

## MONTHLY PROGRESS REPORT

<b>PROJECT ELEMENT</b>	<b>Commuter Operations Center 6141</b>
<b>Month:</b>	April 2005 <b>FY05</b>
<b>Staff Contact:</b>	C. Arabia
<b>Edited By:</b>	N. Ramfos
<b>Today's Date:</b>	May 25, 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 City – COG staff provided assistance via the Help Line to city rideshare staff to reactivate the scheduled tasks for the automatic upload and download. These tasks were temporarily deactivated per COG's request during the CCRS server problems described in the Problems Encountered section of this report.

Baltimore Metropolitan Council – Per the request of BMC, COG staff created reports to show the number of Carroll County residents and workers in the CCRS database. The reports were created on the CCRS .dbf report file from BMC's rideshare computer that BMC provided to COG. COG returned this report file to BMC where it was copied to the rideshare computer and successfully tested.

Bethesda Transportation Solutions – COG staff made a site visit to install ArcView 3.1, configure FTP upload and download transfers, edit the local matchletter and perform full CCRS program testing on BTS' new rideshare computer. BTS computer staff had transferred the CCRS files from the old computer prior to COG staff's visit.

Fairfax County – COG staff met with county rideshare and IT staff at the county's rideshare office on April 27<sup>th</sup>. Procedures for entering applications provided from COG were reviewed. This review included rideshare applications and GRH applications for entry into the CCRS database. Also discussed were improvements to the validation of application information received through the Commuter Connections web site application. A status of the new web-based ridematching/GRH system was provided by COG. Part of this discussion included a review of how street file, park-and-ride, transit and other data are currently updated and how the street file data could be better updated by purchasing this data for the new web-based system. The security of CCRS data, including how data is transferred and backed up, and the ability to enter records and provide matching when the CCRS server is down were also discussed.



Howard County – County rideshare staff reported problems with the CCRS program on April 21<sup>st</sup> and April 28<sup>th</sup>. 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. This was the fourth time in the last two months that this problem has occurred.

Loudoun County – On April 15<sup>th</sup> COG staff printed and faxed to Loudoun County rideshare staff a matchletter for a county commuter because the county was experiencing network problems and they could not log on to the county network on the rideshare computer. On April 27<sup>th</sup> COG staff made a site visit to install ArcView 3.1 and the CCRS program on a newer computer. County staff blocked FTP data transfer and uploads and downloads could not be performed. COG staff is looking into a solution to allow the FTP upload and download to occur without having to change the county's blocked FTP configuration.

Montgomery County – On April 20<sup>th</sup> county rideshare staff reported a problem with the CCRS program on the Countywide computer. 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. On April 28<sup>th</sup> county rideshare staff reported that the automatic upload and download did not occur for the past two days on the Silver Spring computer. The manual upload and download was successful. On April 29<sup>th</sup> county staff reported a successful automatic upload and download.

NIH – COG staff assisted NIH rideshare staff via the Help Line with creating a shortcut icon on their computer desktop to use to perform a manual upload. NIH staff had inadvertently deleted this shortcut.

North Bethesda Transportation Center – On April 6<sup>th</sup> NBTC 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. On April 27<sup>th</sup> NBTC staff reported a problem with the CCRS program where the program shuts down in the middle of an application. COG staff provided a new CCRS program file, but this did not solve the problem. COG has scheduled a site visit to investigate this problem.

TransIT Services of Frederick County – COG staff provided instructions on how to create a report in CCRS that shows how many commuters in the CCRS database live in Frederick County and work in Baltimore County or Baltimore City.

COG staff participated in a transportation fair at Blue Cross/Blue Shield and Earth Day Celebration at GSA's central office, both in Washington, DC. COG staffed a tabletop display and presented information about Commuter Connections services, including ridematching, Guaranteed Ride Home, and the Commuter Connections Web site at these events.

