



Commuter Connections Program Report

Metropolitan Washington Air Quality
Committee

Technical Advisory Committee

June 10, 2005

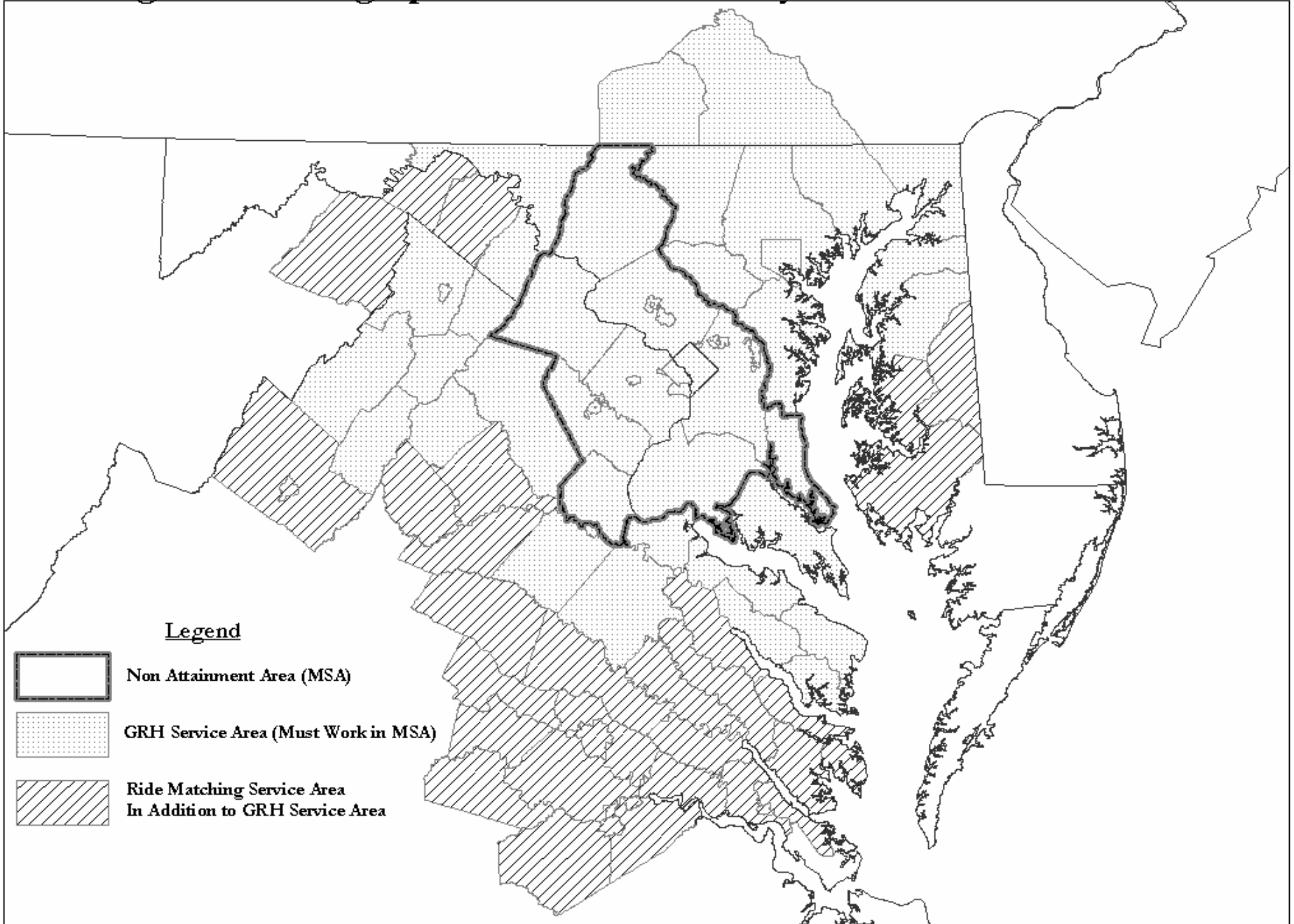
History of Commuter Connections

- Began as Commuter Club in 1974, offering computerized carpool/vanpool matching.
- By mid 1980's local rideshare agencies joined the Commuter Club and changed its name to Ridefinders Network.
- In mid 1990's Ridefinders changed it's name to Commuter Connections to incorporate TERMS adopted by TPB to meet regional air quality conformity.

