



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2018**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2018 4th Quarter Progress Report

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2018, May 2018 and June 2018) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

COG/TPB staff responded to technical support requests from Frederick County, MD; Anne Arundel County, MD; Loudoun County, VA; NBTMD, PRTC; NSVRC; and the Rideshare Program of Charlottesville, VA. 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 participated in a MDOT Attainment Report Advisory Committee meetings on April 9th and June 11th.

COG/TPB staff coordinated and held an STDM Work Group meetings on April 10th, May 8th, and June 12th.

COG/TPB staff attending a National Mobility Summit in Washington, DC on April 12th.

COG/TPB staff coordinated and held a Long Range Plan TDM Initiative Work Group conference call meetings on May 9th, May 31st, and June 21st. COG/TPB staff worked to finalize a draft memo on recommended strategies to present for the July Commuter Connections Subcommittee.

COG/TPB staff met with American University staff on May 11, 2018 to review the programs offer by Commuter Connections and to discuss options regarding a custom employer page for AU.

COG/TPB staff participated in a FHWA Subject Matter Expert web conference call meeting on May 14th titled “Linking Traffic Management and Travel Demand Management.”

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on May 15th. Highlights from the meeting included the endorsement for release of the FY2018 Placement Rate Study, an update on Clean Air Partners activities, a presentation on the launch of the icenTrip mobile application, a briefing on the status of the 2018 Bike to Work Day event, a discussion on the status on activities of the Long Range Plan TDM Initiative Work Group, a briefing on Car Free Day 2018 activities, and a briefing on the 3rd Quarter CCWP Progress Report and budget.

COG/TPB staff held a follow-up meeting with Potomac Yard TMP staff on May 17, 2018 to continue discussion of the Commuter Connections TDM System and its incentive tracking/logging functionality.

COG/TPB staff attended a webinar on May 24, 2018 related to General Transit Feed Specifications (GTFS).

COG/TPB staff attended and participated in an MDOT Commuter Choice workshop on May 30th.

COG/TPB coordinated and participated in an MPO TDM Peer Exchange web/conference call meeting on May 30th.

COG/TPB staff participated in a conference call with SIR staff on June 1, 2018 to discuss current technological offerings of the products offered by Commuter Connections and planned enhancements to those products in the coming year.

A Ridematching Committee meeting was coordinated and held by COG/TPB on June 19th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- Mobile Applications Update
- GIS Update
- Client Site Status/Roundtable
- Quarterly Progress Report

COG/TPB staff participated in a NCDOT TDM Plan Update webinar to share best practices on June 20th.

COG/TPB staff participated and gave a presentation on the Commuter Connections mobile applications in Santa Clara, CA on June 28 and 29th.

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the 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 producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, the monthly vanpool incentives reports, and the Flextime Rewards program report.

At the end of June 2018, COG and its members served 18,011 commuters registered in ridematching. This is an increase of 346 registrants during the quarter, up from 17,665 at the end of March 2018. Year over year and for the fiscal year there was a decrease of 424 from 18,435 in the system at the end of June 2017.

COG/TPB staff met with Media Beef representatives thirteen times during the quarter. Meetings were held on April 2nd, 9th, 16th, 23rd, and 30th; on May 7th, 14th, 21st, and 30th; and during June, on the 4th, 11th, 18th, and 25th. Topics of primary interest included the Flextime Rewards program, CarpoolNow.com (dynamic ride matching), the Commuter Connections app for mobile devices, the new bicycling map and web application, maintenance, the upgrade of the web server to Wildfly 12, an enhancement to GRH that enables requesting a ride via the web, and the contract items for FY2018.

COG/TPB staff drafted a list of TDM system enhancements to consider for implementation in FY2019.

COG/TPB staff participated in six conference calls with University of Maryland and Media Beef during the fourth quarter. Staff participated in calls on April 23rd; May 7th, 14th, 21st, and 31st; and June 18th. These calls were held mostly to report on the status of UMD's incenTrip project and the Commuter Connections Flextime Rewards project. The two software programs are complementary insofar as they share certain elements of code and data with one another. The result is the efforts of both teams of developers are simplified by integrating the two. The incenTrip software makes predictions about travel time by analyzing traffic conditions. Given coordinate pairs for any trip's origin and destination, the program can determine optimal times to embark on the trip. The TDM system consumes the incenTrip web service and displays the predictions nicely formatted in email messages sent to participants. UMD continued making improvements to their software to fine tune their travel time predictions.

COG/TPB staff participated in testing incenTrip with University of Maryland. Staff wrote assessments of the software, which is overall very good, and reported a few bugs.

To improve and keep security up to date and to capitalize on the latest functionality, COG/TPB staff and Media Beef undertook upgrading the TDM system's web server. COG/TPB staff set up hardware for Media Beef to use to begin the upgrade of the web server to Wildfly 12. Once Wildfly 12 and the TDM system were installed, COG/TPB staff began testing and reporting bugs to the development contractor. COG/TPB staff assisted in installing an SSL certificate for the TDM system. Things are progressing nicely

but some issues surrounding program-generated email messages remain. There is also some speed and processing issues to be resolved. Completion is expected by the end of July.

