

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Commuter Operations Center 6141
Month:	March 2005 FY05
Staff Contact:	C. Arabia
Edited By:	N. Ramfos
Today's Date:	May 3, 2005

Background Activities

The Commuter Operations Center continued providing transportation information services on alternatives to driving alone through the 800 telephone number, general marketing support, and through the distribution of matchlists. *(See Table 1 Monthly Activity and Impact Summary and Commuter Operations Center Performance Data).*

Technical assistance through the Commuter Operations Center help line was provided to member clients. COG staff performed routine server and file maintenance (removing old matchletter and associated matching files, and old upload files) on the CCRS server. Additional assistance to clients is described as follows:

Baltimore Metropolitan Council – COG staff made a site visit to BMC on March 31st and fixed problems with the local match and no-match letters. Edits to the letters were made per the request of BMC rideshare staff and testing was successful.

Fairfax County – On March 28th county rideshare staff reported a problem with the CCRS program. The problem was a result of a corrupted program file, which was most likely caused by an improper shutdown of the CCRS program. COG staff e-mailed a new program file and had county staff replace the corrupted file. This fixed the problem. County staff also reported a problem with a few failed automatic uploads and downloads (the manual uploads and downloads were successful) which were partially due to the corrupted program file. The automatic uploads and downloads are now working fine.

Howard County – County rideshare staff reported problems with the CCRS program on March 1st and March 15th. Both problems were the result of a corrupted program file, which was most likely caused by an improper shutdown of the CCRS program. On both occasions, COG staff e-mailed a new program file and had county staff replace the corrupted file. This fixed the problem.

Montgomery County – COG staff made a site visit on March 7th and set up the automatic upload and download scheduled tasks on all three rideshare computers.

NIH – COG staff made a site visit on March 21st to install and configure the CCRS software on the new rideshare computer.

North Bethesda Transportation Center – COG provided mailing labels on March 23rd per NBTC's request.

Rappahanock-Rapidan Regional Commission – RRRC rideshare staff reported a problem with the CCRS program and provided the error message. COG staff looked into the problem and it was fixed the next day. The problem was most likely caused by a bad download that was fixed when a successful download was completed.

The Commuter Connections Subcommittee met on March 15th. Agenda topics were: Approval of the FY2004 GRH Customer Satisfaction Survey report; presentation of the FY05 Placement Rate Study Draft Report for review and comment; status of the FY06 Commuter Connections Work Program; SmarTrip farebox update provided by WMATA, briefing on regional travel trends report, update on Bike to Work Day 2005 planning; and COG's Commuter Connections FY05 work program 2nd quarter budget report.

Work continued on the preparation of the general public 2004 State of the Commute report. Staff and the consultant also continued to review and edit the FY 2005 Placement Rate report.

Work began on the preliminary preparations for the FY 2006 Commuter Connections Work Program. Data was gathered to show participation rates and a proposal was made to the three state funding agencies on March 11th.

Products

- February monthly performance report.
- Bi-weekly commuter listing reports were mailed to all clients during the weeks of March 7th, and 21st.

Problems Encountered

None.

Future Activities

- Install the Commuter Connections Ridematching Software System software and updates at member client sites, as needed.
- Fix software bugs on the Commuter Connections software system, as needed.
- Prepare and mail second quarter client invoices.
- The next Commuter Connections Subcommittee meeting is scheduled for May 17, 2005.
- The next meeting of the Commuter Operations Center Subcommittee is scheduled for June 21, 2005.
- Finalize the 2004 State of the Commute Survey general report.
- Printing and distribution of Commuter Connections winter newsletter and online posting.
- Develop new ridematching/GRH Web-based system.
- Complete and distribute the FY05 Placement Rate Survey report.
- FY 2006 Commuter Connections Work Program

Table 1
Metropolitan Washington Council of Governments
Commuter Connections Program
Monthly Activity and Impact Summary
Month of MARCH 2005

Commuter Connections Activity	This Month	Last Month	Since July 2004
Total applicants/info provided:	1,340	1,624	13,924
Rideshare applicants	1,265	1,563	12,994
Matchlists sent	1,296	1,341	13,539
Transit applicants/info sent	52	47	461
GRH applicants	575	707	8,051
Bike to work info requests	21	11	202
Telework info requests	1	1	6
Kiosk users	2,974	3,506	32,082
Kiosk applicants	16	31	159
Internet users	7,640	6,609	59,606
Internet applicants	1,119	1,235	12,157
New employer clients	440	125	953
Employee applicants	0	0	95

Program Impact Performance Measure	This Month	Last Month	Since July 2004
Continued placements	375	455	3,899
Temporary/one-time placements	237	287	2,465
Daily vehicle trips reduced	223	271	2,321
Daily VMT reduced	7,632	9,250	79,309
Daily tons NOx reduced	0.0108	0.0131	0.1123
Daily tons VOC reduced	0.0051	0.0062	0.0529
Daily gallons of gas saved	353	428	3,672
Daily commuter costs saved	\$1,469	\$1,781	\$15,267

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.

Commuter Connections Website Activity -- March 2005

	<u>Accesses</u>	<u>% of Total</u>
Total Accesses of MWCOC Home Page	8,987	
Total Accesses of Commuter Connections Home Page	7,640	
<i>Breakdown of BDY Sub-page accesses</i>		
Guaranteed Ride Home Page	1,673	10.38%
Public Transit Page	1,167	7.24%
TDM Resources	1,112	6.90%
Carpooling Page	1,063	6.59%
Calculate Your Commuting Cost	998	6.19%
Vanpooling Page	897	5.56%
GRH - What Does It Cost?	730	4.53%
About Page	678	4.21%
Transit Virginia	661	4.10%
Telework Page	589	3.65%
Transit Maryland	491	3.05%
Bicycling Page	436	2.70%
GRH Area	432	2.68%
GRH Eligibility	392	2.43%
News	326	2.02%
Ozone Action Days Page	304	1.89%
Participation Guidelines	298	1.85%
TDM Telework Centers	285	1.77%
Carpooling - HOV	236	1.46%
Special Events	221	1.37%
Transit D.C.	207	1.28%
Vanpool Incentive Programs	207	1.28%
Vanpool Advantages	206	1.28%
Telework Centers	192	1.19%
Employer Services	189	1.17%
Concerns about Vanpooling	188	1.17%
Calculate Your Cost of Commuting	187	1.16%
Walking	184	1.14%
Teleworking - Keep the job, Lose the Commute	180	1.12%
SmartTrip and Metrochek	180	1.12%

Commuter Connections Website Activity -- March 2005

Bicycling Guide - Resources	177	1.10%
Vanpool Services	165	1.02%
Concerns about Carpooling	159	0.99%
Resource Links	148	0.92%
Why Should Your Employees Bike to Work	144	0.89%
Tips to Successful Carpooling	143	0.89%
Carpooling Advantages	141	0.87%
Local Metrochek Match Programs	134	0.83%
Total	16,120	100.00%