Staff met with Environmental Programs staff at COG on April 1<sup>st</sup> to exchange information on Commuter Connections and Clean Air Partners. A State TDM Work Group meeting was held on



April 5<sup>th</sup> and on April 18<sup>th</sup> to discuss the FY 2006 Commuter Connections work program. Staff participating in an Association for Commuter Transportation (ACT) Net-Conference on Transit Benefits on April 7<sup>th</sup>. Staff attended DATA's Annual Meeting on April 21<sup>st</sup>. Staff presented information on Commuter Connection program impacts at an American Lung Association Press Conference on April 28<sup>th</sup>.

An RFQ is being prepared to update the 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.

### **Products**

- March monthly performance report.
- Bi-weekly commuter listing reports were mailed to all clients during the weeks of April 4<sup>th</sup>, and 18<sup>th</sup>.
- Invoices for 2<sup>nd</sup> quarter client postage and phone charges.

### **Problems Encountered**

The hard drive in the CCRS server at COG failed on April 11<sup>th</sup>. Service was requested and an IBM technician replaced the hard drive on April 14<sup>th</sup>. COG notified all CCRS client through e-mail and telephone calls that during this time clients should not upload or download, however, they can still process applications and generate match letters locally. COG also notified all CCRS clients when it was okay to resume uploads and downloads. Data uploaded before the hard drive failure was restored and no data was lost.

### **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
- Issue URFSD Request for Qualifications

<b>Table 1</b>
<b>Metropolitan Washington Council of Governments</b>
<b>Commuter Connections Program</b>
<b>Monthly Activity and Impact Summary</b>
Month of APRIL 2005

Commuter Connections Activity	This Month	Last Month	Since July 2004
<b>Total applicants/info provided:</b>	1,565	1,340	15,489
Rideshare applicants	1,258	1,265	14,252
Matchlists sent	1,466	1,296	15,005
Transit applicants/info sent	67	52	528
GRH applicants	540	575	8,591
Bike to work info requests	21	21	223
Telework info requests	2	1	8
<b>Kiosk users</b>	3,485	2,974	35,567
Kiosk applicants	9	16	168
<b>Internet users</b>	8,221	7,640	67,827
Internet applicants	1,036	1,119	13,193
<b>New employer clients</b>	23	440	976
Employee applicants	0	0	95

Program Impact Performance Measure	This Month	Last Month	Since July 2004
<b>Continued placements</b>	438	375	4,337
<b>Temporary/one-time placements</b>	277	237	2,742
<b>Daily vehicle trips reduced</b>	261	223	2,582
<b>Daily VMT reduced</b>	8,914	7,632	88,224
<b>Daily tons NOx reduced</b>	0.0126	0.0108	0.1250
<b>Daily tons VOC reduced</b>	0.0059	0.0051	0.0588
<b>Daily gallons of gas saved</b>	413	353	4,084
<b>Daily commuter costs saved</b>	\$1,716	\$1,469	\$16,983

