

Commuter Connections Work Program Progress Report

September 2005

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Local Agency Technical Assistance

Client member assistance included the following:

Bethesda Transportation Solutions – Retrieved 31 commuters from the CCRS. . .

Fairfax County – Clarified upload and download process related to the database duplicate cleanup project.

Staff worked on the CCRS database duplicates and removed over 2,000 duplicates in order for the database to function properly. The monthly purge process was also completed.

Staff continued working on updating the Regional TDM Resource Directory.

B. Transportation Information Services

Staff provided commuter traveler information on alternatives to the general public by telephone, Web site, electronically, and through printed information. Statistics on this project are available by viewing the September Commuter Operations Performance Report at the end of this document.

C. Transportation Information Software, Hardware, and Database Maintenance

Staff continued daily back-up processes for the Commuter Connections Ridematching Software system and FTP server.

D. Commuter Information System

No program activity to report for the month of September.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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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.

Staff monitored and maintained the GRH database and server.

Taxi cab and car rental contract renewals were completed and notification letters were prepared to be mailed. Staff processed cab and car rental invoices, and transit vouchers.

During the month of September, there were 769 GRH applications received. A total of 500 applicants were registered (493 new applicants and 7 previous “one-time exception” users) and 286 commuters were re-registered. The GRH program provided 221 GRH trips. Twenty (20) of these trips were “one-time” exceptions accounting for ten percent (10%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by child care. A total of 28,557 commuters are currently registered in the GRH database.

III. MARKETING

A. TDM Marketing and Advertising

No paid advertising ran during the month of September.

Commuter Connections Web visits were up by 44% in September 2005 compared to September 2004. This has been attributed to high gas prices, up 62% over September 2004.

Developed high gas prices Public Service Announcements and distributed to radio stations.

Staff continued to post commuter news and construction updates to web site along with other routine maintenance and enhancements.

The Commuter Connections summer 2005 newsletter was distributed and posted online. Stories included:

- DC Circulator
- Employer Awards

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- VRE train expansion
- Employee Surveys
- Wilson Bridge Update
- Bike to Work Day Employers

A monthly conference call held with marketing contractor.

Commuter Connections was the recipient of an award at the National Association for Commuter Transportation (ACT) conference for efforts surrounding the Spring 2005 promotional partnership with Gevalia.

Staff prepared the agenda and logistics for October 4th Regional TDM Marketing meeting.

Staff identified and confirmed the Commuter Connections work group for the 2006 Employer Recognition Awards Program. Staff also identified and confirmed members to participate in the Regional TDM marketing workgroup for FY 2006.

B. Bike to Work Day

Staff prepared the meeting notice and agenda as well as meeting logistics for the 2006 Bike to Work Day Steering Committee kick off meeting. The meeting was held on September 14th. Highlights from the meeting included: A Round Table discussion and re-cap on the 2005 event by each pit stop representative, a presentation of the draft 2005 BTWD report, discussion of the 2006 event and setting a rider goal, sponsorships for 2006, new pit stop suggestions for 2006, and marketing activities for the 2006 event. The next meeting of the Commuter Connections Bike To Work Day Steering Committee will be held on November 9, 2005.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

Staff continued reviewing the draft 2005 TERM Analysis report and presented preliminary results to the three state funding agencies on September 13th.

Staff collected monthly sales data from the 10 Employer Outreach sales territories and reviewed the employer database records in the regional ACT! Database.

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The 2004 State of the Commute General Public report was distributed.

Staff coordinated with BMISG on the survey processing project.

The final draft quarterly conformity report was completed for Employer Outreach for FY 2005 and presented to the Commuter Connections Subcommittee on September 13th. Staff began working on the FY 2006 1st quarter report.

B. Program Monitoring and Tracking Activities

Monthly progress reports were produced for all of the program elements adopted in the FY 2006 CCWP.

Staff completed and distributed the FY 2005 annual progress report at the September 13th Commuter Connections Subcommittee meeting.

GRH customer satisfaction survey cards were mailed to program users.

Staff began tabulation of the data collected for the 2005 Employer Outreach customer satisfaction survey.

Staff completed the first drafts of the FY2005 Bike to Work Day report and the FY2005 Employer Services Customer Satisfaction Survey report. The draft 2005 Bike To Work Day report was presented to the Commuter Connections Bike To Work Day Steering Committee on September 14th. A presentation on the preliminary results of the FY 2005 Employer Services Customer Satisfaction was given to the Commuter Connections Subcommittee on September 13th.