Media Beef continued to work on an enhancement to Guaranteed Ride Home that enables GRH trip requests to be made from inside the TDM web application. The design calls for a button on one of the website's commuter pages. When clicked, the system will display a form in a separate window. The user will enter information about the nature of the request into that form. When the form is submitted, the program will notify the ride dispatcher so (s)he can set up the trip.

Media Beef supplied three versions of new dashboard icons for the special events pages in the TDM web application. COG/TPB staff reviewed the icons and the dashboard design, and implementation of enhancements to the user interface has begun.

COG/TPB staff produced custom web pages in the TDM web application for American University.

Media Beef fixed bugs relating to account activation issues in the Commuter Connections app for mobile that were discovered late last year. When an administrator creates a commuter's account, the system assigns a default password. When the commuter logs in for the first time, the system takes the user to a page to change the password from the default to something more secure. The program then activates the account. This flow of control now works as specified both on the desktop and on the mobile app.

By the end of June, the Commuter Connections mobile app had been downloaded almost 3,100 times.

Media Beef continued to work on bugs and perform routine maintenance in the CarpoolNow and Commuter Connections mobile apps. Media Beef made some fixes to CarpoolNow to resolve some display issues.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server.

COG/TPB staff received new data for the commute options map and made edits. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on an interactive web map for bicycle routing. Staff collected and analyzed data that will go into the map. During the fourth quarter, staff added Montgomery County, MD and Fairfax County, VA (and the enclosed towns and cities) to the map's bike network. Staff started processing data for Frederick County, MD. Staff also received GIS transportation network data from Loudoun County, VA and will begin processing it in July.

COG/TPB staff presented the bike routing map to the TPB's Bicycle and Pedestrian Subcommittee at their May 15, 2018 meeting.

COG/TPB staff demonstrated the bike routing web application at the June 19th meeting of the Commuter Connections Ridematching Committee. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map to the public. It provides layers for park and ride lots, Capital Bikeshare locations, and metro lines to ESRI's ArcGIS Online server. The ArcGIS Online server makes the final map by adding this data to its base map and serving it to the client web browser.

COG/TPB staff received new data from NAVTEQ for the region's street transportation network. It is this data that makes it possible for our Commuter Connections ArcGIS server to calculate routes for bicycling, as well as for visualization of map features.

COG/TPB staff attended a meeting hosted by USDOT officials concerning GTFS (General Transit Feed Specification). GTFS enables people to consume data from transit providers and include it in their applications. Commuter Connections already uses GTFS to create bus stop data for the region and staff are considering other applications for the technology for next fiscal year.

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.

Throughout the quarter, COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data. Duplicate GRH accounts were consolidated and removed.

COG/TPB staff provided coupons to commuters who renewed their GRH membership throughout the quarter.

COG/TPB staff met with the GRH daily operations contractor on May 30, 2018 to review program operations.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of April and June, there were 662 GRH applications received. A total of 620 applicants were registered (599 new applicants and 21 previous "one-time exception")

users) and 1,267 commuters were re-registered. During the same period, the GRH program provided 563 GRH trips. Fifteen (15) of these trips were “one-time” exceptions accounting for 3% 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 June 30th, a total of 7,866 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 and vouchers for those GRH commuters who used public transit as part of the GRH trip.

A GRH Ride Provider RFQ was released for GRH Ride Providers on April 13th and a pre-bid meeting was held on April 23rd. The Technical Selection Committee for the GRH Ride Provider s RFQ which had been issued on April 13th met on May 11th to select providers for the project. Contracts were negotiated and issued for GRH trip providers as part of the RFQ issued and COG/TPB staff began a transitioning process for the new providers.

III. MARKETING

A. TDM Marketing and Advertising

The spring newsletter and federal ETC insert were finalized and distributed to the regional employer database, various Commuter Connections Committees and other TDM stakeholders. It was also made available online, in pdf form. The newsletter with insert was distributed via email to the federal ETC community through GSA. An electronic version of the spring newsletter was developed and sent via blast email. A timeline was developed for the summer newsletter.

COG/TPB staff updated the Commuter Connections website with the Spring marketing campaign creative images. The FY18 regional mass marketing campaigns for Rideshare and GRH continued through the end of June, with the themes “Belonging has its Benefits” for Rideshare, and “Don’t Get Stuck” for Guaranteed Ride Home (GRH). Both GRH and Rideshare advertising were on radio, podcasts, Pandora, streaming services, and paid social media. In addition, GRH was promoted through paid transit ads on VRE and MARC commuter rail, and donated transit advertising space on Montgomery County Ride On, PRTC and Fairfax Connector buses, interiors on ART buses, and bus shelter ads in Prince George’s County. COG/TPB staff reviewed and processed media invoices.

Bi-weekly conference calls were held with the marketing contractor between April and June 2018, to discuss work program plans and activities for the regional TDM Mass Marketing and other campaigns. COG/TPB staff also participated in an Earned Media call with the contractors on June 14th. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractors, and media invoices

were processed monthly. The marketing contractor secured new GRH Rewards coupon sponsors.

