



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER – DECEMBER 2014**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# FY2015 2nd Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### 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.

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 October 2014, November 2014 and December 2014) 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; Montgomery County, MD; Loudoun County, VA; PRTC; DATA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

State TDM Work Group meetings were coordinated and held by COG/TPB staff on October 14<sup>th</sup>, November 10<sup>th</sup>, and December 9<sup>th</sup>.

COG/TPB staff met with City of Alexandria staff on October 21st to discuss the technical aspects of the Employer Challenge software module. COG/TPB staff attended and made a presentation on a TDM panel at the SE Alternative Fuels Conference in Raleigh, NC from October 22 – 24. COG/TPB staff attended in a regional Safe Routes to School meeting on October 28th. COG/TPB staff attended and participated in the MPO federal certification meeting on October 28th.

A customer service training session was held for Commuter Connections network members and Commuter Operations Center call center agents on October 31<sup>st</sup>

COG/TPB staff provided Commuter Connections TDM Software System Ridematching Training to DATA on November 4th.

A Commuter Connections Subcommittee meeting was coordinated and held on November 18th. Highlights from the meeting included: A final presentation on the

substantive changes made to the FY 2012 – 2014 TERM Analysis Report and an endorsement for release, the presentation of the draft FY2014 Bike to Work Day event report and establishment of a comment period, a presentation of the results from the 2014 Car Free Day regional event, a presentation of survey results from the 'Pool Rewards carpool incentive program, an update on the Regional TDM Evaluation project and status on recent data collection efforts, a presentation of highlights from the draft FY 2016 Commuter Connections Work Program and request for review of the current Commuter Connections Strategic Plan by Subcommittee members, the presentation of the 1<sup>st</sup> quarter budget report and Quarterly Progress Report.

COG/TPB staff attended an I-66 Transit/TDM plan meeting on Reston on November 19th.

COG/TPB staff facilitated an MPO TDM Peer Exchange Group meeting on November 19th.

COG/TPB staff tested the TDM Software System User Group site and ensured the RSS feed was working. Staff emailed instructions to Ridematching Committee Members on how to subscribe to the feed, which is used to publish technical service bulletins and system status.

COG/TPB staff participated in an MWAA meeting on December 2nd on the Silver Line TMP.

COG/TPB staff attended the COG Annual Meeting on December 10th.

A Ridematching Committee meeting was held on December 16, 2014. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- Presentation on the DATA Commuter Challenge
- Updates on the TDM System
- GIS Mapping Update/TDM System RSS Feed
- Client Site Status/Roundtable
- January 2015 Commuter Connections Resource Directory
- Discussion of the Quarterly and Annual Progress Reports

## **B. Transportation Information Services**

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address ([ridematching@mwkog.org](mailto:ridematching@mwkog.org)) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

## **C. Transportation Information Software, Hardware, and Database Maintenance**

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process and the biweekly end user reports. At the end of December, Commuter Connections and its members were serving 17,258 active commuters in ridematching.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, and making backups.

COG/TPB staff did an analysis of the database and determined that it was safe to delete accounts that had not been accessed for at least three years. Staff archived and then deleted approximately 39,000 expired commuter accounts and 18,000 employer records.

During the quarter, COG/TPB staff conducted six meetings with Media Beef. Staff met with the software development contract on October 8th, October 27th, November 10th, November 24th, December 8th, and December 22nd to discuss the status of the regional TDM Software system upgrades. COG/TPB staff and the contractors use these meetings to design new features, coordinate development and database changes, share test results, and determine how best to fix bugs. Tasks worked on during the second quarter included the Placement Rate Survey, ways to remove duplicate employer records from the Oracle database, creating a better user experience when searching for employers and improving the accuracy of the search results, customizing the application's web pages for employers, SchoolPool upgrade, improving ride matching algorithms, changes to business logic for RideShare Delaware, display issues with the commute log calendar, logging commutes using mobile devices, and providing the number of possible pool matches by zip code to other web applications.

COG/TPB staff and Media Beef completed an enhancement to the TDM system that enables agencies to customize text styles and graphics on the match and no match letters produced by the TDM System. Staff gathered logo graphics from local agencies and supplied them to Media Beef for integration into the letters. Staff then received, built, and deployed the software code. This set of changes to the software enables each agency to put its logo on its match letters alongside the Commuter Connections logo.