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 -- April 2005

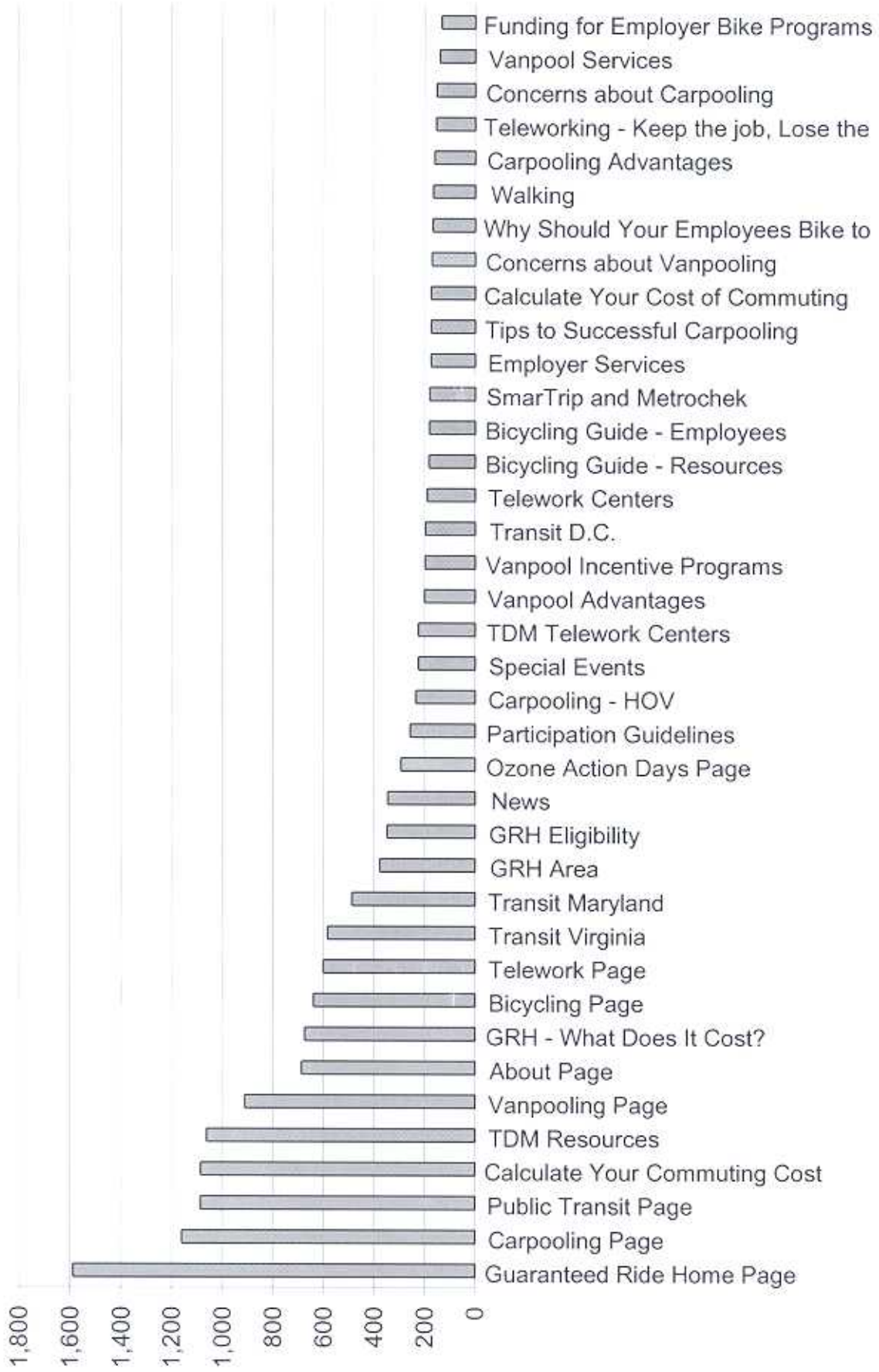
	<u>Accesses</u>	<u>% of Total</u>
Total Accesses of MWCOC Home Page	8,839	9.95%
Total Accesses of Commuter Connections Home Page	8,369	7.26%
<i>Breakdown of BDY Sub-page accesses</i>		
Guaranteed Ride Home Page	1,588	6.80%
Carpooling Page	1,159	6.80%
Public Transit Page	1,086	6.65%
Calculate Your Commuting Cost	1,085	5.71%
TDM Resources	1,062	4.30%
Vanpooling Page	911	4.22%
About Page	686	4.00%
GRH - What Does It Cost?	673	3.76%
Bicycling Page	639	3.65%
Telework Page	601	3.04%
Transit Virginia	583	2.36%
Transit Maryland	486	2.18%
GRH Area	377	2.16%
GRH Eligibility	348	1.84%
News	345	1.61%
Ozone Action Days Page	293	1.47%
Participation Guidelines	257	1.41%
Carpooling - HOV	234	1.41%
Special Events	225	1.25%
TDM Telework Centers	225	1.24%
Vanpool Advantages	200	1.23%
Vanpool Incentive Programs	198	1.18%
Transit D.C.	197	1.15%
Telework Centers	189	1.14%
Bicycling Guide - Resources	183	1.13%
Bicycling Guide - Employees	182	1.10%
SmartTrip and Metrochek	181	1.10%
Employer Services	175	1.10%
Tips to Successful Carpooling	175	1.10%
Calculate Your Cost of Commuting	175	1.10%