Staff attended the Commuter Connections Subcommittee meeting on September 13th and presented draft of 2005 Employer Telework Workshops Report.

Staff attended the Association for Commuter Transportation conference in Anaheim, California and conducted a presentation on the Commuter Connections TDM Evaluation project in a conference session on September 19th entitled "Next Steps: TDM Evaluation."

V. EMPLOYER OUTREACH

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1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

Monthly synchronizations from four of the employer outreach jurisdictions were received without any problems. The District of Columbia, Frederick County, Prince George's County, Prince William County, Loudoun County, and Montgomery County have not submitted their monthly reports and synchronizations as of the deadline for this report.

Staff maintained and updated the regional Employer Outreach ACT! Contact management database.

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

B. Employer Outreach for Bicycling

There were no activities to report for September.

2. Jurisdictional Component Project Tasks

A. Local Agency Funding and Support

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

Two jurisdictions were still outstanding in submitting their monthly reports for July.

Four jurisdictions were still outstanding in submitting their monthly reports for August.

There were still nine sales territories who do not have a FY 2006 Scope of Work and budget submitted to COG for review.

Staff finalized a Scope of Work and contract with UrbanTrans for Employer Outreach activities for the District of Columbia, Prince William and Frederick counties and set-up kick-off meeting between the contractor and the three

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jurisdictions to discuss the project goals.

Staff attended the Arlington Commuter Store Grand Reopening in Rosslyn with Arlington Employer Outreach Staff.

Staff fulfilled customer requests for information from US Navy Training Corps, Reznik and Fedder, Perkins Coie, Z Inc., Perkins Eastman Architects, and Kimpton Hotels and Restaurants.

VI. TELEWORK

Jurisdictional Component Project Tasks

A. General Technical Assistance and Information

Staff met with Senior Staff and Human Resource Director at the American Society for Microbiology in the District of Columbia to discuss telework implementation and distributed 15 Commuter Connections Employer Telework kits.

Staff attended the Federal Telework Coordinator meeting at OPM. Staff participated in “A Call to Action, Making the Connection to Why Individuals, Corporations, and the Government Must Start Teleworking Today.”

Staff made a telework presentation at the Montgomery County RideShare Quarterly Meeting and disbursed 15 Commuter Connections Employer Telework kits and recent news articles pertaining to telework. Staff attended the Alexandria Chamber of Commerce Networking Event with Alexandria Employer Outreach Staff .

Staff responded to 45 calls regarding the Telework Resource Center. Staff distributed 80 Commuter Connections Employer Telework kits.

Staff contacted the following employers during the month of September:

Citizens National Bank (Laurel)	Computers and Publishing Inc.
Access Point Public Affairs	Myo Therapy
Claritas	SRA
USDA Forest Service	Social and Scientific Systems

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AOT Corporate	The Dunmar Companies
Marstel Day	DAI
Freedom Forum	IMC
Inova Fairfax Hospital	ICG Government
ERG	Arlington County Government
Arnold and Porter	AT&T Government Solutions
City of Alexandria	Doctors Community Hospital
Montgomery College	NDIC
Vastera	Verizon
Washington Gas	Washington Post
Comcast Cable	Prince George's County Public Schools
Calvert Jones	Alexandria Chamber of Commerce
Mastercraft Interiors	Shea Hedges Group
Mark Winkler Company	Oblon Spivak

B. Program Coordination

Staff began to prepare the meeting agenda for October Telecommuting Ad Hoc meeting

The Telework Center utilization rate is currently at 55% (used by 596 individuals) as reported by the Telework Center Director's group. Between July and August, the Herndon Telework Center increased the number of seats. In July there were 358 workstations available and in August that number increased to 367 available workstations. While the number of users has increased, so did the number of workstations, resulting in a current flat rate of growth.

Telework Center users include the following: (86%) are federal workers, (14%) are non-federal workers.

C. Telework Outreach and Follow-Up to Local Employers

Staff continued to work with Alexandria Employer Outreach to secure companies for participation in Alexandria telework initiative. Staff attended an Alexandria Chamber of Commerce Networking event with Alexandria Employer Outreach staff. Staff, along with Alexandria Employer Outreach Staff, met with Marstel Day Executive Staff to assist with telework program implementation. Staff

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conducted telework training at Calvert Jones in Alexandria.