Benefits of Commuter Connections

- Jurisdictions
 - Reduction in traffic congestion due to commuters, easing goods movement and tourist travel
 - Reduction in emissions
 - Support of local efforts to attract and retain employers
- Employers
 - Recruitment/Retention
- Workers
 - More commute options
 - Reduced stress/costs/time
 - Improved quality of life

Figure 3: Geographic Areas Serviced by Commuter Connections



Benchmarking TDM -- Census Rankings for Carpools

	Workers Carpooled	Total Workers	% Carpool
LA/Long Beach	582,000	3,859,000	15.1%
Chicago	421,000	3,705,000	11.4%
Washington Region	343,000	2,555,000	13.9%
New York, NY	314,000	3,683,000	8.5%
Atlanta	281,000	2,061,000	13.6%
Houston	268,000	1,864,000	14.4%
Dallas	244,000	1,707,000	14.3%
Phoenix-Mesa	225,000	1,466,000	15.3%
Riverside-San Bern.	220,000	1,249,000	17.6%
Orange County, CA	174,000	1,314,000	13.3%

Program Descriptions & Use

- **Employer Outreach** – Provides assistance to employers of 100 or more employees to voluntarily implement work based TDM programs.

Participation Shares:	DC	MD	VA
	10%	69%	21%

Total Employers: 3,698

Program Descriptions & Use (con't)

- **Guaranteed Ride Home Program** – Provides alternative mode users with a free ride home in an unexpected emergency.

Participation Shares:	DC	MD	VA	OTH*
<i>GRH Registrants by Home Jurisdiction</i>	3%	32%	63%	2%
<i>GRH Registrants by Work Jurisdiction</i>	61%	10%	29%	0%

Total GRH Registrants: 31,773

* Other column includes DE, PA, and WV

Program Descriptions & Use

- **Commuter Operations Center** – Provides information (carpool/vanpool matching, transit, bicycle, park & ride and HOV lane information)

Participation Shares:	DC	MD	VA	OTH*
<i>Program Registrants by Home Jurisdiction</i>	3%	48%	48%	1%
<i>Program Registrants by Work Jurisdiction</i>	37%	36%	27%	0%

Total Program Registrants: 24,992

* Other column includes DE,PA, and WV

Performance Measurements

- Awareness – Residents' and commuters' awareness of Commuter Connections program and local and regional transportation facilities
- Attitudes – Attitudes toward commuting and solutions to congestion: commute frustration levels, perceptions of congestion severity, and attitudes toward alternatives

Performance Measurements

- **Participation – services requested/delivered**
- **Utilization – placement rate and placements**
- **Satisfaction – client satisfaction**

- **Travel impacts – vehicle trips / VMT reduced**
- **Air quality impacts – emissions reduced**
- **Energy savings – reduced gasoline use**
- **Consumer cost savings – daily cost savings**
- **Cost-effectiveness – cost per unit of benefit**

Data Collection Activities

- Framework/Methodology update
- Placement Rate survey
- State of Commute survey
- GRH Program survey
- Telecenter surveys
- Bike to Work Day survey
- TERM Analysis Report

Total Daily Impacts of Commuter Connections Programs

Measure

- Vehicle Trips
- Vehicle Miles of Travel
- Nitrogen Oxides (NOx)
- Volatile Organic
Compounds (VOC)

Reductions

111,413

1,959,263

2.3 Tons

1.22 Tons

Cost Effectiveness of Commuter Connections

- | | |
|--|----------|
| ■ Cost per Vehicle Trip
Reduced | \$0.15 |
| ■ Cost per Vehicle Mile of
Travel Reduced | \$0.01 |
| ■ Cost per ton of NOx
Reduced | \$ 6,000 |
| ■ Cost per ton of VOC
Reduced | \$12,000 |

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