When a commuter signs up for Commuter Connections, the software asks for information about the commuter's employer. COG/TPB staff and Media Beef upgraded the employer lookup that takes place during registration. The approach is to make it simpler for a commuter to find his employer if it's already in the database, as opposed to creating a new employer record.

COG/TPB staff met with representatives of Conveyal on November 13th about providing the number of possible pool matches by zip code. This information would be displayed with a link to Commuter Connections on Conveyal's CarFreeAtoZ web site. CarFreeAtoZ

is a multi-modal trip planner for the Washington DC region, which Conveyal is developing for Arlington County. Persons interested in carpooling and vanpooling would be able to use this convenient link to learn about services available from Commuter Connections.

COG/TPB staff made changes to the TDM System software to address some security questions. Some customers expressed concern that the system was sending their passwords in plain text email messages that are not secure. Staff made some changes to the software so that if the customer creates his own account, the password will show up in the email as a string of asterisks "\*\*\*\*\*". If an administrator creates the account, the password is hard coded as "changeme4", and since it's only supposed to be temporary, it shows up in the email. The email message asks the customer to log in and change it.

In other enhancements, COG/TPB staff made changes to the TDM software to update the purge letters generated for Loudoun County commuters, upgraded the incentives module to handle the new I-95 Express Lanes incentives, and made some fixes and upgrades to the commute logging software for Delaware RideShare administrators. COG/TPB staff built, tested, and deployed the new software code to production.

COG/TPB staff and Media Beef worked together to fix bugs. One issue in particular affected administrators and ridematching coordinators. This problem appeared intermittently and caused the appcode to be overwritten when an administrator chose a new employer for a commuter. Staff then fixed a bug in the Commuter Connections web site that caused the mobile app links not to appear.

COG/TPB staff wrote queries and produced reports for the 2014 Live More Commuter Challenge that was hosted on the Commuter Connections website October 1-17, 2014. Among the reports were name, address, email address, and commute logs for all participants, the commuter who logged the greatest number of trips, and the company whose employees logged the greatest number of trips. COG/TPB staff met with City of Alexandria and Neonic Strategy representatives on December 4th to discuss updates and improvements to the Employer Challenge software module.

#### **D. Commuter Information System**

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides the current park and ride lot map to the public.

COG/TPB staff continued to collect geographic data for the park and ride lot map from local ridematching coordinators and GIS staff.

COG/TPB staff made some updates to the on-line park and ride lot map.

COG/TPB staff received new NAVTEQ data from Tetrad to use in the next revision of the park and ride lot map. Staff then studied new ways to publish that map as a web application and decided to try the capabilities of ArcGIS Online as a hosting service for web mapping applications. To this end, staff published a new map service using ArcGIS Server 10, and built a new web mapping application on ArcGIS online. The new web

map was demonstrated at the December 16 Ridematching Committee meeting. These are still development versions that will hopefully be finalized and made available to the public by the middle of February 2015. In this version, users can search for lots by city or county. Users can choose the base map from topographic, streets, or satellite imagery with or without feature labels. By clicking the question mark icon at the top right hand side, users can read a basic set of instructions about how to use the map application. To view the new park and ride map development version, which has not yet been advertised to the public go to the following link on the web:  
<http://mwkog.maps.arcgis.com/apps/Solutions/s2.html?appid=b50b0c68ba9c4434bb4c38e908d502cd>.

## **II. REGIONAL GUARANTEED RIDE HOME PROGRAM**

### **A. General Operations and Maintenance**

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

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

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

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

A customer service training session was held for GRH call center agents on October 31<sup>st</sup>.

### **B. Process Trip Requests and Provide Trips**

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October 2014 and December 2014, there 932 GRH applications received. A total of 907 applicants were registered (897 new applicants and 10 previous “one-time exception” users) and 1,501 commuters were re-registered. During the same time period, the GRH program provided 598 GRH trips. Twenty-five (25) of these trips were “one-time” exceptions accounting for 4% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care Conflict.” As of December 31, 2014, a total of 8,959 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

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

COG/TPB staff continued searching for a ride provider in Southern Maryland.

### **III. MARKETING**

#### **A. TDM Marketing and Advertising**

The fall newsletter and Federal ETC insert were created and distributed to the regional employer database, network members and the TDM community. The newsletter with insert was distributed in PDF form to the Federal ETC's through GSA, and both items were made available online. Work began on articles for the winter edition of the newsletter.

Seven bi-weekly conference calls were held between October and December 2014 with the marketing contractor, media buying service, and public relations contractor, to discuss work program activities for the regional TDM Marketing campaign.