Commuter Connections Website Activity -- March 2005

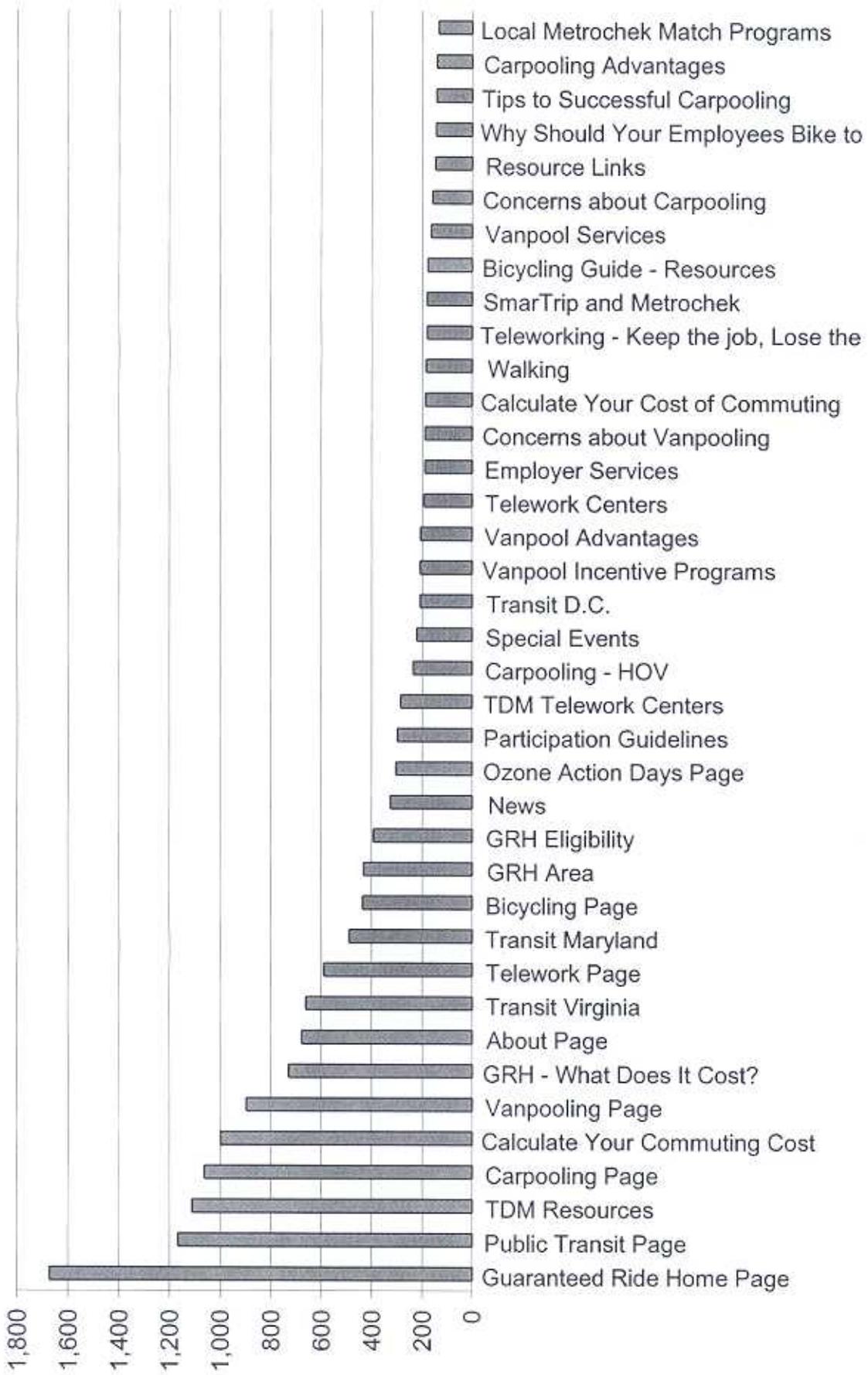


TABLE 2A

COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
MARCH 2005

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	9	0	40	49
ARLINGTON (COG)	0	0	1	1
ARTMA	24	25	41	90
BALTIMORE CITY	8	0	6	14
BMC	0	1	30	31
COG - MD	172	0	196	368
COG - VA	121	3	238	362
COG - Other	11	0	10	21
DISTRICT OF COLUMBIA	15	0	20	35
DOD	0	0	0	0
FAIRFAX COUNTY	133	22	294	449
FREDERICK	4	0	94	98
HARFORD	4	0	5	9
HOWARD	34	0	52	86
LINK	3	1	15	19
LOUDOUN	69	1	141	211
MTA	0	0	0	0
MONTGOMERY COUNTY	95	23	655	773
Bethesda Transportation Solutions	0	1	96	97
Countywide	60	2	0	62
Friendship Heights/Rockville	14	8	0	22
North Bethesda TMD	15	11	491	517
Silver Spring	6	1	68	75
NIH	0	0	2	2
NORTHERN NECK	4	0	1	5
NORTHERN SHENAN-LORD FFX	0	0	2	2
PRINCE GEORGE'S	0	0	87	87
PRTC	158	6	490	654
RADCO	205	0	696	901
RAPPAHANNOCK-RAPIDAN	43	3	143	189
TRI - COUNTY	7	61	33	101
USDOE	0	0	0	0
TOTAL INPUT	1,119	146	3,292	4,557
TOTAL NEW & RE-APPLICANTS		1,265		