VII. INFOEXPRESS KIOSKS

Jurisdictional Project Component Tasks

A. Maintenance and Operation of Regional InfoExpress Kiosks

The InfoExpress kiosks located in the District of Columbia and Northern Virginia were maintained and updated as needed by COG's contractor.

There were 434 kiosk users during the month of September.

September 2005



PERFORMANCE STATISTICS

September 2005

**Commuter Operations Center
Guaranteed Ride Home
Telecenter Use Data
Employer Outreach
InfoExpress Kiosks**

COMMUTER OPERATIONS CENTER

PERFORMANCE DATA

SEPTEMBER 2005



NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

TABLE 2A

**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
SEPTEMBER 2005**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	13	1	33	47
ARLINGTON (COG)	0	0	1	1
ARTMA	36	0	162	198
BALTIMORE CITY	8	0	2	10
BMC	0	0	17	17
COG - MD	246	0	151	397
COG - VA	172	1	147	320
COG - Other	26	0	19	45
DISTRICT OF COLUMBIA	15	0	19	34
FAIRFAX COUNTY	97	12	187	296
FREDERICK	10	1	19	30
HARFORD	16	0	5	21
HOWARD	27	1	17	45
LINK	4	0	6	10
LOUDOUN	64	0	128	192
MTA	0	0	2	2
MONTGOMERY COUNTY	133	19	575	727
Bethesda Transportation Solutions	19	0	41	60
Countywide	67	2	275	344
Friendship Heights/Rockville	0	0	3	3
North Bethesda TMD	40	17	119	176
Silver Spring	7	0	137	144
NIH	18	0	271	289
NORTHERN NECK	10	0	0	10
NORTHERN SHENANDOAH	0	0	0	0
PRINCE GEORGE'S	10	0	47	57
PRTC	122	0	173	295
RADCO	101	3	540	644
RAPPAHANNOCK-RAPIDAN	18	0	24	42
TRI - COUNTY	51	71	76	198
USDOE	0	0	1	1
TOTAL INPUT	1,197	109	2,622	3,928
TOTAL NEW & RE-APPLICANTS		1,306		

TABLE 2B

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

	HOME
ALEXANDRIA	19
ANNE ARUNDEL COUNTY	51
ARLINGTON COUNTY	16
BALTIMORE CITY	15
BALTIMORE COUNTY	23
CALVERT COUNTY	14
CARROLL COUNTY	18
CECIL COUNTY	1
CHARLES COUNTY	31
CLARKE COUNTY	3
CULPEPER COUNTY	7
DISTRICT OF COLUMBIA	16
FAIRFAX COUNTY *	113
FAUQUIER COUNTY	10
FREDERICK COUNTY, MD	56
FREDERICK COUNTY, VA	1
FREDERICKSBURG	10
HARFORD COUNTY	8
HOWARD COUNTY	25
KING GEORGE COUNTY	0
LANCASTER COUNTY	0
LOUDOUN COUNTY	52
MADISON COUNTY	0
MONTGOMERY COUNTY	56
ORANGE COUNTY	5
PAGE COUNTY	0
PRINCE GEORGE'S COUNTY	38
PRINCE WILLIAM COUNTY **	125
RAPPAHANNOCK COUNTY	1
RICHMOND COUNTY	1
SHENANDOAH COUNTY	3
SPOTSYLVANIA COUNTY	35
STAFFORD COUNTY	53
ST. MARY'S COUNTY	6
WARREN COUNTY	3
WESTMORELAND COUNTY	3
WINCHESTER	2
OTHERS	44
TOTAL	864

