



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY - MARCH 2012**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

**FY2012 Third Quarter Progress Report
PROGRAM HIGHLIGHTS**

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the July 2012 publication that will be prepared and distributed.

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in January 2012, February 2012 and March 2012) 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 the Rideshare Program of Charlottesville, VA and Rideshare Delaware.

COG/TPB staff also provided technical support to BMC, FDA, and the Northern Virginia Shenandoah Valley Regional Commission as well as Frederick County and Montgomery County, Maryland. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff presented the draft FY 2013 CCWP to the STDM Work Group on January 10th, to the Commuter Connections Subcommittee for endorsement for release on January 17th.

An STDM Work Group meeting was coordinated and facilitated by COG/TPB staff on January 10th. COG/TPB staff participated in a TDMI Board meeting on January 11th. COG/TPB staff attended the WMATA Station Access Study meeting on January 13th.

A Commuter Connections Subcommittee meeting was held on January 17th. Highlights from the meeting included the following: a review of substantive changes made to the final draft of the FY 2009 – 2011 TERM Analysis Report and an endorsement for release by the Subcommittee; an update on substantive changes made to the Commuter Connections

Strategic Plan and an endorsement for release by the Subcommittee; a review of substantive changes made to the draft FY 2013 Commuter Connections Work Program and an endorsement for release by the Subcommittee; a presentation of the draft FY 2011 Guaranteed Ride Home Customer Satisfaction Survey results and report; an update on the 'Pool Rewards program with respect to the expansion of the program to include Vanpools; a briefing on the proposed performance measures for the TPB's Regional Transportation Priorities Plan, a presentation on the I-95/395 Corridor Management project; and the distribution and discussion of the 2nd quarter FY 2012 CCWP budget report.

A Commuter Connections Ridematching Committee meeting was held on March 20th. Highlights from the meeting included: introduction of new Rideshare Coordinators, SchoolPool update, Reach a Ride update, review of suggested improvements to the TDM System, and the member roundtable discussion.

A Commuter Connections Subcommittee meeting was also held on March 20th. Highlights from the meeting included the following: a review of substantive changes made to the final draft of the FY 2011 Guaranteed Ride Home Customer Satisfaction Survey Report and an endorsement for release by the Subcommittee; the presentation of data and the draft report of the FY 2012 Applicant Placement rate Study with a comment period being established; an update on the Congestion Management Process; an update on VDRPT's Super Nova Transit/TDM Study; an update on the 'Pool Rewards program with respect to the expansion of the program to Vanpools; an update on the 2012 Bike to Work Day event; a discussion and presentation of information on rising gasoline prices and its effect on ridematching applications; an update on the FY 2013 CCWP process; and the distribution and discussion of the 2nd quarter FY2012 CCWP Progress Report.

COG/TPB staff attended the TRB TDM Committee meeting on January 24th at the annual TRB conference. COG/TPB staff attended the Ridesharing Institute meeting held on January 27th in Washington, DC. COG/TPB staff attended an Integrated Corridor Management meeting at VDOT in Northern Virginia on January 31st.

COG/TPB staff hosted and participated in a national Peer Group meeting for TRIP TAC on February 16th. COG/TPB staff hosted and participated in an MPO TDM Peer Exchange Group conference call/web meeting on February 29th. COG/TPB staff attended an I-95 Integrated Corridor Management meeting at Northern Virginia's VDOT offices on March 9th. COG/TPB staff presented information on the Commuter Connections program to the TPB Citizen's Advisory Committee on March 15th. COG/TPB staff participated in a TDMI Board meeting held on March 27th at COG offices.

B. Transportation Information Services

COG/TPB staff provided commuter traveler 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 the purge process at the beginning of each month. The software generates electronic and traditional paper correspondence to commuters to ask them whether they want to keep their accounts active. It produces reports that list commuters with whom local ridematching coordinators might want to follow up as well as commuters whose accounts have been marked deleted due to inactivity. Staff also audits the purge process. A spreadsheet that stores snapshots of commuter records is produced before processing and after processing. If someone discovers an account that has been mishandled, these snapshots help eliminate guesswork when tracking down and fixing errors in the software.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers and making backups.

COG/TPB staff held meetings with Base Technologies on January 9, February 13, and March 13. Topics included the placement rate survey, the upgrade of the software so it can run with the latest version of the web server software, input data validation, the bicycle routing system, ways to implement SchoolPool suggestions, and to review expanding the 'Pool Rewards program to include vanpools..

COG/TPB staff continued to test the next upgrade of the TDM system. The software code has been modified to work with the latest version of the Java based web server. We are in the final round of testing and expect to deploy to production in April.