COMMUTER CONNECTIONS CCRS

Applications Processed

FY1996 - FY2004

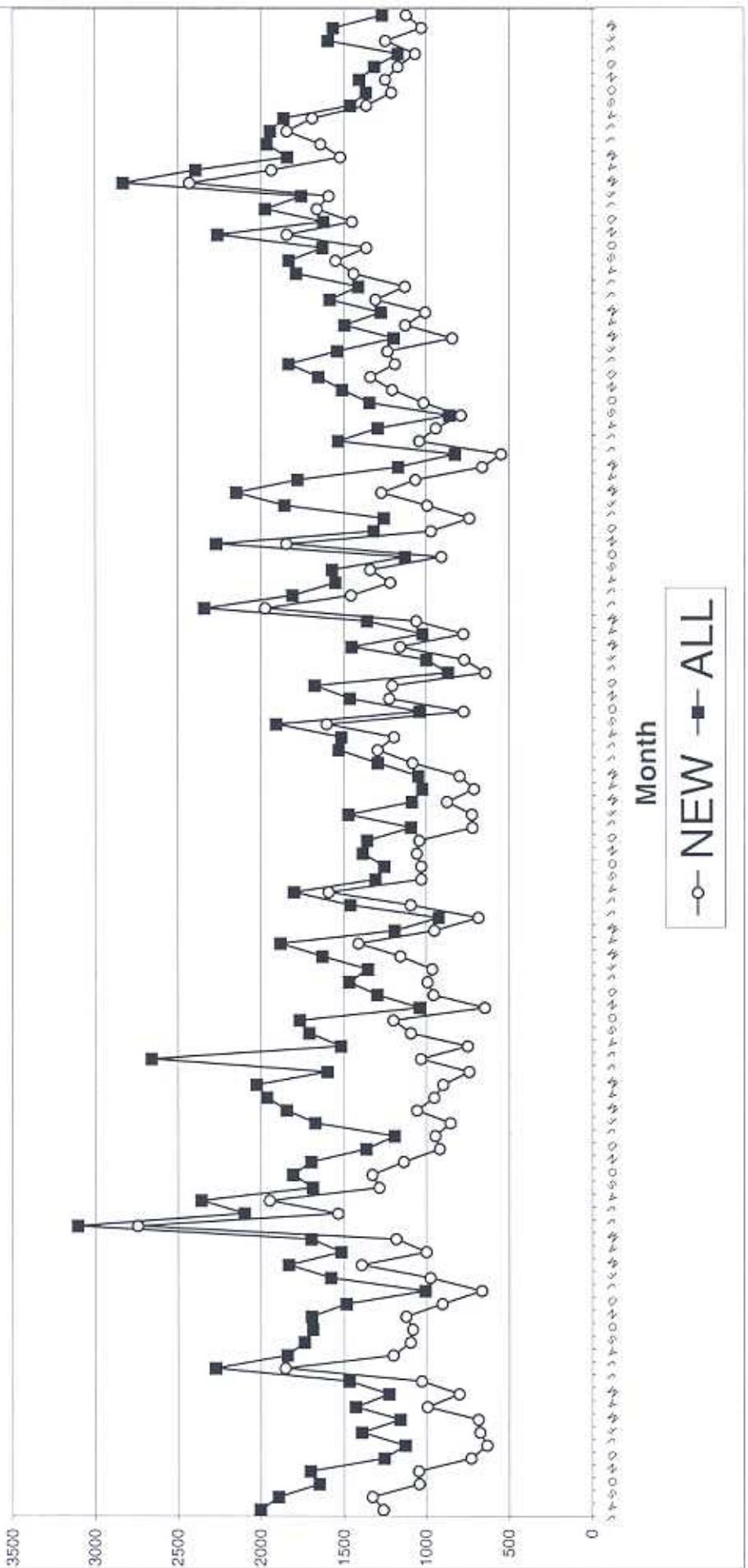


TABLE 2B

APPLICATIONS RECEIVED THROUGH THE COMMUTER
 CONNECTIONS WEBSITE SORTED BY HOME JURISDICTION
 MARCH 2005

	HOME
ALEXANDRIA	7
ANNE ARUNDEL COUNTY	23
ARLINGTON COUNTY	10
BALTIMORE CITY	10
BALTIMORE COUNTY	3
CALVERT COUNTY	10
CARROLL COUNTY	2
CECIL COUNTY	2
CHARLES COUNTY	29
CLARKE COUNTY	2
CULPEPER COUNTY	4
DISTRICT OF COLUMBIA	12
FAIRFAX COUNTY *	71
FAUQUIER COUNTY	13
FREDERICK COUNTY, MD	36
FREDERICK COUNTY, VA	0
FREDERICKSBURG	14
HARFORD COUNTY	0
HOWARD COUNTY	20
KING GEORGE COUNTY	3
LANCASTER COUNTY	0
LOUDOUN COUNTY	31
MADISON COUNTY	0
MONTGOMERY COUNTY	42
ORANGE COUNTY	6
PAGE COUNTY	0
PRINCE GEORGE'S COUNTY	33
PRINCE WILLIAM COUNTY **	71
RAPPAHANNOCK COUNTY	0
RICHMOND COUNTY	0
SHENANDOAH COUNTY	2
SPOTSYLVANIA COUNTY	45
STAFFORD COUNTY	65
ST. MARY'S COUNTY	2
WARREN COUNTY	5
WESTMORELAND COUNTY	1
WINCHESTER	1
OTHERS	28
TOTAL	603

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

TABLE 3

COMMUTER CONNECTIONS
 APPLICANT DATABASE SORTED BY RESPONSIBLE AGENCY
 MARCH 2005

ALEXANDRIA	205
ARLINGTON (COG)	11
ARTMA	665
BALTIMORE CITY	57
BMC	240
COG	6,679
DISTRICT OF COLUMBIA	23
DOD	0
DOE	1
FAIRFAX COUNTY	2,280
FREDERICK	237
HARFORD COUNTY	144
HOWARD COUNTY	214
LINK/RESTON	64
LOUDOUN COUNTY	885
MONTGOMERY COUNTY	6,615
Bethesda Transportation Solutions	1,462
Countywide	1,273
Friendship Heights/Rockville	788
North Bethesda Transportation Ctr	2,379
Silver Spring	713
MTA	12
NIH	83
NORTHERN NECK	57
LORD FFX NORTHERN SHENANDOAH	7
PRINCE GEORGE'S COUNTY	647
PRTC	1,715
RADCO	3,691
RAPPAHANNOCK-RAPIDAN	233
TRI - COUNTY	920
OTHER	
TOTAL	25,685