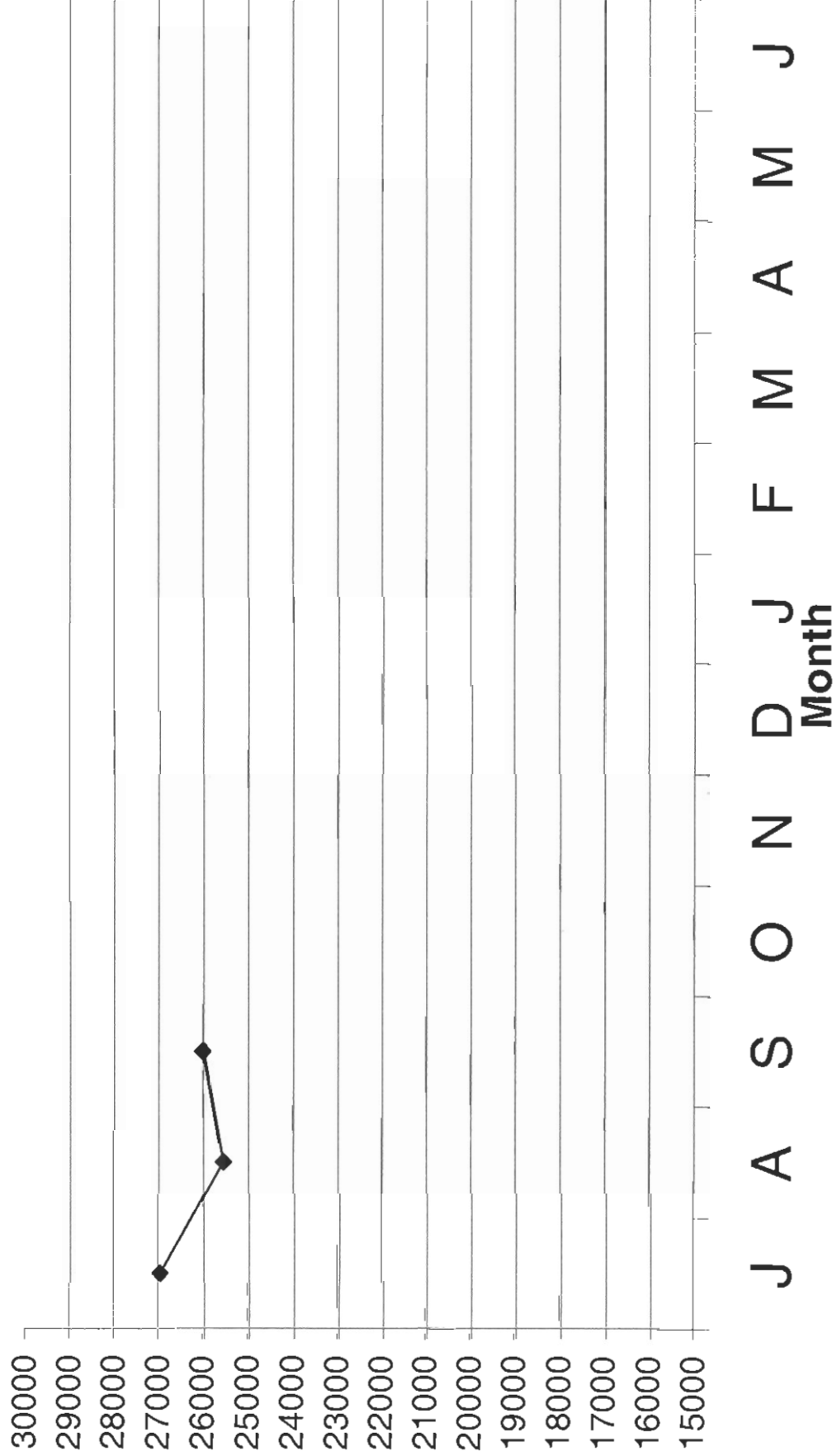
* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

TABLE 3**COMMUTER CONNECTIONS
APPLICANT DATABASE SORTED BY RESPONSIBLE AGENCY
SEPTEMBER 2005**

ALEXANDRIA	228
ARLINGTON (COG)	3
ARTMA	869
BALTIMORE CITY	75
BMC	187
COG	6,127
DISTRICT OF COLUMBIA	12
DOE	1
FAIRFAX COUNTY	2,352
FREDERICK	244
HARFORD COUNTY	166
HOWARD COUNTY	170
LINK/RESTON	65
LOUDOUN COUNTY	917
MONTGOMERY COUNTY	6,502
Bethesda Transportation Solutions	860
Countywide	1,267
Friendship Heights/Rockville	1,009
North Bethesda Transportation Ctr	2,617
Silver Spring	749
MTA	8
NIH	392
NORTHERN NECK	58
NORTHERN SHENANDOAH VALLEY	5
PRINCE GEORGE'S COUNTY	707
PRTC	1,933
RADCO	3,822
RAPPAHANNOCK-RAPIDAN	236
TRI - COUNTY	917
OTHER	
TOTAL	25,996