The fall media buy and earned media plan were approved and executed beginning October and ran through the end of the quarter using ads developed in the previous fiscal year. The Mass Marketing campaign consisted of radio for GRH and radio, TV (including Comcast Sports Network), and Pandora (web/mobile) for Rideshare. COG/TPB staff processed media invoices received during the quarter.

Preparations were made for the new spring FY15 marketing campaign. Creative concepts for the new campaign were developed and feedback was solicited from marketing workgroup members. The workgroup made selections out of a series of creative visuals and draft radio scripts for both GRH and Rideshare. Campaign selections included "Ride Happy" for Rideshare and "Just in case" for GRH. A flash file for the Commuter Connections home page reflective of the new FY15 creative was developed to correspond with the launch of the spring campaign. Voice talents for the FY15 spring marketing campaign radio spots were selected.

A draft report was issued of the regional stakeholder discussion groups held in November. The report summarized stakeholder ideas, opinions and concerns on issues regarding TDM and programs and services of Commuter Connections. An online commuter survey was initiated through Facebook. Survey participation was incentivized through a \$100 Amazon gift card raffle.

A direct mail piece was delivered to 500,000 households within the metropolitan Washington region in late December. The mailers promoted Ridematching and GRH and incorporated the new FY15 creative concepts selected by the workgroup. Recipients were households within the MWCOG footprint, ages 25-54 with annual incomes above \$75,000. Mailers include a postage paid reply mechanism containing a Ridematching and GRH application form.

The Commuter Connections web site and social networking sites were maintained. Call volumes and web site visits were monitored for each month during the quarter, and customer support was provided to Bulletin Board members. SharePoint was used for posting of Regional TDM related materials for Committee review and feedback.

COG/TPB staff provided GRH Rewards coupons to commuters who renewed their membership. COG/TPB staff partnered with 95Express Lanes to promote an EZ-Flex

Pass photo contest on Facebook. COG/TPB staff worked on finalizing the FY 2015 Strategic Marketing Plan and Resource Guide report.

A Regional TDM Marketing Group meeting was held on December 16th. Highlights from the meeting included goDCgo's fall marketing campaign for the Circulator's new National Mall service; Commuter Connections' FY 2015 regional TDM Marketing activities; VA Megaprojects marketing for the new 95 Express Lanes; and Arlington County Commuter Services' CarFreeAtoZ website. The 1st Half FY15 Regional TDM Marketing Campaign summary draft report was issued; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan (SMP) FY 2014 final draft report was presented. The final draft report was endorsed for release by the Regional TDM Marketing Group, contingent on correction of the Park & Ride lot summary.

COG/TPB staff conducted an interview with Comcast Newsmakers on October 21st which featured Commuter Connections program services and the program's 40th year anniversary. COG/TPB staff participated in DATA's Live More Block Party event at the Reston Town Center on October 1st. COG/TPB staff participated in a DEA/TSA commuter transportation fair on October 22nd.

COG/TPB staff met with VDOT and Transurban staff on November 13th to discuss 95 Express Lanes marketing. COG/TPB staff met with ODonnell Company and Archstreet Communications staff on November 20th to discuss the Commuter Connections earned media strategy.

COG/TPB staff met with Clean Air Partners representatives on December 4th to discuss 2015 sponsor packages. COG/TPB staff attended a commuter transportation fair at the Mark Center in Alexandria on December 10th.

## **B. Bike to Work Day**

A Bike to Work Day Steering Committee meeting was held on November 12th. Highlights from the meeting included a presentation of the 2014 Final event draft report, the Committee endorsement of a 2015 event registration goal of 19,000; a 13% increase above the total registration mark set in 2014, and based on a majority vote, the Steering Committee selected orange as the color theme for the 2015 event.

The Bike to Work Day sponsor declaration form was updated for 2015 and solicitation letters were prepared and sent out to potential Bike to Work Day 2015 sponsors. Several sponsors signed and returned the declaration agreement forms including Marriott and REI at the gold level; Bike Arlington and Transurban at the silver level; and at the bronze level was AAA Mid-Atlantic, Crystal City BID, Potomac Pedalers, the Coalition for the Capital Crescent Trail and new sponsor General Dynamics. Invoices were prepared and mailed to Bike to Work Day sponsors.