COMMUTER CONNECTIONS CCRS DATABASE FY1996 - FY2004

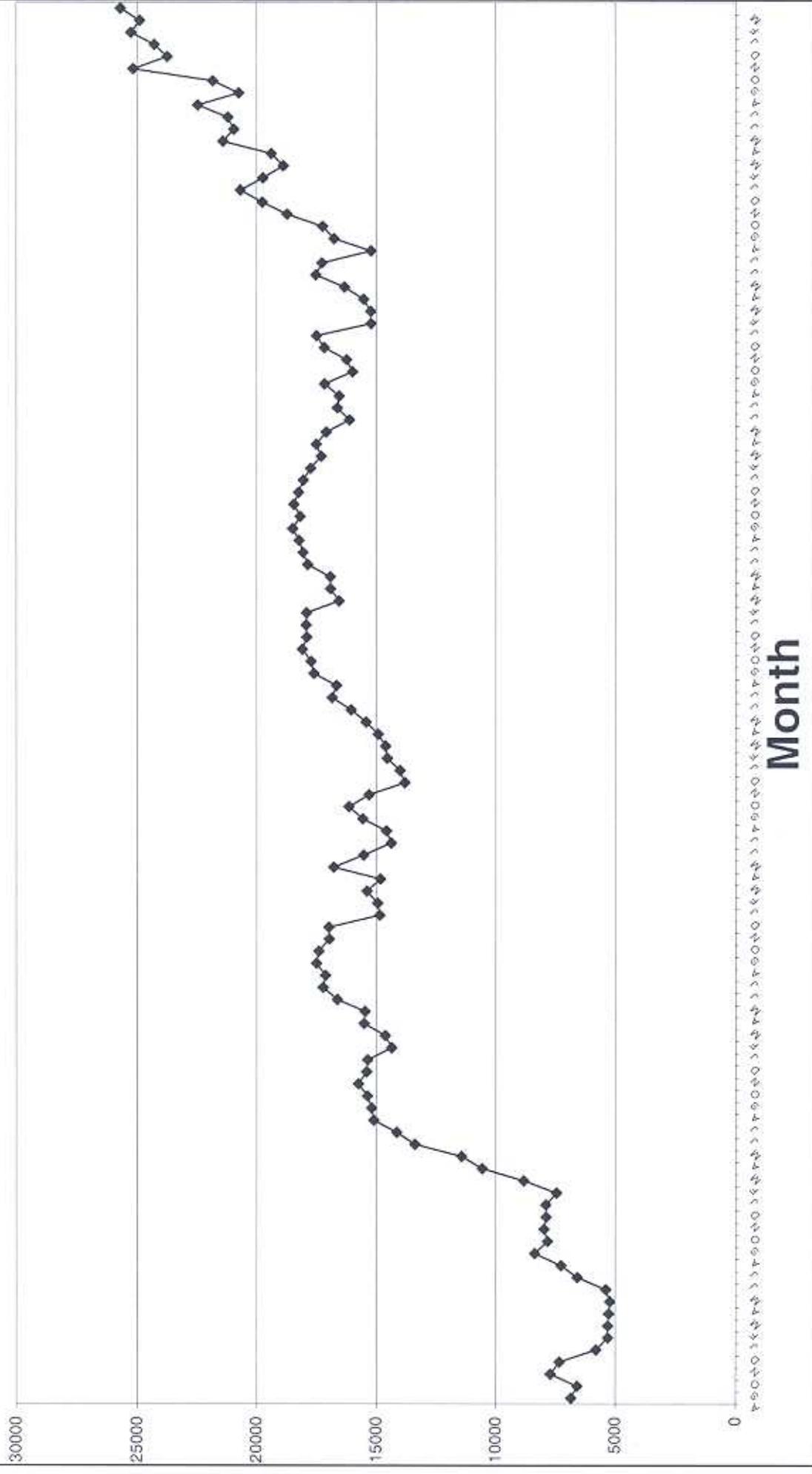


TABLE 4A
 COMMUTER CONNECTIONS RIDESHARE DATABASE
 SORTED BY HOME AND WORK JURISDICTIONS
 MARCH 2005

	HOME	WORK
ALEXANDRIA	323	792
ANNE ARUNDEL COUNTY	900	143
ARLINGTON COUNTY	288	3,728
BALTIMORE CITY	224	171
BALTIMORE COUNTY	342	116
CALVERT COUNTY	103	3
CARROLL COUNTY	13	0
CECIL COUNTY	30	3
CHARLES COUNTY	763	58
CLARKE COUNTY	20	1
CULPEPER COUNTY	103	0
DISTRICT OF COLUMBIA	713	9,815
FAIRFAX COUNTY *	2,804	2,411
FAUQUIER COUNTY	280	6
FREDERICK COUNTY, MD	1,030	68
FREDERICK COUNTY, VA	0	0
FREDERICKSBURG	258	8
HARFORD COUNTY	162	105
HOWARD COUNTY	788	90
KING GEORGE COUNTY	84	29
LANCASTER COUNTY	0	0
LOUDOUN COUNTY	1,055	247
MADISON COUNTY	6	0
MONTGOMERY COUNTY	4,185	7,155
ORANGE COUNTY	99	1
PAGE COUNTY	8	0
PRINCE GEORGE'S COUNTY	2,319	482
PRINCE WILLIAM COUNTY **	3,314	127
RAPPAHANNOCK COUNTY	12	0
RICHMOND COUNTY	37	42
SHENANDOAH COUNTY	26	0
SPOTSYLVANIA COUNTY	1,552	9
STAFFORD COUNTY	2,261	11
ST. MARY'S COUNTY	144	40
WARREN COUNTY	102	0
WESTMORELAND COUNTY	35	1
WINCHESTER	60	0
OTHERS	1,242	23
TOTAL	25,685	25,685

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

**TABLE 5
TERM/COMMUTE INFORMATION
MARCH 2005**

	TELEWORK	GRH	EMPLOYER OUTREACH	TRANSIT	BIKE	CARPOOL VANPOOL	OTHER	
APPLICATIONS								
Mail	N/A	83	N/A	N/A	N/A	21	N/A	
Internet	N/A	482	N/A	N/A	N/A	637	N/A	
Kiosks	N/A	10	N/A	N/A	N/A	7	N/A	
Purge Letters	N/A		N/A	N/A	N/A	4	N/A	
Fax/Phone	N/A		N/A	N/A	N/A		N/A	
From Client	N/A		N/A	N/A	N/A		N/A	
Employer Survey	N/A		N/A	N/A	N/A		N/A	
TOTAL	N/A	575	N/A	N/A	*21	669	N/A	
PHONE CALLS								
								TOTAL
Brochure/Promo Materials		6		4		3		13
Bus/Train Schedule		5		1		3		9
Bus/Train Sign						1		1
Direct Mail		5				2		7
Employer		2						2
Employer Survey								0
Fair/On Site Event								0
Government Office								0
Highway Sign				9		7	8	24
Information (411)				1				1
Internet		12		3		21	2	38
Library								0
Mobile Billboard								0
Newsletter							1	1
Newspaper								0
Newspaper (Local)								0
Other Ridesharing Org								0
Park-and-Ride Lot Sign				2		3	1	6
Post Card (COG)								0
Presentation						1		1
Radio	1	11		7		24	2	45
Real Estate/WelcomeWagon								0
Referral from Transit Org						2		2
Theatre Slide								0
TV		1		1		1		3
Van Sign		1				4		5
Was/Is Applicant		323		3		40		366
White Pages		2				1		3
Word of Mouth		20		11		35	4	70
Yellow Pages - Verizon		1		2		10		13
Yellow Pages - Yellow Book								0
Yellow Pages - Local		1		3				4
Voice Mail Messages		58		4		27	3	92
Other/Unknown		2	1	1		2		6
TOTAL CALLS	1	450	1	52	0	187	21	712

*Requests for Bicycling information from applications received from all sources

TABLE 6B
 APPLICATIONS RECEIVED AT CLIENT PROGRAMS
 MARCH 2005

	C O G	A L X	A R T M A	B A L T	B E T H	B M C	D O D	D O E	F F X	F R E D	H A R	H O W	L I N K	L D N	M C	M T A	N I H	N E C K	N S H E N	P G C	P R T C	R A D C O	R A P	S S	T A P	T R I	T O T A L	
How they heard...																												
Brochure/Promo Matrix	41	1											20															62
Bus/Train Schedule	24																			2								28
Bus/Train Sign	24																											24
Direct Mail	7										1																	8
Employer	34																											34
Employer Survey	1																											1
Fair/On Site Event	1		1										13															15
Government Office	19							3	2																			24
GRH Program	0	2	20					124	53			13	35	37						69	116	23	1				493	
Highway Sign	6												1								5	4						16
Information (411)	1																											1
Internet	58	5						1	1					17						24	34	8	5					153
Library	0												2															2
Mobile Billboard	1																											1
Newsletter	0																											0
Newspaper	6																											9
Newspaper (Local)	0																											0
Other Ridesharing Org	7		3									10								3								9
Park-and-Ride Sign	0																											0
Post Card (COG)	0									3										3								25
Presentation	2																											0
Radio	107														10													14
Real Estate/Welcomew	1																											107
Referral from Transit Org	0								2																			1
Theatre Slide	1																											2
TV	6																											6
Van Sign	2																											7
Was/Is Applicant	17								1			5		1						181								205
White Pages	0																											0
Word of Mouth	102	1							1		2			2						6	41							157
Yellow Pgs-Venzon	0										1																	1
Yellow Pgs-Yellow Bk	0																											0
Yellow Pages-Local	0																											0
Voice Mail Messages	0																											0
Other	38							1		1	1	11		12	4							3						79
Total	506	9	24	0	0	0	0	0	133	59	5	39	0	70	84	0	0	0	0	285	202	44	10	9	0	1479		