Commuter Connections CCRS Database FY 2006



COMMUTER CONNECTIONS CCRS DATABASE FY2000 - FY2006

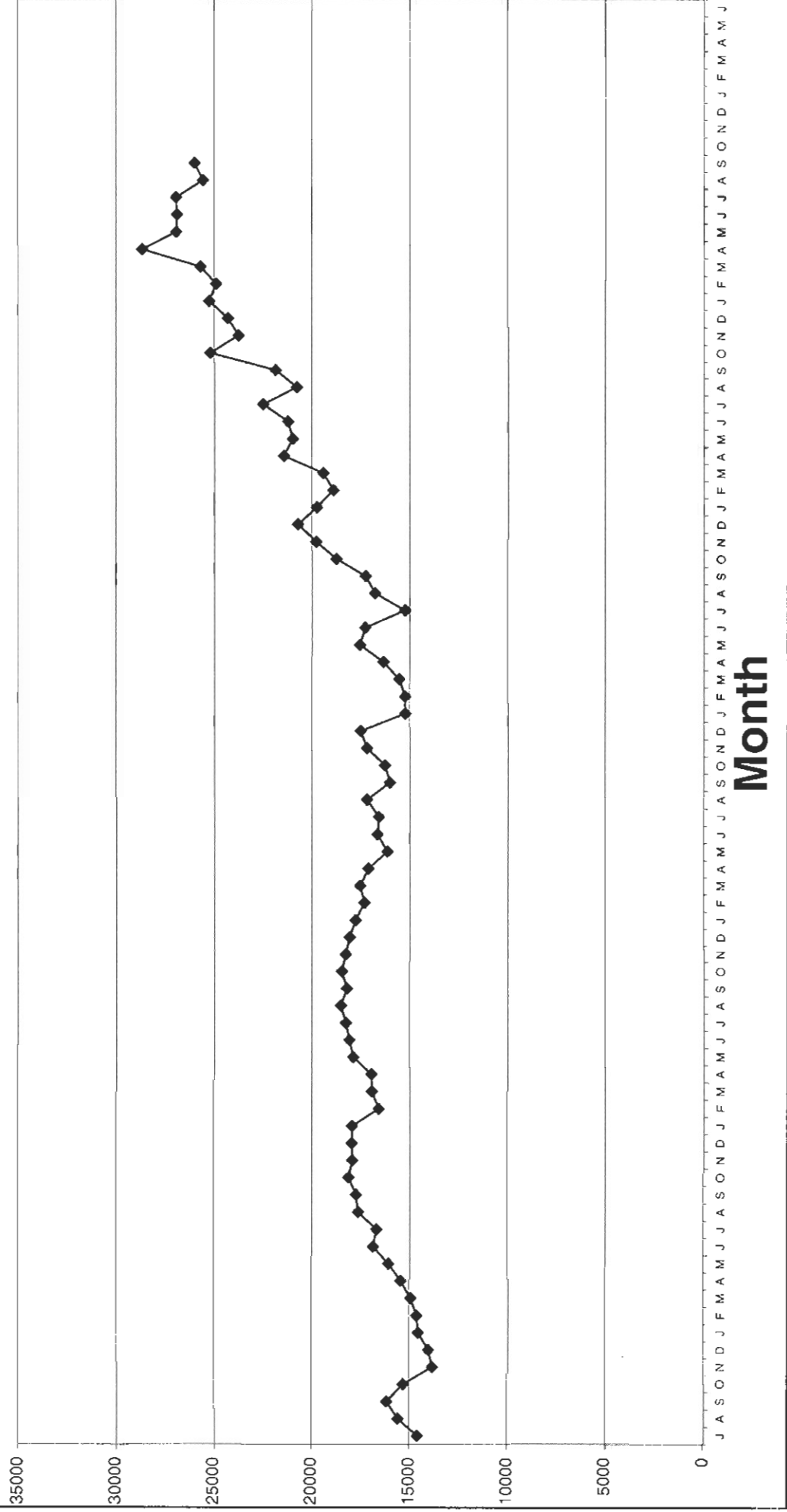


TABLE 4A

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

	HOME	WORK
ALEXANDRIA	323	850
ANNE ARUNDEL COUNTY	1,050	166
ARLINGTON COUNTY	304	3,609
BALTIMORE CITY	251	203
BALTIMORE COUNTY	346	128
CALVERT COUNTY	334	7
CARROLL COUNTY	130	5
CECIL COUNTY	27	3
CHARLES COUNTY	690	24
CLARKE COUNTY	16	0
CULPEPER COUNTY	115	1
DISTRICT OF COLUMBIA	682	9,726
FAIRFAX COUNTY *	2,749	2,469
FAUQUIER COUNTY	272	6
FREDERICK COUNTY, MD	1,100	78
FREDERICK COUNTY, VA	49	0
FREDERICKSBURG	221	9
HARFORD COUNTY	196	109
HOWARD COUNTY	702	114
KING GEORGE COUNTY	96	35
LANCASTER COUNTY	4	0
LOUDOUN COUNTY	1,107	263
MADISON COUNTY	4	0
MONTGOMERY COUNTY	4,360	7,277
ORANGE COUNTY	109	1
PAGE COUNTY	7	0
PRINCE GEORGE'S COUNTY	2,205	505
PRINCE WILLIAM COUNTY **	3,332	154
RAPPAHANNOCK COUNTY	12	0
RICHMOND COUNTY	48	52
SHENANDOAH COUNTY	21	0
SPOTSYLVANIA COUNTY	1,535	5
STAFFORD COUNTY	2,277	19
ST. MARY'S COUNTY	151	36
WARREN COUNTY	104	1
WESTMORELAND COUNTY	46	1
WINCHESTER	47	2
OTHERS	974	138
TOTAL	25,996	25,996

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

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

	TELEWORK	GRH	EMPLOYER OUTREACH	TRANSIT	BIKE	CARPOOL VANPOOL	OTHER	
APPLICATIONS								
Mail	N/A	36	N/A	N/A	N/A	9	N/A	
Internet	N/A	722	N/A	N/A	N/A	849	N/A	
Kiosks	N/A	0	N/A	N/A	N/A	0	N/A	
Purge Letters	N/A	N/A	N/A	N/A	N/A	2	N/A	
Fax/Phone	N/A	11	N/A	N/A	N/A	1	N/A	
From Client	N/A	0	N/A	N/A	N/A	0	N/A	
Employer Survey	N/A	0	N/A	N/A	N/A	0	N/A	
TOTAL	N/A	789	N/A	N/A	21*	861	N/A	
PHONE CALLS								TOTAL
Brochure/Promo Materials		2		2		1		5