COG/TPB staff prepared and released a Regional TDM Marketing project RFP on April 25th to hire an advertising/marketing contractor to assist with implementing the program. A pre-bid meeting was held on May 10th for the Regional TDM Marketing project RFP which was issued. Proposals were due on May 24th. The RFP Technical Selection Committee met on May 31st to choose a contractor.

The following employer transportation fairs were attended during the final quarter of FY 2018:

- April 5 U.S. Patent and Trademark Office, Alexandria, VA
- April 17 U.S. Geological Survey, Reston, VA
- April 19 Department of Health and Human Services – Rockville, MD
- April 19 US Census Bureau's, Suitland. MD
- April 24 Department of Health and Human Services – Washington, DC
- April 26 Food and Drug Administration, White Oak, MD
- May 15 Pentagon - May 15th
- May 16 National Institutes of Health (Transportation Fair), Bethesda, MD
- June 6 Fort Belvoir, VA
- June 7 National Institutes of Health (Take a Hike event), Bethesda, MD
- June 20 Mark Center, Alexandria VA

A formal bid was sent out for the printing and distribution of a mass mailer promoting Ridematching and GRH. The mailer was sent to 500,000 households within the Washington metropolitan area in June. The mass mailer was sent to target demographics; ages 25-64, with household incomes of \$75k and above.

A Regional TDM Marketing Group meeting was held on June 19. Highlights from the meeting included: presentation on FY 2018 regional TDM Marketing activities; a call for volunteers for the FY 2019 Marketing Workgroup; a presentation by the Virginia Department of Transportation on I-66 Corridor outreach; and an updated draft document of the Second Half FY18 Regional TDM Marketing Campaign summary.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events.

COG/TPB staff changed the Featured Member of the Month on the Commuter Connections website each month. COG/TPB staff implemented and continued the spring social media campaign on Facebook and YouTube. COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review.

COG/TPB staff monitored and reported on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the spring 2018 version on the Commuter Connections website and distributed the newsletter to email recipients. COG/TPB staff monitored website activity and computer code to maintain accurate

website functionality. COG/TPB staff provided daily maintenance of the Commuter Connections Bulletin Board site.

COG/TPB staff purchased and installed a new SSL certificate for the Commuter Connections website. COG/TPB staff added new bike rules list to the Commuter Connections site. COG/TPB staff added the winner of the Flextime Rewards contest to the Commuter Connections website.

B. Bike to Work Day

Event posters and rack cards were mailed to employers along with a cover letter with tips on how to organize a Bike to Work Day event. The printed marketing materials were also distributed to pit stop managers. Marketing for Bike to Work Day included radio personality (DJ) endorsements by WIHT's Elizabethany, WJFK's Danny Rouhier, WMZQ's Ty Bailey, and WWDC's Scott Jackson. Paid social media was placed on Facebook and Twitter, and a digital campaign was developed which included online banner ads on WTOP.com, and an animated video for placement onto Pandora and YouTube. A SnapChat filter of the Bike to Work Day 2018 logo was set up for each pit stop location, to provide exposure for the event in a fun way on social media.

A Bike to Work Day presentation was given to the Transportation Planning Board (TPB) Technical Committee meeting on April 6. A presentation was also made at the TPB's April 17 meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by Charles Allen, TPB Chairman and DC Councilmember. Photos were taken and posted onto the Bike to Work Day web site and social media. COG/TPB staff coordinated with WABA on a letter to elected officials, inviting participation in the BTWD event.

The 2018 event T-shirts were designed, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. Sponsors with invoices still outstanding were contacted as a reminder to make payments.

Vinyl banners were created and delivered to pit stop managers for use as promotional tools leading up to Bike to Work Day 2018 and to use as a backdrop at the events. The eight-foot-wide banners included 2018 event graphics and were customized with specific pit stop locations and times.

An earned media strategy was developed for Bike to Work Day and media interviews were coordinated. A Calendar listing was developed and sent, and three pre-event press releases were sent, plus a final press release the day of the event. Throughout the planning and implementation process questions were answered, and general support was provided by COG/TPB staff to the pit stop managers and Committee members.

COG/TPB staff added new pit stops pages to the Bike to Work Day website and updated the pit stop list with accurate pit stops names. COG/TPB staff added new logos to the home page, sponsor page, and corresponding pit stop pages in addition to removing logos from sponsors who are no longer participating in Bike to Work Day.

COG/TPB staff distributed a T-Shirt size survey to all pit stop organizers. COG/TPB staff moved the Falls Church pit stop listing to have its own tab on the county list page. COG/TPB staff added new press releases and news stories to the Bike to Work Day news page. COG/TPB staff updated the convoy information on the Bike to Work Day site. COG/TPB staff added the new proclamation photo to the Bike to Work Day site. COG/TPB staff added new videos to the Bike to Work Day website. COG/TPB staff added new bike raffle winners to the Bike to Work Day site.