MONTHLY PROGRESS REPORT

PROJECT ELEMENT: Metropolitan Washington Telework Resource Center 6142
Month: March 2005 FY05
Staff Contact: Danette Campbell
Edited By: Nicholas Ramfos
Today's Date: May 3, 2005

Background Activities

Major activities in March included:

- Meeting with Montgomery County Management and Fiscal Policy Committee
- Internal meeting to discuss status of Telework Resource Center programs
- Meeting with Salvation Army in the District of Columbia
- Meeting with the World Bank Transportation Coordinator in the District of Columbia
- Coordinating the 2005 Telework Workshops: "Managing Teleworkers and Remote Teams" and "Choosing and Using the Right Telework Technology"
- Participating in work session with VDRPT, Redmon, and Pulsar Advertising in Fredricksburg
- Attending DATA breakfast meeting in Tysons Corner
- Meeting with Office of the Under Secretary for Science & Technology Department of Homeland Security

Telework Resource Center:

- March 3 Presentation to Montgomery County Management and Fiscal Policy Committee
- March 8 Telework presentation to Salvation Army
- March 8 Meeting with World Bank Transportation Coordinator to discuss possible Telework event
- March 16 Employer Workshops, "Managing Teleworkers and Remote Teams" and "Choosing and Using the Right Telework Technology" at COG

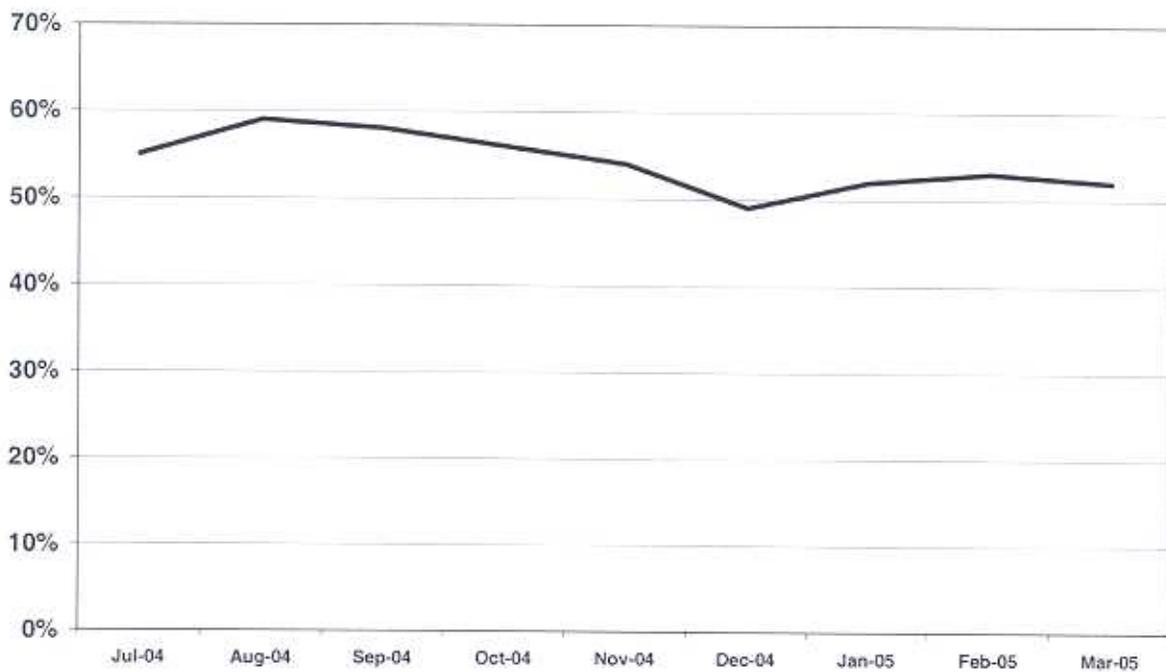
- March 22 Meeting with VDRPT, Redmon, Pulsar at Fredericksburg Telework Center
- March 30 DATA breakfast meeting at Tysons Corner
- March 31 Meeting with Office of the Under Secretary for Science and

Technology Department of Homeland Security

Products

- Responded to 60 calls regarding the Telework Resource Center
- Disbursed 24 Telework Resource Center kits
- Continued to contact returned mailings from ACT! data base and adjust data base information accordingly
- Expanded Telework TERM database
- Telework center utilization currently at 53% (used by 569 individuals); 83% are federal workers, 17% are non-federal workers

Center Utilization Percentage



- Telework Center marketing of "30 Day Free Trial"
- February 2005 Telework Resource Center Monthly Report
- February 2005 TPE Monthly Report
- February 2005 Telework Virginia Monthly Report

Problems Encountered

- None at this time

Future Activities

- The next Telecommuting Ad- Hoc Meeting is scheduled for April 6, 2005

- “Training Your Teleworkers for Anywhere, Anytime Performance”
- “Managing Teleworkers and Remote Teams and Choosing the Right Telework Technology”
- Telework Center Utilization Survey
- Expanded TERM employer survey
- Telework Resource Center Employer Survey
- Employer Workshops: “Managing Teleworkers and Remote Teams” and “Choosing and Using the Right Telework Technology” at COG

Expanded Telework TERM activities:

Background Activities

Most of the TAG efforts in March were focused on Manager Orientation, Telework Coordinator and Productivity Nuts and Bolts workshops. An on-line survey was developed for MITRE and discussions for on-line support were held with Marriott-International. TAG held an informational session for all six Northrop-Grumman divisions to create interest in a pilot. TAG reviewed their policies and procedures and provided feedback and will determine if a pilot can be conducted by early April.

Trainings were held with DOJ Antitrust Division, the FBI, NIH, NDIC and JMD/Personnel Staff.

Employers Contacted

ATF, Booz-Allen, Arnold & Porter, and HUD were also contacted during the month. Training is planned with ATF beginning in April.

On Site Meetings

On-site meetings were held at MITRE, ATF, DOJ/DEA, Northrop-Grumman and Marriott International.

Products

The manager’s orientation was modified to increase focus on employee effort and productivity. TAG is also incorporating their Productivity Nuts and Bolts workshop with ATF. The on-line tools TAG is discussing with Marriott-International will not be complete until April. No development fees are being charged to the Expanded-TERM program for these products.

Future Activities

TAG will be working with each of the organizations previously listed to complete trainings and increase teleworker numbers before the end of the Expanded TERM program on June 31st.