COG/TPB staff set up a new Commuter Connections bulletin board system. The URL is <http://boards.mwkog.org>. There are substantial improvements in this new product. It sports a more attractive and easier to use and understand graphical user interface. It features a minimalist implementation of social networking. As examples, members can email one another and maintain profiles with pictures. Administrators can also work more effectively with new tools made especially for them.

COG/TPB staff fixed data errors in account expiration dates for Delaware commuters and researched ways to customize the purge process for Delaware commuters.

COG/TPB staff created a report to speed his handling of 'Pool Rewards customers who had not been logging trips.

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 processing NAVTEQ data and gathering custom data for the next version of the commute options (Park and Ride) map. Staff also gathered and processed geographic data to use in building a new web based geocoding service.

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 January and March, there were 1,594 GRH applications received. A total of 1,272 applicants were registered (1,518 new applicants and 35 previous "one-time exception" users) and 2,084 commuters were re-registered. During the same time period, the GRH program provided 987 GRH trips. Sixty-one (89) of these trips were "one-time" exceptions accounting for 9% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of March 31st, a total of 12,446 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 met with Diamond Transportation Services staff on January 25th to discuss GRH daily operations.

III. MARKETING

A. TDM Marketing and Advertising

The new spring Mass Marketing campaign was launched in February starting with radio. The spots focus on extreme money-saving scenarios and capture interest through the use of over-the-top sound effects to draw attention to Commuter Connections' messages; sign-up to rideshare, save on gas, and keep your money.

The message for this year's GRH campaign is to remind commuters that GRH serves as their safety net. Radio spots use unlikely but humorous situations of employees relying on luck or survival skills to avoid or cope with the chance of having to work late and miss their carpool. The level-headed colleagues ground the spot in reality with Commuter Connections' GRH message to register today and be prepared for an unexpected emergency or unscheduled overtime.

During the spring radio campaign focus was placed on exurb stations supplemented with D.C. news and sports stations and Total Traffic Network live traffic reads. The campaign also reached out to Spanish-speaking commuters with spots running on Romantica (WILC).

Feedback was collected from the marketing workgroup on the Rideshare storyboard concepts for the spring campaign's television spot, after which a television commercial was produced. The commercial features a carpool singing the virtues of ridesharing while driving through downtown D.C. The voice over states "You may never make it big singing on reality TV, but you can still bring home big money when you Rideshare. The commercial is going to run on Fox and ABC7 during the morning and evening news.

An aggressive Internet component utilizing a number of local media sites that have performed well in the past is part of the spring campaign to promote the Ridematching program. WUSA9.com, WJLA.com, NBCwashington.com, WashingtonTimes.com and Run-of-Site/Run-of-Network pop-under ads are being served to select websites of iii-interactive's extensive and targeted publisher list.

The winter 2012 newsletter and Federal ETC Insert was produced and distributed to the ACT! employer database and TDM stakeholders. The cover story was about changes to Metro's Smartbenefits® program. The spring 2012 newsletter process began with development of a timeline, selection of articles and a rough text draft.

The Regional TDM Marketing Group meeting was held on March 20th where the final Draft of the FY12 First Half Marketing Campaign Summary report and the first draft of the FY12 Second Half Marketing Campaign Summary report were distributed. Presentations were given on

Commuter Connections marketing activities, the new Circulator web site, and the Street Smart spring campaign launch.

A new commuter Bulletin Board was launched in mid March and during a transitional period, notices were sent to valid email addresses of existing members. CAPTCHA requirements were also implemented. Bulletin Board members were given two weeks to establish registration at the new site. The Commuter Connections web site, Federal ETC web site, and social networking sites were updated. The Commuter Connections SharePoint committee site was also maintained and updated as needed. In March, a half page advertisement published within a military newspaper's relocation guide that was distributed at bases throughout the region. Flippin' Pizza and Madam Tussaud's coupons were provided to those who renewed their GRH membership. Bus Tail ads placed by COG/TPB staff and created by the contractor were installed on Fairfax Connector buses. Development began on transit signage for PRTC and Montgomery County Ride On.

An agreement was secured with the Bowie Baysox for a single game sponsorship during the 2012 season.

GRH and Rideshare artwork containing images from the new FY12 campaign were developed into posters to appear within the parking garages at Tysons Corner Center. This complimentary ad space was provided to Commuter Connections. COG TPB Staff and the contractor created a GRH ad to appear in the VRE newsletter. COG/TPB staff placed listings into military base guides (yellow pages), through Comprint Military Publications. In February, COG/TPB staff assisted MTA with to obtain an older TV spot produced for GRH for use in Baltimore area theaters.

Marketing, media and public relations contractors were managed. Conference calls were held with the contractors on January 30th; February 13th and 27th; and March 12th and 26th to discuss plans and activities for the regional TDM marketing work program project. COG/TPB staff met with Clean Air Partners' Executive Director on February 22nd to discuss possible marketing opportunities. COG/TPB staff participated in a PRSA NCC Chapter Public Affairs conference call on February 28th. COG/TPB staff attended a PRSA National Capital Chapter Social Media Strategy session in Vienna, VA on March 1st.