COG/TPB staff addressed follower's comments and concerns on Facebook. COG/TPB staff implemented the Bike to Work Day social media campaigns for Twitter, Facebook, and YouTube.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality and updated plugins as needed.

A Bike to Work Day Steering Committee meeting was held on May 9th. Highlights from the meeting included discussion of the pick-up of t-shirts and other giveaway materials, a review of the TPB Bike to Work Day Proclamation, radio ad, Earned Media strategy, and the WABA bicycle convoys; plus, progress reports from each of the pit stop managers. The Commuter Connections Subcommittee was updated on the regional Bike to Work Day event at its May 19th meeting.

COG/TPB staff coordinated with Washington Area Bicyclist Association (WABA) on a letter of invitation to elected officials.

More than 17,000 bicyclists registered for Bike to Work Day 2018. The May 18th event was held at 98 local pit stops, (2 pit stops postponed due to weather conditions). The first 20,000 registrants who attended received a free BTWD 2018 T-shirt, and many elected officials and dignitaries participated by speaking at the local pit stop events, and a few even participated by bicycling.

Following the event, Bike to Work Day registration data was analyzed to determine participation of top employers in the region. The Environmental Protection Agency was chosen as the winner of the 2018 Bike to Work Day Employer Challenge luncheon which was held at the Ronald Reagan building in downtown DC on June 27th. COG/TPB staff coordinated luncheon details including catering, the preparation of a plaque, and speaking remarks.

COG/TPB staff randomly selected raffle prize winners and distributed sponsor gift cards and bike certificates. COG/TPB staff added new bike raffle winners to the Bike to Work Day website.

C. Employer Recognition Awards

The 2018 Employer Recognition Awards winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status. COG/TPB staff met internally to determine the Sales Team and Organization Achievement award winners.

Questions were developed for the awards video, filming took place, and the video went through an editing phase. The final produced video encompassed two-three-minute segments of each award-winning program. Cellphone stands were selected as giveaway items based on workgroup feedback and provided to guests at the awards ceremony. Glass trophies were ordered and inscribed for each winner. Podium signage, invitations, and a program booklet with the “Leaders” theme were developed and printed. The booklets included write-ups and photos for each winner, and letters from both the TPB and Commuter Connections Chairs. The awards booklets were distributed at the ceremony, and to elected officials and network members at the TPB and Commuter Connections Subcommittee meetings. The invitation with matching envelope were mailed, and attendees responded via an online form. Reminder emails were sent out to those who did not RSVP, and a security QR code was sent to all attendees. Catering arrangements were made with the venue, and name badges were made. The ceremony agenda was created, and remarks were written for the presenters and Master of Ceremonies. Confirmation letters were sent to speakers along with instructions.

The 21st annual Commuter Connections Employer Recognition Awards event was held at the National Press Club, on June 26, 2018. The Master of Ceremonies for the event was Prince William County Supervisor, and Transportation Planning Board Vice Chairman, Martin Nohe.

The Sales Team Achievement award was won by Loudoun County Commuter Services and presented by District of Columbia Council Member and TPB Chairman, Charles Allen. The Councilmember also presented the Organization Achievement award to Legum & Norman, for their management of Potomac Yard in Arlington.

The Incentives award was presented by Tom Calcagni, Regional Director AAA Mid-Atlantic, and given to the American Pharmacists Association, District of Columbia. The Marketing award was won by The Donohoe Companies of Bethesda, MD, and presented by Jim Bongiorno, Director of SmartBenefits and Business Sales, WMATA. Lastly, the Telework Award was presented by Ginanne Italiano, President & CEO of the Greater Bethesda Chamber of Commerce, and was given to IQ Solutions, North Bethesda.

COG/TPB staff live-streamed key moments of the Employer Awards ceremony to the Commuter Connections Facebook page. To recognize the employer winners, a quarter page display ad was placed into the Washington/Baltimore edition of the Wall Street Journal, which published Thursday, June 28.

Following the event, thankyou letters were sent to the speakers. Awards ceremony photos, winner seals, awards video, and customized press releases were shared with the winning employers for promotional use. COG/TPB staff created a new page for 2018 Employer Awards winners and information was placed onto the Commuter Connections web site, and on social media sites as well.

D. ‘Pool Rewards

No ‘Pool Rewards marketing was in motion for the fourth quarter of FY18. ‘Pool Rewards applicants for both carpools and vanpools were reviewed for eligibility and if

qualified, were processed and registered. Vanpool invoices were reviewed and processed monthly.

COG/TPB staff worked with an auditor to review NTD reporting practices for the program based on FTA requirements.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on May 9th. The Car Free Day event will take place on Friday, September 21st, and/or Saturday, September 22. Highlights from the meeting included a discussion of marketing and social media strategies for the 2018 event, potential sponsors and prizes, and a roundtable discussion with network members regarding potential event plans within their jurisdictions. The Commuter Connections Subcommittee was updated on the planning progress of the regional Car Free Day event at their May 15th meeting. Potential 2018 event sponsors were solicited for the 2018 Car Free Day event, including Chipotle Mexican Grill, who was offered the first right of refusal as a major sponsor. The Car Free Day proclamation was drafted for use at the July 18th TPB meeting. Meeting materials were prepared for the July 11th Car Free Day Subcommittee meeting announcement.