In December, cost estimates were obtained for the 2015 Bike to Work Day T-Shirts for presentation at the January Steering Committee meeting and a number of poster concepts were designed and selected for presentation as well. Each pit stop manager



was contacted to confirm renewal of their event pit stop for 2015. Organizations interested in becoming a new pit stop for the 2015 event were corresponded with in order to qualify them as potential pit stop locations. Meeting materials were prepared and the meeting announcement was sent out for the January 14<sup>th</sup> Bike to Work Day Steering Committee meeting.

### **C. Employer Recognition Awards**

COG/TPB staff finalized and distributed the Employer Awards task schedule. A nomination brochure for the 2015 Commuter Connections annual Employer Recognition Awards was developed with feedback from the Employer Recognition Awards workgroup. The brochure was distributed during the first week of December to Level 3 & 4 Employee Transportation Coordinators. The nomination brochure and application form were also made available online. A call for nominations HTML email blast was also sent out to employers. Employer Outreach Sales Representatives were sent multiple copies of the awards nomination brochures and contacted via conference call about potential award nominees within their jurisdictions.

### **D. Pool Rewards**

During the quarter, COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools.

COG/TPB staff approved live reads for 'Pool Rewards as part of the fall media plan's value-added radio advertising. Live radio reads were aired for 'Pool Rewards as part of the fall media plan's value-added advertising. A contest was promoted on social media to help promote the 95 Express Lanes E-ZPass Flex contest. The mass mailer sent in late December contained the 'Pool Rewards logo and a brief write up. It also touted the new 95 Express Lanes and a special bonus through 'Pool Rewards for commuters who start or join a new carpool and use an E-ZPass Flex while driving on the Express Lanes. A press release was sent out in December regarding the 95 Express Lanes opening and 'Pool Rewards bonus offer. A targeted email blast was sent to select commuters in the Commuter Connections database to promote the 95 Express Lanes and the 'Pool Rewards E-ZPass Flex incentive.

COG/TPB staff participated in an FTA NTD safety and security webinar on October 2nd. COG/TPB staff met with vRide representatives on October 16th to discuss the status of the 'Pool Rewards program. COG/TPB staff participated in an NTD webinar regarding its updated web site on October 24th.

### **E. Car Free Day**

Raffle prizes were awarded and sent to the winners; prize recipients were recognized through social media. A summary of Car Free Day 2014 pledge data was prepared as well as an analysis of emissions impacts. A debrief report of earned media was created to summarize press coverage of the Car Free Day event. Sponsors were sent thank you letters following the event. A recap about the Car Free Day event was given at the November 18th Commuter Connections Subcommittee meeting.

A 'Pool Rewards advertising campaign started in mid-December encompassing Hispanic and Federal News radio, and military advertising, both print and online. 'Pool Reward applicants were reviewed for eligibility and processed accordingly.

## **IV. MONITORING AND EVALUATION**

### **A. TERM Data Collection and Analysis**

COG/TPB staff, Media Beef, CIC Research, and LDA Consulting worked to produce the FY 2015 Placement Rate Survey. This survey gathers data about commute habits and measures the effects of marketing, incentives, and free services provided to commuters to determine which programs are effective. LDA Consulting did most of the work to design the survey. Media Beef designed and implemented the software. COG/TPB staff handled generating the list of survey candidates from the database, building and testing the application code, monitoring the software for bugs, and producing reports. After COG/TPB staff produced the final reports, LDA and CIC handled writing the final report.

The draft FY 2012-2014 TERM Analysis Report was completed by LDA Consulting and reviewed by COG/TPB staff and presented to the Commuter Connections Subcommittee on November 18<sup>th</sup>. The document was endorsed for release and was published.

During the quarter, COG/TPB Staff prepared the final and draft Employer Outreach conformity verification statements for the fourth quarter of FY2014 and first quarter of FY2015. The statements were presented during the October Employer Outreach Committee meeting. Monthly Employer Outreach sales activity reports were received from the City of Alexandria, Arlington, Frederick, Loudoun, and Montgomery Counties, and the District of Columbia.

COG/TPB staff presented the Commuter Connections TERM Analysis report results to the TPB Technical Committee on December 5th. COG/TPB staff presented 2013 State of the Commute results to the Silver Spring Transportation Management District Advisory (TMD) Board on December 11th.

### **B. Program Monitoring and Tracking Activities**

Advertising campaign effectiveness was tracked through call volumes and internet visits. This information was made available as part of the FY15 First Half Marketing Campaign Summary draft report issued at the December 16th Regional TDM Marketing Group meeting.