COG/TPB staff attended an Employee Transportation fair at the Walter Reed National Medical Military Center in Bethesda, Maryland on March 14th.

B. Bike to Work Day

A Steering Committee meeting was held on January 11th and March 14th. Updates were given by the pit stop managers on event planning progress and feedback was taken regarding the marketing materials. Ten pit stops will be added for 2012 and one will be discontinued, for a total of 58.

The sponsor drive continued through January as COG/TPB staff and contractor held discussions with potential sponsors regarding Bike to Work Day opportunities for 2012. The drive was completed by early February with a total of \$45,550 in cash donations. Invoices were created for signed sponsor declaration forms and received checks were processed. COG/TPB staff worked with sponsors to obtain logos for the event web site and marketing materials. COG/TPB staff also corresponded with in-kind sponsors of Bike to Work Day to work out the details of their food, beverage and giveaway commitments.

COG/TPB staff continued work on the development of the Bike to Work Day web site and met with WABA staff on February 7th to discuss the new web site design and features. COG/TPB staff worked with the Washington Area Bicyclist Association to develop a list of Frequently Asked Questions for the Bike to Work Day event. The 2012 Bike to Work Day event registration web site was launched in March. Previous to this year, the BTWD web pages were part in parcel within the WABA web site. For 2012 the web site is a stand-alone site dedicated solely to the event and is located at www.biketoworkmetrodc.org. COG/TPB staff has designed and is managing the site. The registration aspect is still being handled by WABA staff. The web site masthead reflects the marketing materials to provide a uniform look and feel. With a dedicated site, more freedom was available to allow additional content and more focus on two key audiences; employers and new participants. COG/TPB staff updated the Bike to Work Day Twitter and Facebook pages with 2012 Bike to Work Day graphics.

Posters and rack cards were developed and printed; 57,000 Rack cards, and 32,000 posters, with 15% printed in Spanish for the first time. The materials were distributed to all pit stops managers and other Bike to Work Day stakeholders. Posters were also distributed through the Commuter Connections Employer Outreach database to employers throughout the region along with a letter asking employers to display the poster and encourage participation amongst employees.

A radio script was also created and produced to begin airing in April on DC101, ESPN, and WJFK. The ESPN ad will feature a personal read and endorsement by ESPN radio personality Andy Polin, an avid bicycle

commuter. The radio stations will also distribute rack cards at various promotional events. T-shirt and vinyl banner artwork were developed and vendors were secured through a bidding process. Banners were created for 56 pit stops; each contained the look and feel of the poster and featured a custom area for pit stop location specifics. Banners were distributed in April and displayed in prominent areas to serve as marketing tools to promote the event. COG/TPB staff and contractor developed the Bike to Work Day event T-Shirt. COG/TPB staff and contractor also developed a Bike to Work Day earned media strategy. A Calendar Listing and Pre-Event Release were completed and distributed to media outlets.

A Bike to Work Steering Committee meeting was held on March 14th. Highlights from the meeting included: a review of in-kind sponsorships; distribution of the posters and rack cards; a discussion on the production of banners; a review of the newly launched web site; a review of the SALSA database instructions from WABA; a discussion on Bike to Work Day convoys, a discussion and gauging of interest in event water bottles; and progress reports from each of the event pit stop managers.

C. Employer Recognition Awards

A deposit was made to The National Press Club, the venue selected through a bidding process to host the 2012 Employer Recognition Awards event.

To encourage nominations, a second email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database, with a link to the online awards nomination page. The Employer Outreach Committee was briefed at their January 17th meeting and the Employer Services sales representatives were reminded to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified. Employers were contacted and interviewed regarding any questionable or missing information on the nomination forms.

The Awards Selection Committee was formed and the meeting was held on March 14th. Members included TDM professionals and stakeholders.

COG/TPB staff invited Scott York, Loudoun County Board of Supervisors and TPB officer to Emcee the Employer Recognition Awards ceremony and to Chair the Awards Selection Committee meeting.

One-page summary reports were created of each nominee for the Selection Committee. Thank you letters were sent to the Awards Selection

Committee members. COG/TPB staff met internally to discuss COG award winners.

Draft invitations and envelopes were developed and shared with the FY 2012 Employer Recognition Awards Workgroup for review and comment.

A bid request was sent out to several companies for development of the awards video.

D. 'Pool Rewards

COG/TPB staff continued posting a message onto the Commuter Connections Rideshare Bulletin Board to encourage members to apply for 'Pool Rewards. COG/TPB staff also posted a message onto Craig's List to encourage applications for 'Pool Rewards.