COG/TPB staff added new sponsor logos to the sponsor page.

F. CarpoolNow Mobile Application

To promote CarpoolNow, during April, COG/TPB staff designed an incentive program to stimulate interest. Then, during May, COG/TPB staff sent email messages to CarpoolNow users to inform them about the driver incentive program and to encourage them to use the app. At that time, certain commuters whose trips pass through Howard County, MD became eligible to receive incentive payments. Drivers who give rides to instant carpool partners became eligible to earn dollar rewards for each trip they drive. By the end of June, CarpoolNow had been downloaded almost 2,700 times. COG/TPB staff and Media Beef began preparing to expand the incentive program from its focus on Howard County, MD to the entire region.

CarpoolNow advertising continued in the fourth quarter of FY18 on Nextdoor, a private neighborhood social network site, and ads were targeted to Howard County zip codes. Table Tent ads appeared at the Mall at Columbia, and a message was sent in June to CarpoolNow app downloaders to remind them about the driver incentive. COG/TPB staff managed the marketing and public relations contractors.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff worked on edits and updates to the FY2018 Placement Rate Survey report that was presented to the Commuter Connections Subcommittee in March. The

final draft was presented to the Commuter Connections Subcommittee on May 15th and was endorsed for release. COG/TPB staff uploaded the 2018 Placement Rate Survey Report on the Commuter Connections publications page on its website in June.

COG/TPB staff ran queries and software programs to produce data for a placement rate survey that targets Virginia commuters for VA DRPT. The queries used were coded and tested at the end of the third quarter.

COG/TPB staff conducted and completed a data sweep of the ACT! database the week of April 16th.

In April, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. There are outstanding reports from Loudoun, Prince William, Frederick, Prince George's, Fairfax, Arlington, Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

For April, COG/TPB staff fulfilled data requests from Arlington and Montgomery Counties.

COG/TPB staff prepared a Regional TDM Evaluation project RFP which was released on May 2nd to hire a contractor to assist with implementing the project. A pre-bid meeting on May 15th. Proposals were due and received on May 31st.

COG/TPB staff conducted and completed a data sweep of the ACT! database the week of May 14th.

In May, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. There are outstanding reports from Loudoun, Prince William, Frederick, Prince George's, Fairfax, Arlington, Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

For May, COG/TPB staff fulfilled data requests from Frederick County and the City of Alexandria.

COG/TPB staff conducted and completed a data sweep of the ACT! database the week of June 11th.

In June, monthly Employer Outreach sales activity reports were received from Arlington, Frederick, Loudoun Counties, as well as Tri-County Council, the City of Alexandria and the District of Columbia. There are outstanding reports from Prince William, Prince George's, and Fairfax Counties.

For June, COG/TPB staff fulfilled data requests from Montgomery County and the District of Columbia.

Throughout the quarter COG/TPB staff oversaw the employer site survey coordination.

B. Program Monitoring and Tracking Activities

The FY 2017 GRH Customer Satisfaction Washington DC region survey was published and distributed.

The Customer Satisfaction Survey was sent to Washington region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Mass Marketing advertising campaign effectiveness was tracked through call volumes, internet visits and by measuring the volume of GRH and Rideshare applications. The FY2018 2nd Half Regional TDM Marketing Campaign Summary draft report was distributed at the June 19th Regional TDM Marketing Group meeting.

COG/TPB staff completed and distributed the March, April, and May FY2018 CCWP monthly Executive Summary Reports. COG/TPB staff completed and distributed the FY2018 3rd Quarter CCWP Progress Report.

COG/TPB staff completed FY2018 3rd quarter data for the Employer Outreach conformity verification statement and presented the results to the Employer Outreach Committee on April 17th.

Throughout the quarter COG/TPB staff collected data for the fourth quarter of FY 2018 Employer Outreach conformity verification statement.

COG/TPB staff continued to work with contractors (VHB) to plan updates to the COG survey database. Results were presented to the Employer Outreach Committee on April 17th.

COG/TPB staff collected data documentation from the employer outreach activity reports throughout the quarter.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

Throughout the fourth quarter COG/TPB staff coordinated with COG/ITFM staff on upgrades for the ACT! database software.

COG/TPB staff resolved ACT! database performance issues with Swiftpage and relayed the results to the Employer Outreach Committee on April 17th.

In April, COG/STP staff researched and relayed information to Montgomery County employers in North Bethesda.

In May, COG/STP staff researched and relayed information to Frederick County for reporting.

b) Employer Outreach for Bicycling

The regional Bicycling to Work Employer/Employees guide was distributed to pit stop managers for the Bike to Work Day May 18 event. Throughout the quarter, the bike guides were also distributed as part of general fulfillment to employers, and for use at various Earth Day and transportation events throughout the quarter.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions. FY 2019 Scopes of Work requests were sent to the jurisdictions for review and completion in June.

b) DC, MD, and VA Program Administration

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

Throughout the quarter COG/TPB staff continued work on companies to profile for case studies in FY18.