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Integrated Ridesharing 6143
Month:	March 2005 FY05
Staff Contact:	Jose Lemus
Edited By:	Nicholas Ramfos
Today's Date:	May 3, 2005

Background Activities

Routine physical maintenance continued with each of the kiosk sites and the kiosk software design and content. InfoExpress kiosk system was replaced at USDA in District of Columbia. Communication problems were reported at Pentagon City Mall and Springfield Mall.

Staff moved the InfoExpress kiosk located at USDA in Alexandria to Hoffman Center in Alexandria. Staff is currently working with the communications provider for DSL installation and implementation.

Staff designed a new kiosk based park n ride lot mapping application. Currently the application is being deployed and implemented on the InfoExpress kiosk network.

An InfoExpress kiosk promotion was held at Ballston Common Mall on March 22nd, 2005, at Springfield Mall on March 25, 2002, at Fair Oaks Mall on March 26, 2005, and at Pentagon City Mall on March 29, 2005. The Kiosk ambassador was present to promote the kiosk and increase the awareness to the different services the kiosk offers.

An RFQ is being prepared to update our current User Requirements\Functional Specification document for the web migration project. Staff has identified a list of consultants that would be considered for the RFQ selection. The selected consultant would identify further system and user requirements as part of an effort to integrate multiple services provided by Commuter Connections onto one internet and intranet based software system.

Staff received bus stops file from WMATA. Staff started working on bus stops update procedures to update the bust stops file for region on the CCRS program. Staff received street centerline files for Prince George's and Alexandria counties. Staff completed street centerline update procedures for the counties mentioned.

Products

- ▶ March monthly usage statistics for InfoExpress kiosks.
- ▶ Kiosk promotions

Problems Encountered

- ▶ Communication problems were reported at Pentagon City Mall.
- ▶ Communication problems were reported at Springfield Mall.
- ▶ The InfoExpress kiosk system was replaced at USDA in District of Columbia.
- ▶ Staff has temporarily ceased work on the Commuter Connections Application Web Migration Project until future funding is determined.

Future Activities

- ▶ Update the integrated CCRS & GRH web-based system.
- ▶ Evaluate effectiveness of Integrated Rideshare measure.
- ▶ Continue negotiations with potential Commuter Connections InfoExpress mobile kiosk sites with employers located in Northern Virginia and the District of Columbia.
- ▶ Implement Kiosk ambassador marketing campaign.

INFOEXPRESS KIOSK USAGE RATES
 Month: March 2005

Kiosk Location	Number of Users	Number of Total Hits	Top Five Buttons	Number of Hits
Manassas Mall	440	5247	Manassas Mall	367
			Maps & Guides	215
			Weather	143
			VRE	121
			Commuter Connections	89
Union Station	423	9318	Maps & Guides	411
			Ride Guide	144
			Weather	122
			MARC	110
			Commuter Connections	102
Tysons Mall # 2	393	3947	Tysons Mall	471
			Maps & Guides	203
			Weather	193
			Commuter Connections	127
			Metro	61
La Promenade	341	5178	La Promenade	657
			Metro	184
			Maps & Guides	116
			Weather	101
			Commuter Connections	49
Reston Town Center	298	4439	Reston Town Center	181
			Weather	141
			Maps & Guides	133
			Commuter Connections	101
			Metro	67
Springfield Mall # 2	237	3718	Springfield Mall	298
			Weather	202
			Maps & Guides	183
			Commuter Connections	114
			Metro	73

Springfield Mall # 1	Springfield Mall	4187	181
	Weather		144
	Maps & Guides		137
	Transit		115
	Commuter Connections		81
Pentagon City Mall	Pentagon City Mall	3172	276
	Maps & Guides		197
	Weather		133
	Transit		108
	Commuter Connections		83
Dulles Town Center	Weather	3761	141
	Maps & Guides		127
	Dulles Town Center		105
	Commuter Connections		80
	Transit		65
Fair Oaks Mall	Maps & Guides	2640	75
	Weather		61
	Fair Oaks Mall		54
	VRE		53
	Commuter Connections		37
Ballston Common Mall	Maps & Guides	2172	137
	Weather		124
	Ballston Common Mall		92
	Transit		83
	Metro		77
Tysons Mall # 1	Maps & Guides	1810	64
	Traffic		23
	Commuter News		22
	Weather		18
	Tysons Mall		18
USDA - DC	Maps & Guides	540	73
	Weather		41
	Metro		29
	Transit		23
	Commuter Connections		19

Pentagon

N/A

N/A

Hoffman Center

N/A

N/A

Fairfax County Kiosks

Location	Users	Hits
Sherwood Library	0	0
George Mason Library	1	4
Chantilly	2	9
Kings Town	1	4
Mason Govt Center	0	0
Kings Park	2	6
Reston Library	4	19
Tysons Transit	0	0
Centreville	1	6
DolleyMadison	0	0
Inova	3	21
Pohick	1	4
John Marshall	2	8
Tysons Pimmit	1	3
Pennino	3	18
Govt. Center	0	0
Fairfax Library	1	8
Warranton	0	0

March 2005

NUMBER OF APPLICATIONS RECEIVED
FROM KIOSKS

Site	Total
Tysons Corner Center	1
Fair Oaks Mall	4
Springfield Mall	5
Pentagon City Mall	0
Union Station	0
L'Enfant Plaza	0
Pentagon	0
Reston Town Center	0
USDA - DC	0
Ballston	6
Hoffman Center	0
Manassas Mall	0
Dulles Town Center	0
Total	16

MONTHLY REPORT

PROJECT ELEMENT: Employer Outreach 6144
Month: March 2005 FY05
Staff Contact: M. Hersey
Edited By: N. Ramfos
Today's Date: May 3, 2005

Background Activities

Monthly synchronizations from all of the employer outreach jurisdictions were without any problems.

Staff supported outreach staff in resolving ACT! Database problems for data collection. Staff continued the database audit of all records and began a sweep to ensure data integrity.

Staff coordinated with BMI-SG on the development of the survey web application that will enable the outreach representatives to access their respective client's survey results. Staff commenced beta testing on new commuter survey application.

Staff coordinated with the DC Marketing Center for software update for Customer Referral Action Email system and maintained client contacts list.

Staff assisted the Telework Virginia project by processing survey request forms and supporting the Virginia-based outreach representatives.

Staff attended and presented to the Fairfax County Global TDM Workgroup on March 30th on the regional efforts of the Employer Services program.

Products

March monthly sales activities

Problems Encountered

Arlington County has not submitted its FY05 Scope of Work for its Employer Outreach contract with COG.

Future Activities

Database Audit and re-synchronization

The next Employer Outreach Ad-Hoc Group meeting will be on April 19, 2005.

Metrochek/SmartBenefits Employer Survey

EXPLANATION OF JURISDICTIONAL ACTIVITIES DATA

Did not supply monthly report. **New Metrochek for 100+ employers, may include accounts sold by regional employer outreach sales force. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.