The contractor developed new logo options for 'Pool Rewards to include a new taglines and a visual to encompass both carpools and vanpools. The workgroup selected the tagline "It pays to Rideshare." and new logo art to accompany it. The contractor provided media options for the 'Pool Rewards marketing campaign and radio was selected as the best approach. A double-sided 'Pool Rewards rack card was finalized to promote the program. One side of the card addresses carpools and the other vanpools. A 'Pool Rewards advertisement was created for the WBQB radio station newsletter. The contractor also developed initial concepts for a 'Pool Rewards magnet or decal to be placed on vans designating them as part of the program.

An RFQ was prepared and issued for vanpool providers for the expansion of 'Pool Rewards to vanpools. A contractor's pre-bid meeting was held on February 8th for the Vanpool Provider RFQ that was issued. Proposals were submitted on February 27th. In March, COG/TPB staff selected vanpool providers through its procurement process and began working on obtaining signed contracts with the two providers selected; Enterprise Rideshare and VPSI.

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants.

A 'Pool Rewards Vanpool Work Group meeting was held on January 6th. COG/TPB staff met with a consultant on February 10th and March 30th to discuss the Vanpool program expansion and reporting of Vanpool miles to the National Transit Database.

E. Car Free Day

A Steering Committee meeting was held on March 14th. Topics included background on Car Free Day, a recap of the 2011 event, plus discussions on the 2012 pledge goal and marketing materials.

COG/TPB staff also researched and compiled an overview of similar types of events that have occurred on a weekend day given that Car Free Day in 2012 will be held on a Saturday.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

A conference call was held with LDA Consulting, CIC Research and Base Technologies on January 13th to discuss the data from the web based portion of the FY 2012 Placement Rate Study. The consultant began to analyze the data results from the FY 2012 Placement Rate Study and a draft report was produced and presented at the March 20th Commuter Connections Subcommittee meeting. A comment period was established.

The final draft of the TERM Analysis Report was presented to the Commuter Connections Subcommittee on January 17th and endorsed for release. The document was finalized and posted to the publications page on the web site.

COG/TPB staff monitored and managed the Regional TDM Evaluation Project contract with LDA Consulting.

In January, COG/TPB Staff prepared and distributed the final Employer Outreach verification statement for the first quarter and the draft verification for the second quarter of FY2012. The data was collected and analyzed for the draft 2nd quarter Employer Outreach verification report. The data was collected for the finalization of the 1st Quarter conformity report.

In February, COG/TPB staff continued to analyze data for the draft 2nd quarter Employer Outreach verification report. Data was collected for the 3rd quarter Employer Outreach verification report.

In March, Data was collected for the 3rd quarter Employer Outreach verification report. COG/TPB staff continued to analyze data for the draft 3rd quarter Employer Outreach verification report.

B. Program Monitoring and Tracking Activities

Customer Satisfaction Survey cards were sent to commuters without email addresses for trips taken between December 2011-February 2012. Online Customer Satisfaction survey links were sent to commuters with emails for trips taken between January-March 2012. Collected data was analyzed upon receipt.

Response from the Mass Marketing direct mail piece, call volumes and internet visits were tracked for the months of January-March to gauge the effectiveness of Commuter Connections advertising campaigns.

Highlights of the FY 2011 GRH Customer Satisfaction Survey were presented to the Commuter Connections Subcommittee on January 17th.

The final draft of the FY 2011 GRH Customer Satisfaction Survey report was presented at the March 20th Commuter Connections Subcommittee meeting. The report was endorsed for release by the Subcommittee and posted to the publications page on the web site.

COG/TPB staff prepared and distributed the December, January, and February FY 2012 CCWP Executive Summary reports. COG/TPB staff finalized and distributed the FY2012 CCWP 2nd Quarter Progress Report.

COG/TPB staff met with North Bethesda TMD staff and USGBC staff via conference call on January 13th to discuss the incorporation of the Commuter Connections Employer Survey into the LEED certification process.

For January, monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland.

In February, monthly sales activity reports were received from Montgomery, and Arlington counties, as well as the District of Columbia and Tri-County Council for Southern Maryland.

In March, Services Provided: Monthly sales activity reports were received from Prince George's, Montgomery, and Arlington counties, as well as the District of Columbia.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

COG/TPB staff had a site visit at Tri-County Council for Southern Maryland to train the outreach representative on the ACT! database on January 10th. COG/TPB staff began planning for upgrading the ACT! 2011 web database to ACT! 2012 Premium for Web. The ACT! database was upgraded.

COG/TPB staff coordinated and assisted in the ACT! web-based training session for Employer Outreach sales representatives held on March 19th.