A Customer Satisfaction survey was sent via email to commuters who used the GRH service between October - December 2014, and physical survey cards were sent for September - November trips. The FY14 Guaranteed Ride Home Customer Satisfaction Survey preliminary findings for both Washington and Baltimore regions was presented at the December 16th Regional TDM Marketing Group meeting.

COG/TPB staff prepared and completed the September, October and November CCWP monthly Executive Summary report. COG/TPB staff prepared and distributed the FY 2015 CCWP 1st Quarter Progress Report.

COG/TPB staff worked on the preliminary FY14 GRH Customer Satisfaction Survey results.

During the quarter, COG/TPB staff collected and reviewed comments and prepared and presented the Bike to Work Day 2014 draft report to the Bike to Work Day Steering Committee and to the Commuter Connections Subcommittee in November. A comment period was established.

COG/TPB staff coordinated an employee survey with Prince William County Employer Outreach staff for Stratford University.

During the quarter, Employer Outreach data was collected and finalized for the first quarter of 2015 and preliminary data was collected and analyzed for the second quarter.

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***a) Regional Employer Database Management and Training***

For the quarter, COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software. COG/TPB staff conducted and completed a data sweep of the ACT! database. COG/TPB staff gave a training session for ACT! in November for Fairfax County.

#### ***b) Employer Outreach for Bicycling***

The Bicycling and Pedestrian Subcommittee was asked to provide updates to the Washington Region Bicycling to Work guide for Employees and Employers. COG/TPB staff distributed bicycle guides at various 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. Prince George's County has not submitted its FY15 signed employer outreach contract.

#### ***b) DC, MD, and VA Program Administration***

COG/TPB staff continued work on the case studies for FY15. The FY14 case studies were presented to the Employer Outreach Committee on October 21st. COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff began work on the remaining Employer outreach training survey for FY15 sessions. The Employer Outreach meeting was held on October 21st. Topics covered in the meeting were:

- Final conformity for FY14 and first quarter conformity draft report for Fy15
- ACT! database upgrade
- District of Columbia's Transit Benefit ordinance
- Training review and update
- Employer Case Studies

COG/TPB staff continued worked on edits and updates to the Telework brochure.

In November, COG/TPB staff continued work on the case studies for FY15. COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff began work on the Employer outreach training survey for FY15 sessions.

COG/TPB staff attended the November 6th session at Busboys and Poets for the new Transit Benefit ordinance enacted by the District for employers in DC.

In December, COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. COG/TPB staff continued work on the case studies for FY15. COG/TPB staff coordinated and held the December 10th training session on Social Media and selling TDM.

## **VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

### **A. General Operations and Maintenance**

The GRH Baltimore program continued to enroll new applicants during October through December 2014. The program has now been operational for four years and three 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.

A customer service training session was held for GRH call center agents on October 31<sup>st</sup>.

COG/TPB staff finalized the Impact Analysis for the GRH Applicant Survey and released the report to MTA and MDOT.

### **B. Process Trip Requests and Provide Trips**

Between the months of October and December 2014, there were 91 GRH Baltimore applications received. A total of 90 applicants were registered. 110 commuters were re-registered. During the same time period, the GRH program provided forty-five (45) GRH trips. There were four "one-time" exceptions trips during this period or 9% of trips

given. "Other" accounted for the largest portion of the GRH trip reasons followed by "Personal Illness." As of December 31, 2014, a total of 696 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

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

COG/TPB staff continued to work on identifying a GRH Ride provider in Southern Maryland.

**Table 1**

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

**OCTOBER - DECEMBER 2014**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2014</b>
<b>Total applicants/info provided:</b>	6,086	5,827	11,913
Rideshare applicants	2,576	2,513	5,089
Matchlists sent	2,879	3,531	6,410
Transit applicants/info sent	185	85	270
GRH applicants	2,408	2,782	5,190
Bike to work info requests	8	18	26
Telework info requests	7	12	19
<b>Internet users</b>	41,538	32,279	73,817
Internet applicants	4,866	5,168	10,034
<b>New employer clients</b>	173	591	764
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2014</b>
<b>Continued placements</b>	911	888	888
<b>Temporary/one-time placements</b>	132	129	129
<b>Daily vehicle trips reduced</b>	504	492	492
<b>Daily VMT reduced</b>	13,827	13,489	13,489
<b>Daily tons NOx reduced</b>	0.0053	0.0052	0.0052
<b>Daily tons VOC reduced</b>	0.0028	0.0027	0.0027
<b>Daily tons PM2.5 reduced</b>	0.00017	0.00017	0.00017
<b>Daily tons PM2.5 NOx reduced</b>	0.0058	0.0056	0.0056
<b>Daily tons GHG reduced</b>	6.8533	6.6857	6.6857
<b>Daily gallons of gas saved</b>	695	678	678
<b>Daily commuter costs saved</b>	\$2,351	2,293	2,293