COG/TPB staff coordinated the April 17th Employer Outreach Committee meeting. Topics discussed were:

- Second and Third Quarter of FY2018 Conformity Verification Statements
- Training update and review
- Case studies
- Employer survey archive application update
- ACT! database updates

COG/TPB staff completed collecting information on the sales support questionnaire for the 2nd half of the fiscal year sales support conference call for DC and Maryland jurisdictions.

COG/TPB staff met with WMATA on April 25th to discuss the Smart Benefits program.

COG/TPB staff completed two case studies, Inova Fairfax Hospital, World Resources Institute. A third case study, National Harbor/Peterson Companies is near completion.

A training session was held on June 14th. The session was on Improving Decision Making. It was well attended and well received.

COG/TPB staff conducted a survey of the employer outreach sales team on training topics for FY 2019.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during April through June 2018. The program has been operational for six years and nine months.

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

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

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

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

COG/TPB staff provided coupons to commuters who renewed their GRH membership throughout the quarter.

The FY 2017 GRH Customer Satisfaction Baltimore region survey was published and distributed in April.

COG/TPB staff met with the GRH daily operations contractor on May 30, 2018 to review program operations.

The Customer Satisfaction Survey was sent to Baltimore region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Coupons were provided to Baltimore region commuters who renewed their GRH membership. GRH Baltimore advertising ran on WBAL, news/talk radio 1090 AM and on social media.

B. Process Trip Requests and Provide Trips

Between the months of April and June 2018, there were 24 GRH Baltimore applications received. 24 commuters were registered (23 new applicants and 1 previous “one-time exception” users) during this period while 66 commuters were re-registered. During the same period, the GRH program provided twenty-two (22) GRH trips. One (1) of these trips were “one-time” exceptions accounting for 5% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Unscheduled Overtime.” As of June 30, 2018, a total of 410 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program throughout the quarter 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 monitored the TDM System for duplicate GRH accounts and consolidated and removed excess accounts.

A GRH Ride Provider RFQ was released for GRH Ride Providers on April 13th and a pre-bid meeting was held on April 23rd. The Technical Selection Committee for the GRH

Ride Provider s RFQ met on May 11th to select providers for the project. Contracts were negotiated and issued for GRH trip providers as part of the RFQ issued and COG/TPB staff began a transitioning process for the new providers

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

Table 1

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

APRIL - JUNE 2018

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2017
Total applicants/info provided:	6,616	7,597	26,739
Rideshare applicants	3,165	3,112	12,059
Matchlists sent	7,508	6,609	27,201
Transit applicants/info sent	54	130	323
GRH applicants	1,887	2,365	6,810
Bike to work info requests	4	11	32
Telework info requests	9	32	51
Internet users	42,830	41,605	172,777
Internet applicants	4,935	5,062	19,183
New employer clients	209	253	973
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2017
Continued placements	1,119	800	4,263
Temporary/one-time placements	162	116	617
Daily vehicle trips reduced	620	443	2,361
Daily VMT reduced	16,988	12,141	64,727
Daily tons NOx reduced	0.0065	0.0046	0.0247
Daily tons VOC reduced	0.0034	0.0025	0.0131
Daily tons PM2.5 reduced	0.00021	0.00015	0.00080
Daily tons PM2.5 NOx reduced	0.0071	0.0051	0.0270
Daily tons GHG reduced	8.4203	6.0180	32.0824
Daily gallons of gas saved	854	610	3,253
Daily commuter costs saved	\$2,888	2,064	11,004

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.

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	94	145	141
Locals Rideshare Apps (New and Re-apps)	951	2,962	2,758
Matchlists Requested	7,354	6,487	6,964
Transit Applicants/Info Sent	54	130	76
GRH Washington Applicants	662	763	675
GRH Washington Rides Provided	564	639	582
GRH Baltimore Applicants	24	36	26
GRH Baltimore Rides Provided	22	47	26
Telework Info Requests	9	8	10
Phone/Fax	0	0	0
Internet	4,935	5,105	4,675
Employee Applicants	0	0	0
Total Hits on website	48,802	41,605	42,857

TDM SERVICES

**ALEXANDRIA
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	10	10
Matchlists Sent	95	74	57
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	7	7	8
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	22	1	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	151	109	177
Employers Contacted (Follow up)- Visit	10	5	14
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	1
Level 2	0	2	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

ARLINGTON

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	19	8
Matchlists Sent	257	129	73
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	11	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	29	9	15
Employers Contacted (New)- Visit	19	29	8
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,598	2,520	1,753
Employers Contacted (Follow up)- Visit	51	60	56
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	5	11
Level 2	6	1	0
Level 3	1	4	2
Level 4	1	0	3