B. Employer Outreach for Bicycling

COG/TPB staff extended an invitation to the Bicycle and Pedestrian Subcommittee to provide feedback for the regional Bicycling to Work guide spring update. The Bicycle and Pedestrian Subcommittee submitted changes for the "Bicycling to Work in the Washington Metropolitan Region" guide for a spring reprint. COG/TPB staff also worked on preparing for an Employer Outreach Bike/Ped training session in March.

COG/TPB staff coordinated the logistics and assisted in the preparation for the Employer Outreach Bike/Ped training session held on March 27th.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

For January through March, Maryland jurisdictions continued with implementation of their respective employer outreach programs

B. DC, MD, and VA Program Administration

COG/TPB staff secured a training date and a facilitator for the bicycling/pedestrian sales training which took place in March.

COG/TPB staff produced the final Emergency Commute-Plan Preparedness brochure.

COG/TPB staff met with the new representative from UrbanTrans on January 24th to discuss Employer Outreach activities in Frederick County and in Prince William County.

COG/TPB staff facilitated the Employer Outreach committee meeting on January 17th, 2012. Highlights from the meeting included: a follow-up discussion on LEED training with regards to marketing and surveying; discussion of the 1st and 2nd quarter verification reports; an update on sales training; an update on Smart Benefits; an update and discussion on the regional Employer Survey; a discussion on new Employer Case Studies; and a roundtable discussion on Employer Outreach challenges and successes.

For February, work continued on the updates to the Live Near Your Work Brochure. COG/TPB staff compiled the questionnaire for the spring sales support calls. COG/TPB staff worked on securing a training date and a facilitator for the bicycling/pedestrian sales training session that will take place in March.

For March, Work was completed on the updates to the Live Near Your Work Brochure. COG/TPB staff prepared the questionnaire for the Spring sales support calls. COG/TPB staff worked on securing a training date and a facilitator for the time management sales training session that will take place in June.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2011. The program has now been operational for

one year and 6 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.

B. Process Trip Requests and Provide Trips

Between the months of January and March 2012, there were 134 GRH Baltimore applications received. A total of 146 applicants were registered (134 new applicants and 4 previous “one-time exception” users) and 129 commuters were re-registered. During the same time period, the GRH program provided 73 GRH trips. 8 of these trips were “one-time” exceptions accounting for 11% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Overtime.” As of March 31, 2012, a total of 997 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 met with Enterprise program staff on October 4th to discuss invoicing and ride procedures for the GRH program.

In November, A contract was executed with Associated Cab to provide trips as part of the GRH Baltimore GRH program.

COG/TPB staff met with Diamond Transportation Services staff on January 25th to discuss GRH daily operations status and any outstanding program operational issues.

Table 1

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

JANUARY - MARCH 2012

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2011
Total applicants/info provided:	8,114	7,786	25,798
Rideshare applicants	3,070	2,606	9,113
Matchlists sent	5,921	5,335	16,673
Transit applicants/info sent	124	186	507
GRH applicants	3,637	3,224	10,539
Bike to work info requests	19	28	82
Telework info requests	18	33	84
Internet users	31,098	31,107	91,078
Internet applicants	6,107	5,596	14,720
New employer clients	50	26	235
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2011
Continued placements	781	663	2,318
Temporary/one-time placements	377	320	1,120
Daily vehicle trips reduced	274	233	814
Daily VMT reduced	8,054	6,837	23,908
Daily tons NOx reduced	0.0038	0.0032	0.0112
Daily tons VOC reduced	0.0019	0.0016	0.0056
Daily tons PM2.5 reduced	0.00010	0.00008	0.00029
Daily tons PM2.5 NOx reduced	0.0036	0.0030	0.0106
Daily tons GHG reduced	3.8693	3.2845	11.4857
Daily gallons of gas saved	405	344	1,201
Daily commuter costs saved	\$1,369	\$1,162	\$4,064

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
 JANUARY - MARCH 2012**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	17	10	28	55
ARLINGTON (COG)	16	6	60	82
ARTMA	14	10	35	59
BALTIMORE CITY	3	1	5	9
BMC	33	2	10	45
BWI BUSINESS PARTNERSHIP	16	32	90	138
COG	259	54	352	665
DISTRICT OF COLUMBIA	22	10	97	129
FDA	46	6	51	103
FAIRFAX COUNTY	111	45	136	292
FREDERICK	30	17	104	151
GW RIDE CONNECT	255	800	2,203	3,258
HARFORD	3	3	5	11
HOWARD	11	8	9	28
LINK	0	0	0	0
LOUDOUN	71	23	89	183
MTA	6	5	9	20
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	18	4	45	67
Countywide	57	29	148	234
Friendship Heights/Rockville	0	2	3	5
North Bethesda TMD	33	44	231	308
Shady Grove	N/A	N/A	N/A	N/A
Silver Spring	12	9	37	58
NIH	12	4	33	49
NATIONAL GUARD REDINESS CENTER	143	24	153	320
NSA - BETHESDA	6	3	20	29
NORTHERN NECK	3	4	3	10
NORTHERN SHENANDOAH	26	16	25	67
PRINCE GEORGE'S	91	223	14	328
PRTC	183	87	420	690
RAPPAHANNOCK-RAPIDAN	27	14	12	53
TRI - COUNTY	28	22	222	272
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	51	0	69	120
RIDESHARE DELAWARE	233	0	0	233
HAMPTON ROADS - TRAFFIX	127	0	39	166
TOTAL INPUT COMMUTER CONNECTIONS	1,552	1,517	4,649	7,718
TOTAL INPUT TDM NETWORK MEMBERS	411	0	108	519
TOTAL INPUT (CC + NETWORK)	1,963	1,517	4,757	8,237
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		3,069		