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 OCTOBER - DECEMBER 2014**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	10	2	8	20
ARLINGTON (COG)	13	2	15	30
ARTMA	17	3	18	38
BALTIMORE CITY	6	0	1	7
BMC	5	2	1	8
BWI BUSINESS PARTNERSHIP	5	6	4	15
COG	64	17	58	139
DATA	0	0	0	0
DISTRICT OF COLUMBIA	48	2	41	91
FDA	13	7	11	31
FAIRFAX COUNTY	121	18	190	329
FREDERICK	31	15	106	152
GW RideConnect	330	888	1,622	2,840
HARFORD	7	2	2	11
HOWARD	9	6	7	22
LINK	0	0	0	0
LOUDOUN	55	5	78	138
MTA	3	1	0	4
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	16	50	97	163
Countywide	110	60	248	418
Friendship Heights/Rockville	10	4	22	36
North Bethesda TMD	94	27	310	431
Shady Grove	6	3	134	143
Silver Spring	16	76	51	143
NIH	2	2	2	6
NATIONAL GUARD REDINESS CENTER	0	2	2	4
NORTHERN NECK	0	1	0	1
NORTHERN SHENANDOAH	14	10	2	26
PRINCE GEORGE'S	29	53	5	87
PRTC	160	52	193	405
RAPPAHANNOCK-RAPIDAN	15	8	4	27
TRI - COUNTY	12	31	89	132
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	36	0	18	54
RIDESHARE DELAWARE	367	0	0	367
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,221</b>	<b>1,355</b>	<b>3,321</b>	<b>5,897</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>403</b>	<b>0</b>	<b>18</b>	<b>421</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,624</b>	<b>1,355</b>	<b>3,339</b>	<b>6,318</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,576</b>		

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	131	138	220
Locals Rideshare Apps (New and Re-apps)	2,445	2,375	1,899
Matchlists Requested	2,864	3,503	4,125
Transit Applicants/Info Sent	185	85	53
GRH Washington Applicants	868	1,011	814
GRH Washington Rides Provided	593	503	526
GRH Baltimore Applicants	90	91	124
GRH Baltimore Rides Provided	45	39	41
Telework Info Requests	7	12	11
Phone/Fax	0	0	0
Internet	4,866	4,990	4,300
Employer Applicants	0	0	0
Total Hits on website	39,584	32,279	16,072
<b>TOTAL INPUT</b>	<b>51,678</b>	<b>45,026</b>	<b>28,185</b>



**TDM SERVICES**

**ALEXANDRIA**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	14	5
Matchlists Sent	30	72	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	20	11	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	7	5	5
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	98	445	118
Employers Contacted (Follow up)- Visit	2	1	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	1
Level 2	1	0	2
Level 3	7	3	0
Level 4	1	0	0

*\*Updated EO numbers received since last report publication*

**TDM SERVICES**

**ARLINGTON**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	16	12
Matchlists Sent	31	51	35
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	23	29	26
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	3
Employers Contacted (New)- Phone	34	13	12
Employers Contacted (New)- Visit	29	28	11
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,047	1,298	960
Employers Contacted (Follow up)- Visit	35	26	20
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	10	6
Level 2	3	1	2
Level 3	5	3	4
Level 4	1	1	0

**TDM SERVICES**

**ANNE ARUNDEL**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	15	10
Matchlists Sent	64	51	121
Transit Applicants and Info Sent	2	2	0
GRH Washington Applicants	38	45	41
GRH Baltimore Applicants	2	5	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**

**BALTIMORE CITY  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	3	1
Matchlists Sent	6	6	5
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	13	16	5
GRH Baltimore Applicants	25	7	12
Telework Information Requests	0	0	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**

**BMC**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	7	6
Matchlists Sent	7	15	15
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	15	7	12
GRH Baltimore Applicants	10	7	7
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**