- A. Employers Contacted (new): Number of contacts with new 100+ employers. This number refers to first time contact with employers; these employers have never been approached (includes phone calls, letters, email, faxes and voicemails)
- B. Employers Contacted (follow-up): Number of contacts with existing 100+ companies. These are contacts with employers after the first attempt (includes forms of contact listed above).
- C. Total Broadcast Contacts: Mass outreach (includes direct mail, faxes, emails) **NEW
- D. Total Sales Meetings: Number of in person contacts with new and existing employers for the purpose of discussing the Commuter Connections program (includes one on one meetings and employers attending seminars and presentations; excludes transportation fairs)
- E. Total Employers Contacted: A + B + C + D
- F. New Level 1 TDM Programs: Number of Level 1 programs implemented in previous month; more detailed information on these programs must be entered into the ACT database.
- G. New Level 2 TDM Programs: same as above
- H. New Level 3 TDM Programs: same as above
- I. New Level 4 TDM Programs: same as above

EMPLOYER SERVICES PARTICIPATION LEVELS

LEVEL 1 (BRONZE)

- ▶ Expresses interest in telework, transit benefits, Metrochek, Ozone Action Days, or other TDM strategy,
- ▶ Conducts Commuter Survey
- ▶ Distributes alternative commute info. to employees, including Ozone Action Days info.
- ▶ Posts alternative commute info., including Ozone Action Days info., on employee bulletin board(s), newsletter or e-mail

LEVEL 2 (SILVER)

- ▶ Installs a permanent display case or brochure holders and stock with alternative commute info. or Ozone Action Days info.
- ▶ Provides preferential parking for carpools and vanpools
- ▶ Implements an informal telework program
- ▶ Facilitates car/vanpool formation meetings
- ▶ Hosts/sponsors an alternative commute day or transportation fair
- ▶ Implements alternative work schedule program (flex-time, staggered work schedule, compressed work week)
- ▶ Installs bicycle racks or lockers
- ▶ Establishes an ETC who regularly provides alternative commute information to employees

LEVEL 3 (GOLD)

- ▶ Implements a formal telework program
- ▶ Implements a transit/vanpool benefit, Metrochek, or parking "cash out" program
- ▶ Implements a carpool/bicycle/walk benefit
- ▶ Provides free or significantly reduced fee parking for carpools and vanpools (valid only for companies where employees pay for parking)
- ▶ Implements a parking fee (valid only for companies that previously did not charge employees for parking)
- ▶ Becomes a Commuter Connections member and provides on-site ridematching
- ▶ Provides employee shuttle service to transit stations
- ▶ Provides company vanpools for employees' commute to work
- ▶ Installs shower facilities for bicyclists and walkers
- ▶ Implements a comprehensive Ozone Action Days program
- ▶ Supplements GRH program with payment for additional trips or own program

LEVEL 4 (PLATINUM)

- ▶ Implements two or more of the Level 3 TDM programs and actively promotes these programs and alternative commuting

Month:
March 2005

	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Tri - County Council	Metro	Telework
Employers Contacted (new)	1	0	9	0	0	1	5	0	0	1	0	4
Employers Contacted (follow-up)	0	77	35	4	2	22	147	0	3	1	0	16
Total Broadcast Contacts	0	905	0	0	185	0	2692	0	0	1	0	0
Total Sales Meetings	0	2	1	4	0	5	26	0	0	12	0	9
Total Employers Contacted	1	984	45	4	187	28	2870	0	3	15	0	29
New Level 1 TDM Programs	0	0	0	2	0	0	1	0	0	0	0	0
New Level 2 TDM Programs	0	0	0	0	0	1	39	0	0	0	0	0
New Level 3 TDM Programs	0	0	0	0	0	0	5	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	2	0	0	0	0	0

NOTE: TDM levels are explained on the attachment. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.* Did not submit a monthly report by deadline.

Year to Date FY05

	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Tri - County Council	Metro	Telework
Employers Contacted (new)	6	102	12	35	0	18	167	95	0	5	0	64
Employers Contacted (follow-up)	17	752	759	46	28	191	2297	1064	43	3	0	225
Total Broadcast Contacts	40	8875	145	118	513	0	21056	1583	0	181	0	0
Total Sales Meetings	4	99	4	10	2	21	281	60	2	4	0	79
Total Employers Contacted	67	9828	920	209	543	230	23801	2802	45	193	0	328
New Level 1 TDM Programs	0	71	0	5	0	2	60	3	0	1	0	0
New Level 2 TDM Programs	0	9	0	1	0	5	147	2	0	0	0	0
New Level 3 TDM Programs	0	19	0	2	0	3	33	2	1	1	0	0
New Level 4 TDM Programs	0	3	0	0	0	0	2	0	0	0	0	0

NOTE: TDM levels are explained on the attachment. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Guaranteed Ride Home 6145
Month:	March 2005 FY05
Staff Contact:	C. Arabia
Edited By:	N. Ramfos
Today's Date:	May 3, 2005

Background Activities

During March, COG received 575 applications for the GRH program. A total of 603 new applicants were registered (594 new applicants and 9 previous "one-time exception" users) and 627 commuters were re-registered. The GRH program provided 312 GRH trips. Forty-four (44) of these trips were "One-Time Exceptions" accounting for fourteen percent (14%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of GRH trip reasons followed by child care/illness. A total of 32,998 commuters are currently registered for GRH.

The FY2004 GRH Customer Satisfaction Survey report was finalized and approved at the March 15th Commuter Connections Subcommittee meeting. The report was posted on the Commuter Connections web site at www.commuterconnections.org under the Resources, Publications section.

GRH 60 second radio advertisements ran during the first two weeks of March.

COG staff met with the GRH operations contractor, responsible for authorizing and arranging GRH trips, on March 25th. Topics discussed in the meeting included: The status of re-registrations and re-registration listings, telephone issues, customer satisfaction survey results, customer service issues, and trip verification problems.

Products

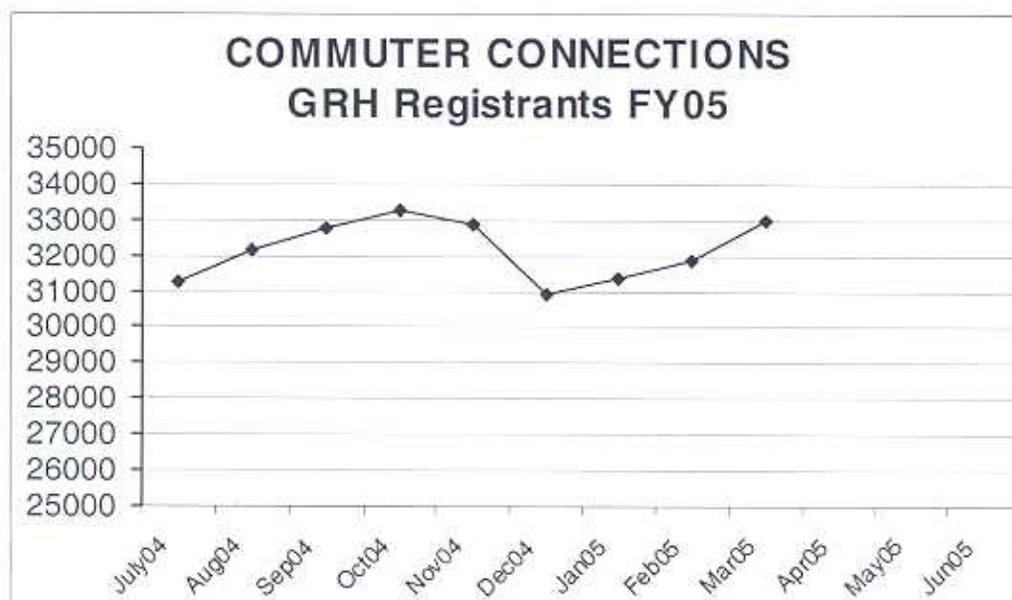
- Provided 312 GRH trips.
- Received 575 applications.
- Registered 603 new applicants, including 9 "one-time exceptions."
- Re-registered 627 commuters.
- Received 450 calls for GRH information.
- Contacted "expiring" registrants by telephone.
- Database management and maintenance.
- GRH server maintenance.
- Processed invoices from transportation providers and reservations/dispatching contractor, and processed Transit Reimbursement Vouchers.
- February monthly performance report.
- FY2004 GRH Customer Satisfaction Survey report.