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	345	261	350
Locals Rideshare Apps (New and Re-apps)	2,724	2,345	2,908
Matchlists Requested	5,861	5,290	6,757
Transit Applicants/Info Sent	124	186	175
GRH Washington Applicants	3,637	3224*	3387*
GRH Washington Rides Provided	987	840	942
GRH Baltimore Applicants	267	346*	331*
GRH Baltimore Rides Provided	73	65	53
Telework Info Requests	18	29	14
Phone/Fax	2	1	4
Internet	6,374	5,596	6,465
Employer Applicants	0	0	0
Total Hits on website	31,098	31,107	37,706
TOTAL INPUT	51,510	45,720	55,374

*Updated since last Progress Report

TDM SERVICES

**ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, FY 2011
Rideshare Applicants	17	14	32
Matchlists Sent	59	41	107
Transit Applicants and Info Sent	5	5	2
GRH Washington Applicants	35	24	39
GRH Baltimore Applicants	0	0	1
Telework Information Requests	1	2	1
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	0	476
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	52
Level 2	0	0	37
Level 3	0	0	73
Level 4	0	0	22

TDM SERVICES

ARLINGTON

QUARTERLY REPORT (JAN - MAR 2012)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	13	26
Matchlists Sent	52	69	107
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	40	28	35
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	1	0
Employers Contacted (New)- Visit	3	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	174	174	0
Employers Contacted (Follow up)- Visit	7	7	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	0	0
Level 2	1	1	0
Level 3	1	0	0
Level 4	1	1	0

TDM SERVICES

**ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	26	19
Matchlists Sent	186	203	79
Transit Applicants and Info Sent	3	4	1
GRH Washington Applicants	48	43	49
GRH Baltimore Applicants	2	2	4
Telework Information Requests	0	2	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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	13	82
Matchlists Sent	39	63	171
Transit Applicants and Info Sent	2	8	7
GRH Washington Applicants	18	23	22
GRH Baltimore Applicants	15	13	66
Telework Information Requests	0	2	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

BMC

QUARTERLY REPORT (JAN - MAR 2012)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	15	28
Matchlists Sent	151	60	89
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	25	21	31
GRH Baltimore Applicants	24	28	35
Telework Information Requests	0	1	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	20	25
Matchlists Sent	100	99	74
Transit Applicants and Info Sent	9	3	11
GRH Washington Applicants	18	7	16
GRH Baltimore Applicants	39	47	121
Telework Information Requests	1	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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	281	263	259
Matchlists Sent	716	661	679
Transit Applicants and Info Sent	13	25	22
GRH Washington Applicants	124	103	197
GRH Baltimore Applicants	14	18	34
Telework Information Requests	0	4	5
Employers Contacted (New)- Phone	17	4	3
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	521	108	397
Employers Contacted (Follow up)- Visit	7	4	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	2	2
Level 2	0	0	1
Level 3	8	1	0
Level 4	1	1	0

TDM SERVICES

**FAIRFAX
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	111	142	236
Matchlists Sent	593	668	909
Transit Applicants and Info Sent	13	12	17
GRH Washington Applicants	208	128	193
GRH Baltimore Applicants	1	1	2
Telework Information Requests	2	2	3
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	0	261
Employers Contacted (Follow up)- Visit	0	0	93
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	4
Level 2	0	0	3
Level 3	0	0	15
Level 4	0	0	3

TDM SERVICES

**FDA
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	2	38
Matchlists Sent	208	16	105
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	39	52	31
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**FREDERICK
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	33	31
Matchlists Sent	180	225	163
Transit Applicants and Info Sent	4	5	3
GRH Washington Applicants	58	43	65
GRH Baltimore Applicants	1	2	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	54
Employers Contacted (Follow up)- Visit	0	0	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	0	0
Level 3	2	0	0
Level 4	0	0	1