**BWI BUSINESS PARTNERSHIP  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	2	6
Matchlists Sent	12	5	35
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	3	2	8
GRH Baltimore Applicants	5	8	56
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  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	93	114	197
Matchlists Sent	243	230	540
Transit Applicants and Info Sent	6	5	13
GRH Washington Applicants	76	103	104
GRH Baltimore Applicants	21	21	18
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	21	N/A	18
Employers Contacted (New)- Visit	1	N/A	4
Employers Contacted - Number of Potential (New)	0	N/A	0
Employers Contacted (Follow up)- Phone	541	N/A	711
Employers Contacted (Follow up)- Visit	4	N/A	1
Employers Contacted - Number of Potential (Follow up)	0	N/A	0
New TDM Programs Established			
Level 1	0	N/A	6
Level 2	0	N/A	6
Level 3	1	N/A	3
Level 4	1	N/A	2

**TDM SERVICES**

**DATA**

**OCTOBER - DECEMBER 2014**

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

\*See FFX - EO numbers reported under Fairfax County

\*\*N/A - DATA joined the Commuter Connections network in April 2014



**TDM SERVICES**

**FAIRFAX**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	121	139	44
Matchlists Sent	411	546	204
Transit Applicants and Info Sent	3	4	3
GRH Washington Applicants	77	115	54
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	13	37
Employers Contacted (New)- Visit	0	20	20
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	452	296
Employers Contacted (Follow up)- Visit	0	25	32
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	6	0
Level 4	0	3	0

**TDM SERVICES**

**FDA**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	24	58
Matchlists Sent	56	137	124
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	50	50	15
GRH Baltimore Applicants	0	8	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**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	31	61	21
Matchlists Sent	113	183	90
Transit Applicants and Info Sent	4	2	4
GRH Washington Applicants	19	35	34
GRH Baltimore Applicants	0	3	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	15	0	67
Employers Contacted (New)- Visit	0	0	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	130	0	58
Employers Contacted (Follow up)- Visit	6	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	330	263	235
Matchlists Sent	182	273	297
Transit Applicants and Info Sent	7	6	9
GRH Washington Applicants	124	94	83
GRH Baltimore Applicants	0	0	0
Telework Information Requests	4	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**

**HARFORD**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	1	2
Matchlists Sent	55	6	9
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	5	5	6
GRH Baltimore Applicants	12	15	12
Telework Information Requests	0	1	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**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	17	19
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	28	26	31
GRH Baltimore Applicants	6	3	4
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**

**LINK**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	55	56	47
Matchlists Sent	196	172	916
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	63	76	64
GRH Baltimore Applicants	0	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	4	0
Employers Contacted (New)- Visit	0	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	40	81	82
Employers Contacted (Follow up)- Visit	4	16	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	17	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**MTA**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	8	4
Matchlists Sent	17	3	13
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	0	19
GRH Baltimore Applicants	0	0	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**

**BETHESDA TRANSPORTATION SOLUTIONS  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	18	5
Matchlists Sent	9	15	2
Transit Applicants and Info Sent	13	23	8
GRH Washington Applicants	4	6	0
GRH Baltimore Applicants	0	1	0
Telework Information Requests	2	2	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**

**MONTGOMERY COUNTY  
COUNTYWIDE  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	110	44	25
Matchlists Sent	177	144	115
Transit Applicants and Info Sent	50	10	4
GRH Washington Applicants	36	44	31
GRH Baltimore Applicants	0	3	1
Telework Information Requests	1	2	2
Employers Contacted (New)- Phone	0	476	44
Employers Contacted (New)- Visit	0	40	13
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	812	482
Employers Contacted (Follow up)- Visit	0	61	16
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	18	10
Level 2	0	4	2
Level 3	0	2	1
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  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	3	1
Matchlists Sent	5	14	8
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	5	3	0
GRH Baltimore Applicants	0	1	1
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  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	94	48	96
Matchlists Sent	74	75	75
Transit Applicants and Info Sent	72	14	2
GRH Washington Applicants	2	0	4
GRH Baltimore Applicants	0	1	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**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	162	1
Matchlists Sent	13	2	2
Transit Applicants and Info Sent	3	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**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	10	3
Matchlists Sent	1	16	6
Transit Applicants and Info Sent	7	4	0
GRH Washington Applicants	12	7	3
GRH Baltimore Applicants	0	3	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	4	5
Matchlists Sent	5	23	14
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	6	2	10
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**

