transit Applicants and Info Sent	93	39	2
GRH Washington Applicants	2	1	3
GRH Baltimore Applicants	1	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**

**SHADY GROVE  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	42	1	154
Matchlists Sent	71	5	174
Transit Applicants and Info Sent	39	0	1
GRH Washington Applicants	0	0	5
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  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	2	1
Matchlists Sent	37	1	9
Transit Applicants and Info Sent	11	0	0
GRH Washington Applicants	4	8	8
GRH Baltimore Applicants	0	4	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide



**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	2	4
Matchlists Sent	16	7	20
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	10	8	16
GRH Baltimore Applicants	0	4	0
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**

**NATIONAL GUARD REDINESS CENTER  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	3	11
Matchlists Sent	18	16	56
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	8	17
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  
 APRIL - JUNE 2014

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

**TDM SERVICES**

**NORTHERN SHENANDOAH  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	21	10
Matchlists Sent	167	67	49
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	8	7	8
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

**TDM SERVICES**

**PRINCE GEORGE'S  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	73	99	56
Matchlists Sent	64	67	83
Transit Applicants and Info Sent	15	4	10
GRH Washington Applicants	57	28	61
GRH Baltimore Applicants	2	3	1
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	6	10	27
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	169	110	42
Employers Contacted (Follow up)- Visit	2	2	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	181	119	147
Matchlists Sent	1,039	827	1,259
Transit Applicants and Info Sent	3	2	11
GRH Washington Applicants	117	122	196
GRH Baltimore Applicants	2	4	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	63	102	0
Employers Contacted (New)- Visit	0	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	73	98	1,151
Employers Contacted (Follow up)- Visit	3	7	11
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	6
Level 2	0	0	7
Level 3	0	0	14
Level 4	0	0	7

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	17	29
Matchlists Sent	121	61	175
Transit Applicants and Info Sent	4	0	4
GRH Washington Applicants	17	11	20
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**TRI-COUNTY**

**APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	30	26	30
Matchlists Sent	149	86	118
Transit Applicants and Info Sent	2	2	8
GRH Washington Applicants	63	48	76
GRH Baltimore Applicants	1	4	1
Telework Information Requests	2	4	0
Employers Contacted (New)- Phone	16	32	103
Employers Contacted (New)- Visit	0	2	8
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	4	0	25
Employers Contacted (Follow up)- Visit	4	0	8
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	23	32
Level 2	0	0	2
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**CHARLOTTESVILLE  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	49	37	53
Matchlists Sent	113	77	146
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	49	37	53
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**RIDESHARE DELAWARE  
APRIL - JUNE 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	416	398	366
Matchlists Sent	174	126	273
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	0
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	412	391	365
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HAMPTON ROADS TRANSIT - TRAFFIX  
APRIL - JUNE 2014**

<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	50
Matchlists Sent	0	0	129
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	0	0	50
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

**Technical Assistance to Local Agencies  
April – June 2014**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>April 2014</b>				
Frederick County, MD	Tue 4/1/2014 8:24 AM	Tue 4/8/2014 4:49 PM	Tue 4/8/2014 4:55 PM	Table 4A
Frederick County, MD	Fri 4/18/2014 11:33 AM	Tue 4/22/2014 5:20 PM	Tue 4/22/2014 5:23 PM	FastNotes email addresses
<b>May 2014</b>				
Frederick County, MD	Tue 5/27/2014 10:31 AM	Wed 5/28/2014 4:24 PM	Fri 5/30/2014 9:24 AM	Report Instructions
Frederick County, MD	Tue 5/13/2014 3:07 PM	Fri 5/30/2014 8:31 AM	Fri 5/30/2014 10:01 AM	Mailing Address Update
Frederick County, MD	Wed 5/14/2014 8:33 AM	Fri 5/30/2014 8:31 AM	Fri 5/30/2014 10:01 AM	Table 4A
TJPDC	Fri 5/30/2014 4:46 PM	Thu 6/19/2014 12:44 PM	Thu 6/19/2014 12:45 PM	Move to Commuter Connections
<b>June 2014</b>				
Rideshare Delaware	Wed 6/18/2014 1:29 PM	Thu 6/19/2014 12:45 PM	Thu 6/19/2014 12:45 PM	Updates to trip calendar and calculator

<b>FY 2014</b>										
<b>April to June 2014</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)	1	4	6	0	76	0	280	6	63	16
Telework - NEW	0	0	0	0	0	0	4	0	0	2
Employers Contacted (follow-up)	309	1585	585	0	63	130	790	169	73	4
Telework - FOLLOWUP	0	0	0	0	0	0	3	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	746	13357	5445	0	203	363	24,929	760	399	185
Total Sales Meetings	1	66	3	0	12	13	171	2	3	4
Total Employers Contacted	1057	15012	6039	0	354	506	26177	937	538	215
New Level 1 TDM Programs	1	2	2	0	1	0	1	0	0	9
New Level 2 TDM Programs	2	1	8	0	1	0	2	0	0	0
New Level 3 TDM Programs	2	0	1	0	2	0	0	0	0	0
New Level 4 TDM Programs	0	0	1	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