Commuter Connections Website Activity -- April 2005

Concerns about Vanpooling	171	1.07%
Why Should Your Employees Bike to Work	168	1.05%
Walking	166	1.04%
Carpooling Advantages	161	1.01%
Teleworking - Keep the job, Lose the Commute	154	0.96%
Concerns about Carpooling	153	0.96%
Vanpool Services	141	0.88%
Funding for Employer Bike Programs	134	0.84%
Total	15,966	100.00%

Commuter Connections Website Activity -- April 2005



# COMMUTER OPERATIONS CENTER

## PERFORMANCE DATA

APRIL 2005



TRANSPORTATION PLANNING BOARD  
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS





TABLE 2A

COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY  
 APRIL 2005

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	6	1	34	41
ARLINGTON (COG)	0	0	1	1
ARTMA	5	0	1	6
BALTIMORE CITY	3	0	6	9
BMC	5	0	21	26
COG - MD	124	1	244	369
COG - VA	91	3	252	346
COG - Other	8	0	11	19
DISTRICT OF COLUMBIA	10	0	23	33
DOD	0	0	0	0
FAIRFAX COUNTY	110	69	376	555
FREDERICK	4	0	79	83
HARFORD	7	0	29	36
HOWARD	8	1	25	34
LINK	2	1	11	14
LOUDOUN	90	1	180	271
MTA	0	0	0	0
MONTGOMERY COUNTY	136	49	665	850
Bethesda Transportation Solutions	0	4	20	24
Countywide	31	1	223	255
Friendship Heights/Rockville	46	5	0	51
North Bethesda TMD	24	31	372	427
Silver Spring	35	8	50	93
NIH	0	0	56	56
NORTHERN NECK	0	0	0	0
NORTHERN SHENAN-LORD FFX	0	0	0	0
PRINCE GEORGE'S	10	3	214	227
PRTC	219	7	303	529
RADCO	173	1	777	951
RAPPAHANNOCK-RAPIDAN	14	1	33	48
TRI - COUNTY	27	68	344	439
USDOE	0	0	0	0
<b>TOTAL INPUT</b>	<b>1,052</b>	<b>206</b>	<b>3,685</b>	<b>4,943</b>