**NATIONAL GUARD READINESS CENTER  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	13
Matchlists Sent	1	0	11
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	8	13
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  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	1
Matchlists Sent	0	0	18
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	6
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 SHENANDOAH  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	21	20
Matchlists Sent	90	97	98
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	13	2
GRH Baltimore Applicants	1	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**

**PRINCE GEORGE'S  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	53	33
Matchlists Sent	39	91	70
Transit Applicants and Info Sent	3	5	1
GRH Washington Applicants	32	41	38
GRH Baltimore Applicants	3	3	4
Telework Information Requests	0	1	2
Employers Contacted (New)- Phone	0	0	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	201
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**

**PRTC**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	160	176	147
Matchlists Sent	880	1,019	1,118
Transit Applicants and Info Sent	6	4	2
GRH Washington Applicants	140	166	103
GRH Baltimore Applicants	1	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	37	72	38
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	91	34	15
Employers Contacted (Follow up)- Visit	3	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	1	0	0
Level 3	0	0	1
Level 4	1	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	19	9
Matchlists Sent	85	127	36
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	8	10	3
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**

**TRI-COUNTY**

**OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	12	40	19
Matchlists Sent	62	130	98
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	55	96	85
GRH Baltimore Applicants	4	0	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	6	4	24
Employers Contacted (New)- Visit	1	0	2
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	12	4	2
Employers Contacted (Follow up)- Visit	3	6	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	7	24
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	36	54	24
Matchlists Sent	74	102	45
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	36	54	24
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  
OCTOBER - DECEMBER 2014**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	367	595	452
Matchlists Sent	395	291	175
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	13	1
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	363	581	443
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

<b>FY 2015 October to December 2014</b>	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	7	34	21	0	15	9	44	0	37	6
Telework - NEW	0	0	0	0	0	0	2	0	0	3
Employers Contacted (follow-up)	98	1044	541	0	11	40	1259	0	91	12
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	1132	5586	2518	0	222	343	16252	0	99	175
Total Sales Meetings	4	64	5	0	6	4	89	0	3	4
Total Employers Contacted	1241	6728	3085	0	254	396	17646	0	230	203
New Level 1 TDM Programs	0	11	0	0	0	0	5	0	4	4
New Level 2 TDM Programs	1	3	0	0	0	0	63	0	1	0
New Level 3 TDM Programs	7	5	1	0	0	0	3	0	0	0
New Level 4 TDM Programs	1	1	1	0	0	0	0	0	1	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

**Technical Assistance to Local Agencies  
October- December 2014**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>OCTOBER 2014</b>				
Frederick County	Wed 10/8/2014 3:37 PM	Tue 10/28/2014 5:53 PM	Tue 10/28/2014 5:55 PM	Report Request – Table 4a
Montgomery County	Mon 10/13/2014 11:37 AM	Tue 10/14/2014 9:33 AM		Requested Custom URL
TJPDC	Wed 10/15/2014 4:30 PM	Wed 11/12/2014 5:52 PM	Fri 11/14/2014 3:12 PM	Move Commuter to CC Database
Frederick County	Wed 10/29/2014 11:01 AM	Wed 11/12/2014 5:55 PM	Fri 11/14/2014 3:16 PM	FASTNotes email addresses
PRTC	Wed 10/29/2014 4:51 PM	Mon 11/3/2014 2:29 PM		Map Would Not Display
<b>NOVEMBER 2014</b>				
TJPDC	Mon 11/10/2014 4:21 PM	Wed 11/12/2014 5:53 PM	Fri 11/14/2014 3:10 PM	Move Commuter to CC Database
TJPDC	Wed 11/12/2014 12:48 PM	Wed 11/12/2014 1:10 PM	Tue 2/10/2015 2:50 PM	GRH Application
TJPDC	Mon 11/24/2014 2:47 AM	Mon 11/24/2014 4:05 PM	Tue 2/10/2015 2:59 PM	GRH Application
<b>DECEMBER 2014</b>				
TJPDC	Thu 12/4/2014 2:15 PM	Fri 12/5/2014 9:43 AM	Tue 2/10/2015 2:13 PM	Move Commuter to CC Database
DATA	Thu 12/04/2014 7:25 AM	Thu 12/4/2014 2:05 PM	Tue 12/09/2014 2:06 PM	Requested Commuter Challenge Report
TJPDC	Tue 12/16/2014 10:52 AM	Tue 12/23/2014 4:15 PM	Tue 2/10/2015 12:56 PM	Move Commuter to CC Database