TDM SERVICES

**GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	255	226	337
Matchlists Sent	386	387	433
Transit Applicants and Info Sent	16	13	11
GRH Washington Applicants	156	135	156
GRH Baltimore Applicants	0	0	0
Telework Information Requests	4	4	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**HARFORD
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	13	15
Matchlists Sent	8	78	65
Transit Applicants and Info Sent	2	4	2
GRH Washington Applicants	10	12	12
GRH Baltimore Applicants	20	19	19
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

HOWARD

QUARTERLY REPORT (JAN - MAR 2012)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	7	17
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	50	43	24
GRH Baltimore Applicants	12	4	14
Telework Information Requests	0	0	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**LINK
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	2	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	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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**LOUDOUN
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	71	50	86
Matchlists Sent	285	300	448
Transit Applicants and Info Sent	10	6	11
GRH Washington Applicants	98	72	81
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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	0	139
Employers Contacted (Follow up)- Visit	0	0	10
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	23
Level 2	0	0	21
Level 3	0	0	10
Level 4	0	0	4

TDM SERVICES

MTA

QUARTERLY REPORT (JAN - MAR 2012)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	5	7
Matchlists Sent	42	16	22
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	15	13	25
GRH Baltimore Applicants	2	3	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	26	14
Matchlists Sent	33	81	15
Transit Applicants and Info Sent	7	37	1
GRHWashington Applicants	5	3	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	5	1
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
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	57	68	84
Matchlists Sent	323	357	276
Transit Applicants and Info Sent	4	3	11
GRH Washington Applicants	96	64	92
GRH Baltimore Applicants	1	1	1
Telework Information Requests	1	0	1
Employers Contacted (New)- Phone	21	21	30
Employers Contacted (New)- Visit	30	30	19
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	710	710	992
Employers Contacted (Follow up)- Visit	41	41	37
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	12	6
Level 2	7	7	9
Level 3	1	1	4
Level 4	1	1	2

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	5
Matchlists Sent	3	14	7
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	0	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
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	117	40
Matchlists Sent	41	56	82
Transit Applicants and Info Sent	2	3	0
GRH Washington Applicants	4	3	4
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
QUARTERLY REPORT (JAN - MAR 2012)**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	26	3
Matchlists Sent	24	5	9
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	22	6	4
GRH Baltimore Applicants	0	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	18	20
Matchlists Sent	75	52	111
Transit Applicants and Info Sent	1	0	4
GRH Washington Applicants	11	10	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	143	40	193
Matchlists Sent	284	45	315
Transit Applicants and Info Sent	3	0	2
GRH Washington Applicants	15	10	20
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	2
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**National Guard Rediness Center joined Commuter Connections in September 2010.

TDM SERVICES

**NSA - BETHESDA (NNMC)
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	23	5
Matchlists Sent	40	75	72
Transit Applicants and Info Sent	0	5	5
GRH Washington Applicants	7	27	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

*NSA-Bethesda joined the Commuter Connections network in September 2009

TDM SERVICES

**NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2012)**

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

TDM SERVICES

**NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	27	33
Matchlists Sent	223	170	132
Transit Applicants and Info Sent	0	2	3
GRH Washington Applicants	12	21	17
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**PRINCE GEORGE'S
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	91	81	95
Matchlists Sent	143	120	137
Transit Applicants and Info Sent	5	10	5
GRH Washington Applicants	100	71	73
GRH Baltimore Applicants	2	4	2
Telework Information Requests	2	1	1
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	167	622	954
Employers Contacted (Follow up)- Visit	2	0	1
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
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	183	152	222
Matchlists Sent	1,363	1,068	1,479
Transit Applicants and Info Sent	15	13	9
GRH Washington Applicants	266	195	245
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	2	1
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	0	47
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	5
Level 2	0	0	6
Level 3	0	0	11
Level 4	0	0	5