TDM SERVICES

**ANNE ARUNDEL COUNTY
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	26	25
Matchlists Sent	172	252	186
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	45	35	25
GRH Baltimore Applicants	0	2	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	21	14
Matchlists Sent	66	58	35
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	10	11	6
GRH Baltimore Applicants	9	8	4
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	14	11
Matchlists Sent	145	99	49
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	12	15	7
GRH Baltimore Applicants	6	13	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	181	129	120
Matchlists Sent	883	428	426
Transit Applicants and Info Sent	1	7	2
GRH Washington Applicants	60	53	60
GRH Baltimore Applicants	1	5	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	61	53	46
Employers Contacted (New)- Visit	10	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	109	144	32
Employers Contacted (Follow up)- Visit	21	31	52
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	97	80	13
Level 2	22	9	5
Level 3	20	25	5
Level 4	4	7	1

TDM SERVICES

DOD/WHS

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	5	N/A
Matchlists Sent	58	77	N/A
Transit Applicants and Info Sent	0	0	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	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

DATA

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	5	16
Matchlists Sent	65	77	41
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

* See FFX - EO numbers reported under FFX County

TDM SERVICES

FAIRFAX

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	163	16	133
Matchlists Sent	947	45	808
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	61	5	68
GRH Baltimore Applicants	2	0	2
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	13	12	211
Employers Contacted (New)- Visit	14	0	7
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	443	536	256
Employers Contacted (Follow up)- Visit	35	11	35
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	3	0
Level 2	4	3	0
Level 3	8	7	0
Level 4	0	0	1

TDM SERVICES

FDA

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	27	27
Matchlists Sent	294	217	199
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	23	23	40
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	29	29
Matchlists Sent	443	284	376
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	24	33	24
GRH Baltimore Applicants	0	2	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	5	9	28
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	46	26	34
Employers Contacted (Follow up)- Visit	11	2	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	1	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	246	245	235
Matchlists Sent	577	518	390
Transit Applicants and Info Sent	2	4	3
GRH Washington Applicants	74	92	103
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	9	0
Matchlists Sent	95	25	6
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	12	3
GRH Baltimore Applicants	4	3	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	28	21
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	24	21	28
GRH Baltimore Applicants	1	1	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	109	91	67
Matchlists Sent	638	627	548
Transit Applicants and Info Sent	1	13	1
GRH Washington Applicants	42	60	48
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	7	2	13
Employers Contacted (New)- Visit	3	2	0
Employers Contacted - Number of Potential (New)	0	0	82
Employers Contacted (Follow up)- Phone	104	76	5
Employers Contacted (Follow up)- Visit	7	5	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	1	2
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	0
Matchlists Sent	28	23	6
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	10	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	9	16
Matchlists Sent	4	6	58
Transit Applicants and Info Sent	2	1	18
GRH Washington Applicants	0	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	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
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	40	31
Matchlists Sent	112	151	92
Transit Applicants and Info Sent	0	13	1
GRH Washington Applicants	28	26	24
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	54	67	72
Employers Contacted (New)- Visit	51	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	801	824	1,318
Employers Contacted (Follow up)- Visit	95	27	12
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	23	2
Level 2	5	4	7
Level 3	1	3	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	6	9
Matchlists Sent	1	63	38
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	131	74	151
Matchlists Sent	222	232	223
Transit Applicants and Info Sent	33	19	43
GRH Washington Applicants	1	1	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	5
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	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	13	16
Matchlists Sent	37	62	48
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	12	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	3	1
Matchlists Sent	20	14	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	4	6
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
APRIL - JUNE 2018**

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

TDM SERVICES

**NORTHERN NECK
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	0
Matchlists Sent	15	2	27
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	1	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN SHENANDOAH
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	16	15
Matchlists Sent	213	137	99
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	5	9
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**PRINCE GEORGE'S
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	55	52
Matchlists Sent	201	245	256
Transit Applicants and Info Sent	2	14	2
GRH Washington Applicants	51	39	30
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	0	75	24
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	152	101	119
Employers Contacted (Follow up)- Visit	1	1	60
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	153	157	129
Matchlists Sent	1,279	1,305	2,423
Transit Applicants and Info Sent	6	27	3
GRH Washington Applicants	101	144	93
GRH Baltimore Applicants	0	4	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	4	8	7
Employers Contacted (New)- Visit	5	5	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	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

**RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	20	17
Matchlists Sent	158	165	281
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	10	11
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

APRIL - JUNE 2018

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	33	23
Matchlists Sent	325	317	214
Transit Applicants and Info Sent	3	7	0
GRH Washington Applicants	38	50	45
GRH Baltimore Applicants	0	4	0
Telework Information Requests	3	5	2
Employers Contacted (New)- Phone	11	13	30
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	9	14	8
Employers Contacted (Follow up)- Visit	9	11	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	0	5
Level 2	3	0	2
Level 3	0	3	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	47	40
Matchlists Sent	155	155	190
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	38	33	39
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**RIDESHARE DELAWARE
APRIL - JUNE 2018**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	115	553
Matchlists Sent	1	183	657
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	2
GRH Baltimore Applicants	0	1	0
GRH RideShare Delaware	2	110	551
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