TOTAL NEW & RE-APPLICANTS

1,258

# COMMUTER CONNECTIONS CCRS

## Applications Processed

### FY1996 - FY2004

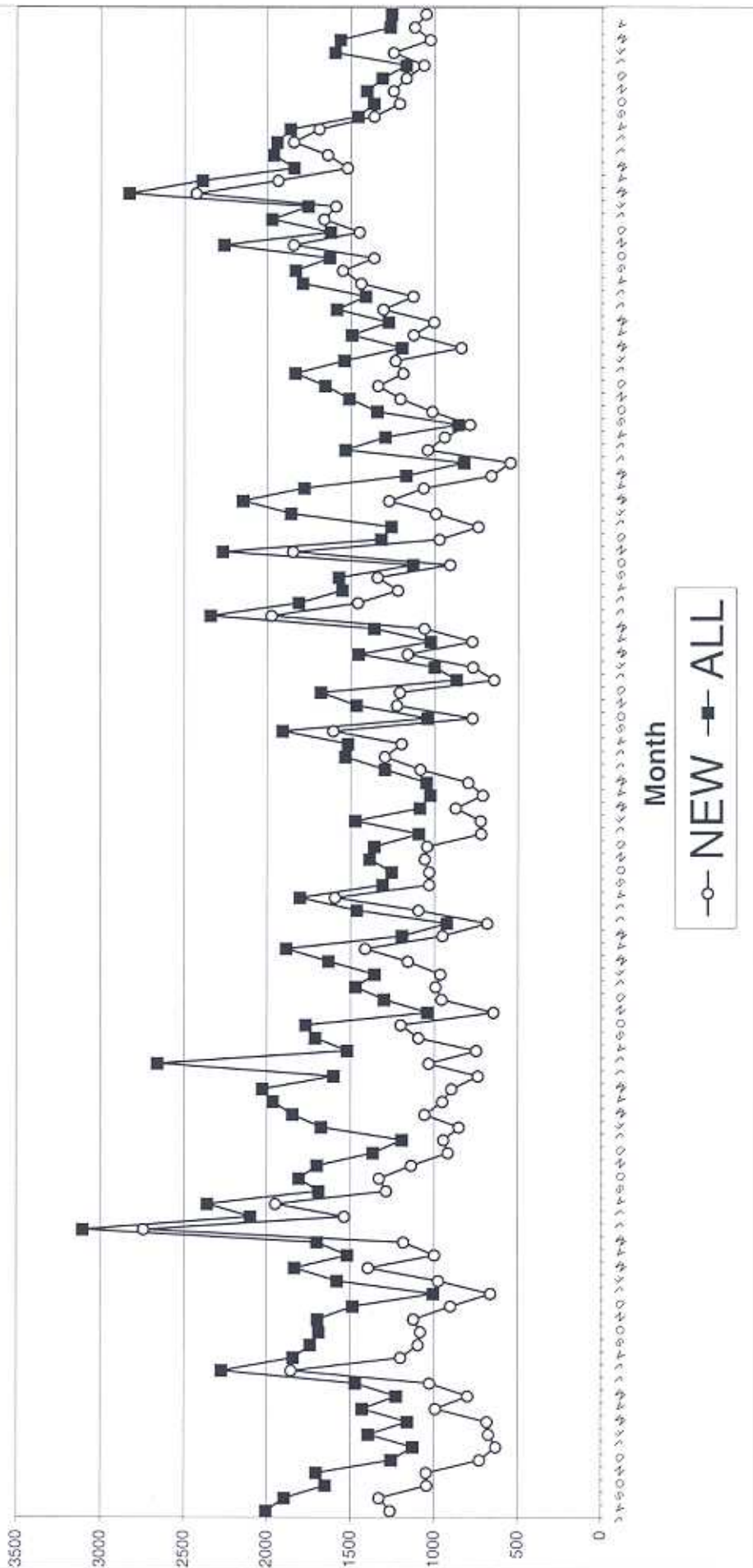


TABLE 2B

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

	HOME
ALEXANDRIA	4
ANNE ARUNDEL COUNTY	19
ARLINGTON COUNTY	5
BALTIMORE CITY	6
BALTIMORE COUNTY	4
CALVERT COUNTY	6
CARROLL COUNTY	2
CECIL COUNTY	0
CHARLES COUNTY	19
CLARKE COUNTY	2
CULPEPER COUNTY	2
DISTRICT OF COLUMBIA	14
FAIRFAX COUNTY *	101
FAUQUIER COUNTY	6
FREDERICK COUNTY, MD	32
FREDERICK COUNTY, VA	0
FREDERICKSBURG	9
HARFORD COUNTY	2
HOWARD COUNTY	13
KING GEORGE COUNTY	3
LANCASTER COUNTY	0
LOUDOUN COUNTY	85
MADISON COUNTY	0
MONTGOMERY COUNTY	49
ORANGE COUNTY	1
PAGE COUNTY	0
PRINCE GEORGE'S COUNTY	43
PRINCE WILLIAM COUNTY **	112
RAPPAHANNOCK COUNTY	0
RICHMOND COUNTY	1
SHENANDOAH COUNTY	0
SPOTSYLVANIA COUNTY	39
STAFFORD COUNTY	54
ST. MARY'S COUNTY	4
WARREN COUNTY	5
WESTMORELAND COUNTY	1
WINCHESTER	0
OTHERS	24
<b>TOTAL</b>	<b>667</b>

\* 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  
 APRIL 2005

ALEXANDRIA	212
ARLINGTON (COG)	11
ARTMA	691
BALTIMORE CITY	60
BMC	255
COG	6,793
DISTRICT OF COLUMBIA	23
DOD	0
DOE	1,938
FAIRFAX COUNTY	2,388
FREDERICK	265
HARFORD COUNTY	151
HOWARD COUNTY	209
LINK/RESTON	67
LOUDOUN COUNTY	976
MONTGOMERY COUNTY	6,700
Bethesda Transportation Solutions	1,462
Countywide	1,320
Friendship Heights/Rockville	794
North Bethesda Transportation Ctr	2,385
Silver Spring	739
MTA	12
NIH	83
NORTHERN NECK	57
NORTHERN SHENANDOAH VALLEY	7
PRINCE GEORGE'S COUNTY	755
PRTC	1,938
RADCO	3,872
RAPPAHANNOCK-RAPIDAN	248
TRI - COUNTY	960
OTHER	
<b>TOTAL</b>	<b>28,671</b>