Problems Encountered

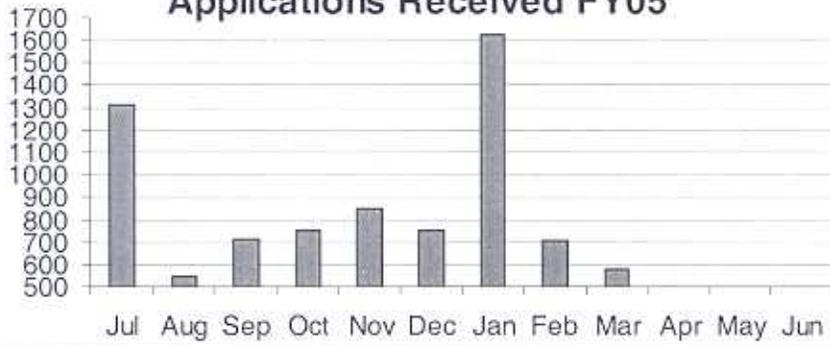
None.

Future Activities

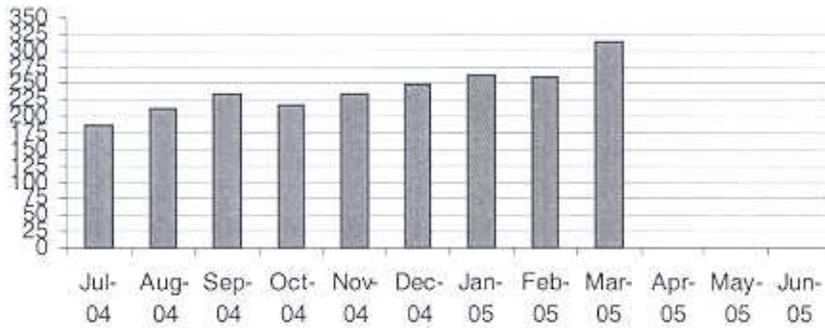
- COG staff will continue to work with their software contractor to update GRH software as needed.
- Continue surveying of GRH users to obtain satisfaction feedback.
- Continue to re-register GRH commuters that reached their one-year expiration date.
- Produce progress reports.
- Continue overall operations of GRH program.
- Distribute GRH information at alternative transportation events and via COG staff and Employer Services representatives.
- Perform overall database maintenance.
- Integrate GRH database management software system with regional CCRS software system.
- Evaluate GRH regional marketing campaign. Continue response data collection and final numbers reporting from GRH mailout of postcard and self-mailers. This includes tracking of test urls, phone calls and returned applications.



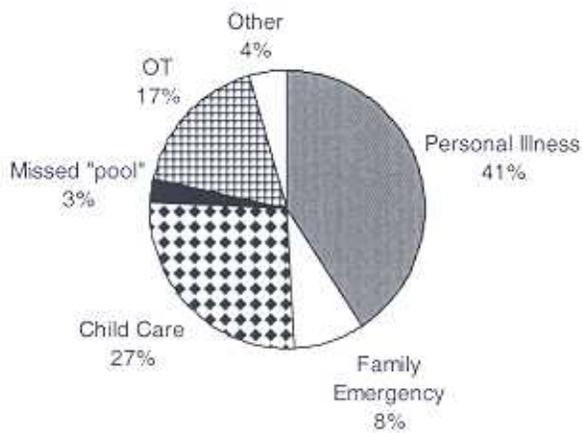
COMMUTER CONNECTIONS GRH Applications Received FY05



COMMUTER CONNECTIONS Trips Provided FY05



COMMUTER CONNECTIONS GRH Trip Reasons for March 2005



MONTHLY PROGRESS REPORT

PROJECT ELEMENT: Employer Outreach for Bicycling 6146
Month: March 2005 FY05
Staff Contacts: Michael J. Farrell/Mark Hersey
Edited By: N. Ramfos
Today's Date: May 3, 2005

Background Activities

The Steering Committee for Bike to Work Day 2005 held a meeting on March 10th to determine operational aspects for Bike to Work Day. The printed materials to promote the event went into production. Staff continue to work with the local jurisdictions to finalize pit stop locations.

Products

None

Problems Encountered

None

Future Activities

- Distribute bike to work guides to WABA, DDOT, and other users upon request.
- Prepare for Bike to Work Day 2005 Steering Committee Meeting (TBD in April 2005)
- Update current bike to work guide.

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Regional Mass Marketing Campaign	6147
Month:	March 2005	FY05
Staff Contact:	D. Franklin	
Edited By:	N. Ramfos	
Today's Date:	May 3, 2005	

Background Activities

- Mass Marketing advertising:
 - 60 second radio spots ran during weeks of March 14th and 21st.
 - Hispanic radio ran the entire month on VIVA and El Zol.
 - Internet Key Word sponsorships appeared on Google and Overture network to drive traffic to Commuter Connections web site, running the entire month of February.
 - Bus tail light posters continued to appear on 135 bus lines throughout the region for month two of three. The advertising message is HOV related. And buses selected will travel along or near HOV corridors.
- Mini-Household Survey:
 - Work continued on the Mini-Household survey. Raw results were reviewed, cross-tabs for analysis were prepared, un-weighted data tables were prepared, data processing and coding were prepared, final data set was also weighted. 2,163 households were interviewed for the survey to gauge the effects of mass marketing messages as well as telecommute behavior.

Products

- Internet key word sponsorships and banner ads
- Transit bus signage
- Mass Marketing radio spots

Problems Encountered

None

Future Activities

- Mass Marketing advertising:
 - No Mass Marketing radio to air during April as the emphasis will be heavy toward various Guaranteed Ride Home program sponsorships relating to the Gevalia contest partnership and Bike to Work Day.
 - Internet Key Word sponsorships to appear on Google and Overture network the entire month of April.
 - Bus tail light posters will appear on bus lines throughout the region for the entire month of April.
- April 5th Regional TDM Marketing Group meeting.
- Mini-household survey draft and final report.