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 APRIL - JUNE 2018**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	13	3	2	18
ARLINGTON (COG)	8	7	8	23
ANNE ARUNDEL	5	1	6	12
BALTIMORE CITY	3	1	4	8
BMC	6	3	2	11
COG	63	15	91	169
DOD/WHS	1	1	0	2
DATA	6	0	3	9
DISTRICT OF COLUMBIA	8	8	20	36
FDA	8	44	3	55
FAIRFAX COUNTY	52	12	6	70
FREDERICK	16	48	66	130
GW RIDE CONNECT	81	276	425	782
HARFORD	4	1	2	7
HOWARD	9	4	17	30
LOUDOUN	29	9	29	67
MTA	2	2	1	5
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	2	4	6	12
Countywide	2	2	2	6
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	56	99	336	491
Shady Grove	0	0	0	0
Silver Spring	1	1	14	16
NIH	6	0	7	13
NATIONAL GUARD READINESS CENTER	0	1	0	1
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	4	5	0	9
PRINCE GEORGE'S	8	3	7	18
PRTC	47	7	55	109
RAPPAHANNOCK-RAPIDAN	10	3	4	17
TRI - COUNTY	10	25	41	76
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	14	0	10	24
RIDESHARE DELAWARE	1	0	0	1

TOTAL INPUT COMMUTER CONNECTIONS	460	585	1,157	2,202
TOTAL INPUT TDM NETWORK MEMBERS	15	0	10	25
TOTAL INPUT (CC + NETWORK)	475	585	1167	2227
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1045		

FY 2018										
April to June 2018	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new Site Visits (prospects))	22	29	61	13	5	7	54	0	4	11
Telework - NEW	0	0	0	0	0	0	0	0	0	3
Employers Contacted (follow-up)	151	2598	109	443	46	104	801	152	0	9
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	0	5939	8386	11969	0	211	14930	0	98	147
Total Sales Meetings	10	70	31	49	11	10	146	1	5	9
Total Employers Contacted	183	8636	8587	12474	62	332	15931	153	107	182
New Level 1 TDM Programs	0	5	97	1	0	3	0	0	0	7
New Level 2 TDM Programs	0	6	22	4	1	0	5	0	0	3
New Level 3 TDM Programs	0	1	20	8	0	0	1	0	0	0
New Level 4 TDM Programs	0	1	4	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

Technical Assistance to Local Agencies
April – June 2018

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2018				
NSVRC	Mon 4/9/2018 2:00 PM	Mon 4/9/2018 3:09 PM	Mon 4/9/2018 3:10 PM	Report Request
NBTC	Thu 4/12/2018 8:26 AM	Thu 4/12/2018 9:09 AM	Mon 4/30/2018 10:00 AM	Geocoding Bug
Transit	Mon 4/16/2018 2:27 PM	Fri 4/20/2018 11:42 AM	Fri 4/20/2018 11:57 AM	Table 4a Results
Loudoun County	Wed 4/18/2018 12:47 PM	Fri 4/20/2018 11:58 AM	Mon 4/30/2018 9:57 AM	Geocoding Bug
Transit	Mon 4/23/2018 3:00 PM	Mon 4/23/2018 3:06 PM	Tue 4/24/2018 8:50 AM	FASTNotes Email List
PRTC	Tue 4/24/2018 12:33 PM	Tue 4/24/2018 3:02 PM	Mon 4/30/2018 10:00 AM	Geocoding Bug
May 2018				
AA County	Thu 5/10/2018 12:33 PM	Thu 5/10/2018 2:25 PM	Thu 5/10/2018 2:30 PM	Out of Office Notification
Transit	Tue 5/15/2018 8:28 AM	Tue 5/15/2018 3:21 PM	Tue 5/15/2018 3:23 PM	Table 4a Results
NBTC	Tue 5/15/2018 8:53 AM	Tue 5/15/2018 3:27 PM	Tue 5/15/2018 3:29 PM	GRH Renewal
PRTC	Wed 5/30/2018 2:48 PM	Wed 5/30/2018 2:58 PM	Wed 5/30/2018 3:24 PM	Error Entering Application
Transit	Thu 5/31/2018 8:48 AM	Thu 5/31/2018 9:49 AM	Thu 5/31/2018 9:51 AM	Delete User Account
June 2018				
TJPCD	Wed 6/13/2018 12:00 PM	Fri 6/15/2018 10:29 AM	Mon 6/18/2018 10:35 AM	Move Commuter to CC Database
Transit	Fri 6/15/2018 9:00 AM	Fri 6/15/2018 10:31 AM	Fri 6/15/2018 10:31 AM	Table 4a Results
NBTC	Mon 6/18/2018 9:38 AM	Mon 6/18/2018 10:50 AM	Mon 6/18/2018 11:08 AM	Processed GRH Account
Transit	Wed 6/20/2018 10:16 AM	Thu 6/28/2018 4:32 PM	Thu 6/28/2018 4:32 PM	Appcode Correction
NBTC	Wed 6/27/2018 12:03 PM	Thu 6/28/2018 4:29 PM	Wed 6/27/2018 2:16 PM	TDM Database Statistics