# COMMUTER CONNECTIONS CCRS DATABASE FY1996 - FY2004

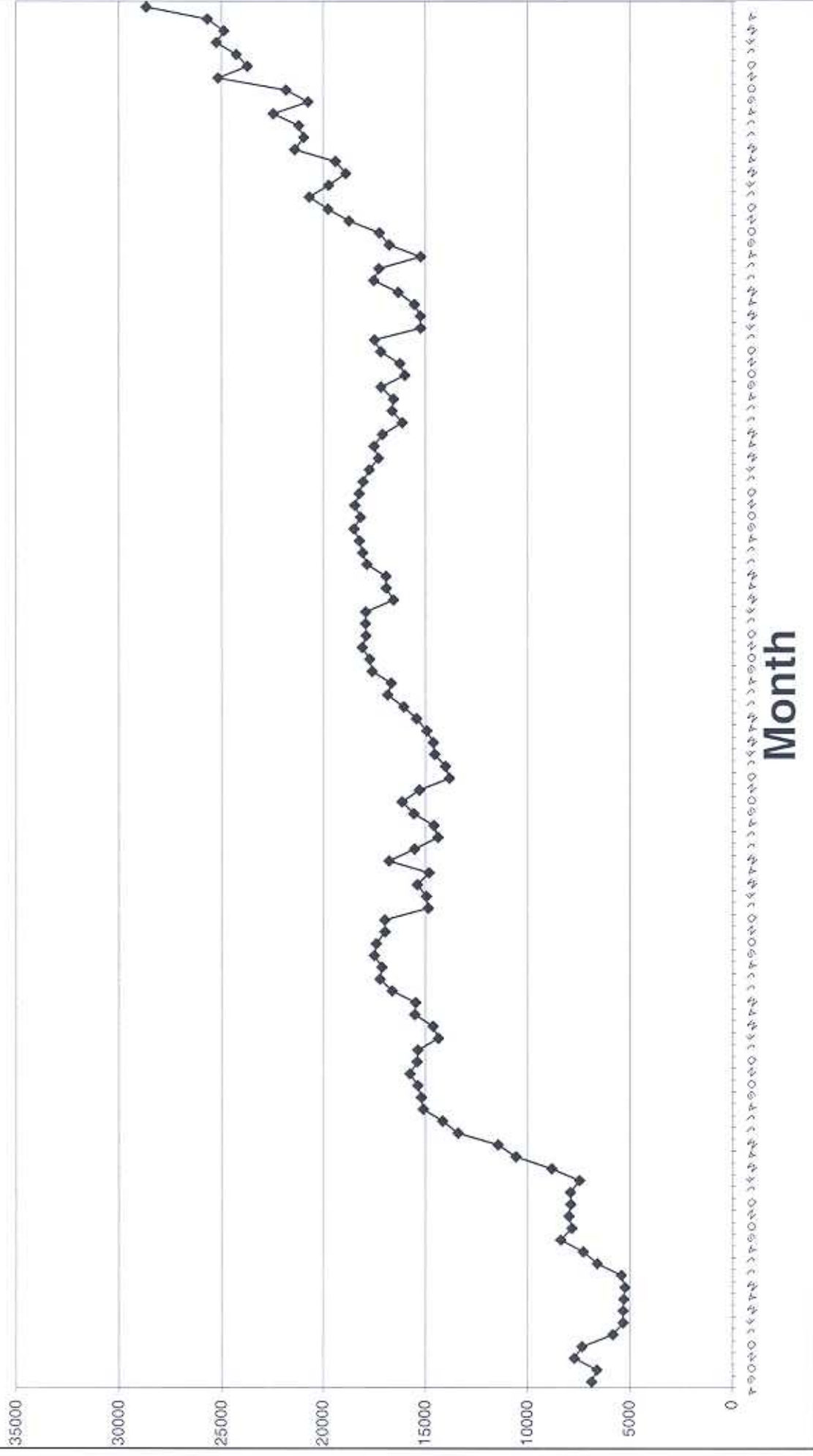


TABLE 4A

COMMUTER CONNECTIONS RIDESHARE DATABASE  
 SORTED BY HOME AND WORK JURISDICTIONS  
 APRIL 2005

	HOME	WORK
ALEXANDRIA	329	842
ANNE ARUNDEL COUNTY	925	148
ARLINGTON COUNTY	293	3,908
BALTIMORE CITY	229	173
BALTIMORE COUNTY	353	125
CALVERT COUNTY	107	4
CARROLL COUNTY	16	0
CECIL COUNTY	30	3
CHARLES COUNTY	792	62
CLARKE COUNTY	22	1
CULPEPER COUNTY	107	1
DISTRICT OF COLUMBIA	743	10,214
FAIRFAX COUNTY *	2,926	2,550
FAUQUIER COUNTY	292	7
FREDERICK COUNTY, MD	1,075	69
FREDERICK COUNTY, VA	0	0
FREDERICKSBURG	264	8
HARFORD COUNTY	170	109
HOWARD COUNTY	797	97
KING GEORGE COUNTY	92	30
LANCASTER COUNTY	0	0
LOUDOUN COUNTY	1,152	260
MADISON COUNTY	7	0
MONTGOMERY COUNTY	4,229	7,293
ORANGE COUNTY	105	1
PAGE COUNTY	8	499
PRINCE GEORGE'S COUNTY	2,434	499
PRINCE WILLIAM COUNTY **	3,555	142
RAPPAHANNOCK COUNTY	12	0
RICHMOND COUNTY	38	1
SHENANDOAH COUNTY	26	0
SPOTSYLVANIA COUNTY	1,622	9
STAFFORD COUNTY	2,355	11
ST. MARY'S COUNTY	152	42
WARREN COUNTY	105	0
WESTMORELAND COUNTY	35	1
WINCHESTER	61	0
OTHERS	3,213	1,562
<b>TOTAL</b>	<b>28,671</b>	<b>28,671</b>

\* Fairfax County includes City of Fairfax and Falls Church.

\*\* Prince William County includes Manasas and Manasas Park.





TABLE 6B  
 APPLICATIONS RECEIVED AT CLIENT PROGRAMS  
 APRIL 2005

	C O G	A L X	A R T M A	B A L L	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 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 Matrls	66	1									2										1						70
Bus/Train Schedule	24																			4							28
Bus/Train Sign	16																										16
Direct Mail	17																										17
Employer	33	1																			1						35
Employer Survey	1																										1
Fair/On Site Event	4																										4
Government Office	15										2			44													73
GRH Program	0									121	58									79	122						380
Highway Sign	6																			1							7
Information (411)	1																										1
Internet	69	6												1						25	55						157
Library	1																										1
Mobile Billboard	0																										0
Newsletter	2	1																									3
Newspaper	7																										7
Newspaper (Local)	1																										4
Other Ridesharing Org	9								1	4										55	3						69
Park-and-Ride Sign	0																										0
Post Card (COG)	3																										3
Presentation	2																										2
Radio	103																				1						104
Real Estate/Welcomew	0																										0
Referral from Transit Org	0								2	1																	3
Theatre Slide	0																										0
TV	0																										0
Van Sign	6																										6
Was/Is Applicant	13								2					1						301							325
White Pages	0																										38
Word of Mouth	84								2											10							105
Yellow Pgs-Verizon	2																										2
Yellow Pgs-Yellow Bk	0																										0
Yellow Pages-Local	0										2																3
Voice Mail Messages	0										4																4
Other	30							5						5													44
<b>Total</b>	<b>515</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>133</b>	<b>62</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>475</b>	<b>226</b>	<b>0</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>1525</b>	