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	19	28
Matchlists Sent	197	167	230
Transit Applicants and Info Sent	4	6	2
GRH Washington Applicants	12	14	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	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	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**TRI-COUNTY
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	39	20
Matchlists Sent	93	176	90
Transit Applicants and Info Sent	4	15	3
GRH Washington Applicants	100	101	66
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	10	0
Employers Contacted (New)- Visit	0	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	6	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	3	0
Level 3	0	2	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	51	57	68
Matchlists Sent	170	206	199
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	51	57	69
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
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	214	286	561
Matchlists Sent	214	285	399
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	4
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	214	285	495
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
QUARTERLY REPORT (JAN - MAR 2012)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	146	153	646
Matchlists Sent	1,660	357	529
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	146	153	646
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
January – March 2012**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2012				
BMC	Tue 1/3/2012 10:22 AM	Fri 1/20/2012 5:55 PM	Fri 1/20/2012 5:57 PM	Quarterly Statistic Request
Frederick County	Fri 1/6/2012 10:13 AM	Fri 1/6/2012 3:24 PM	Fri 1/20/2012 5:54 PM	Quarterly Statistic Request
Rideshare Delaware	Mon 1/9/2012 11:20 AM	Tue 1/10/2012 10:38 AM	Wed 1/11/2012 2:22 PM	Commuter Username and Password reset
FEBRUARY 2012				
Rideshare Delaware	Wed 2/1/2012 2:23 PM	Wed 2/1/2012 2:23 PM	Wed 2/1/2012 2:23 PM	Reset Username and Password
Rideshare Delaware	Tue 2/7/2012 10:14 AM	Thu 2/9/2012 2:04 PM	Thu 2/9/2012 2:04 PM	Online Report Data
FDA	Tue 2/7/2012 10:19 AM	Thu 2/9/2012 2:04 PM	Thu 2/9/2012 2:04 PM	Ridematching Question
NBTMD	Wed 2/8/2012 10:32 AM	Thu 2/9/2012 2:03 PM	Thu 2/9/2012 2:03 PM	Delete Commuter
FDA	Mon 2/13/2012 1:05 PM	Mon 2/13/2012 1:05 PM	Mon 2/13/2012 1:05 PM	Request to Remove Smoking Status
Rideshare Delaware	Thu 2/16/2012 2:06 PM	Tue 2/21/2012 11:45 AM	Tue 2/21/2012 11:45 AM	Move to Commuter Connections
Frederick County	Tue 2/21/2012 1:57 PM	Tue 2/21/2012 1:57 PM	Fri 2/24/2012 11:08 AM	Print FastNotes Emails and Labels
Loudoun County	Wed 2/22/2012 3:25 PM	Mon 3/26/2012 9:26 AM	Mon 3/26/2012 9:26 AM	Trouble Logging into the TDM System
Rideshare Delaware	Mon 2/27/2012 2:28 PM	Wed 3/14/2012 9:18 PM	Wed 3/14/2012 9:18 PM	Reset Username and Password
MARCH 2012				
Charlottesville Rideshare	Wed 3/7/2012 9:28 AM	Wed 3/7/2012 9:28 AM	Mon 3/26/2012 9:58 AM	Move to Commuter Connections
Frederick County	Fri 3/9/2012 3:59 PM	Wed 3/14/2012 4:22 PM	Mon 3/26/2012 9:58 AM	Purge Process Question
Charlottesville Rideshare	Mon 3/12/2012 1:23 PM	Wed 3/14/2012 4:22 PM	Mon 3/26/2012 9:58 AM	Move to Commuter Connections
Charlottesville Rideshare	Wed 3/14/2012 3:07 PM	Wed 3/14/2012 9:13 PM	Wed 3/14/2012 9:21 PM	Move to Commuter Connections
NSVRC	Wed 3/21/2012 11:10 AM	Wed 3/21/2012 12:51 PM	Mon 3/26/2012 10:11 AM	Update Contact Information on Commuter Connections website
Charlottesville Rideshare	Thu 3/22/2012 4:38 PM	Mon 3/26/2012 10:03 AM	Mon 3/26/2012 10:03 AM	Park and Ride Data Question
Montgomery County	Mon 3/26/2012 8:02 AM	Mon 3/26/2012 9:21 AM	Mon 3/26/2012 11:29 AM	Commuter Connections Resource Directory Update
Charlottesville Rideshare	Mon 3/26/2012 3:37 PM	Tue 3/27/2012 11:52 AM	Tue 3/27/2012 11:52 AM	Move to Commuter Connections
Rappahannock-Rapidan	Mon 3/26/2012 11:23 AM	Mon 3/26/2012 11:23 AM	Mon 3/26/2012 11:23 AM	Commuter Connections Logo Request
Rideshare Delaware	Thu 3/29/2012 11:47 AM	Thu 3/29/2012 12:04 PM	Thu 3/29/2012 12:04 PM	VMT/R Calculator Issues

FY 2012

October to December 2011	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Telework	Metro
Employers Contacted (new) Site Visits (prospects)	0	1	4	0	0	0	21	0	0	10	0	0
Telework - NEW	0	0	0	0	0	0	0	0	0	3	0	0
Employers Contacted (follow-up)	0	174	108	0	0	0	710	622	0	6	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	2	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	2658	3388	0	0	0	12599	0	0	2800	0	0
Total Sales Meetings	0	10	4	0	0	0	71	0	0	3	0	0
Total Employers Contacted	0	2843	3504	0	0	0	13401	622	0	2824	0	0
New Level 1 TDM Programs	0	0	2	0	0	0	12	0	0	2	0	0
New Level 2 TDM Programs	0	1	0	0	0	0	7	0	0	3	0	0
New Level 3 TDM Programs	0	0	1	0	0	0	1	0	0	2	0	0
New Level 4 TDM Programs	0	1	1	0	0	0	1	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0	0	0
Expanded Telework Prgms	0	0	0	0	0	0	0	0	0	0	0	0