Bus/Train Schedule		7		9		3	1	20
Bus/Train Sign		2		12			1	15
Direct Mail		2		1				3
Employer		6				6		12
Employer Survey		1	2					3
Fair/On Site Event								0
Government Office								0
Highway Sign		2		14		23	5	44
Information (411)				2		2		4
Internet		4		10		20	5	39
Library						1		1
Mobile Billboard								0
Newsletter								0
Newspaper				1				1
Newspaper (Local)						1		1
Other Ridesharing Org		1		1		1		3
Park-and-Ride Lot Sign						2		2
Post Card (COG)								0
Presentation								0
Radio		1				2		3
Real Estate/WelcomeWagon								0
Referral from Transit Org		1		3		3		7
Theatre Slide								0
TV								0
Van Sign		2		1		2		5
Was/Is Applicant	1	260		6		69	2	338
White Pages		2				2		4
Word of Mouth	1	22		9		26	1	59
Yellow Pages - Verizon				3		7		10
Yellow Pages - Yellow Book						1		1
Yellow Pages - Local				1		3	2	6
Voice Mail Messages		10		13		24	6	53
Other		1		6		5	6	18
TOTAL CALLS	2	326	2	94	0	204	29	657

*Requests for Bicycling Information from applications received from all sources

**TABLE 6A
CALLS RECEIVED AT CLIENT PROGRAMS
SEPTEMBER 2005**

	T O C T O N O A O L G L G Y	A R T M A L	A R T M A L	A R T M A L	B E T H S E D A	B E T H S E D A	B E T H S E D A	F R E D R I C K	F R E D R I C K	H A R R I S	H A R R I C K	L I N K	L I N K	L I N K	L I N K	L I N K	L I N K	M O N I T O R	M O N I T O R	N E C K	N E C K	P R I N T	P R I N T	R A D I O	R A D I O	T R A N S I T	T R A N S I T	
	N/A	4	4	4	8	8	8	10	4	2	2	11	11	11	11	11	11	3	3	4	4	16	16	14	14	4	4	
How they heard...																												
Calls Transdrd by COG	N/A	4	4	4	8	8	8	10	4	2	2	11	11	11	11	11	3	3	4	4	17	16	14	14	3	3		
How they heard...																												
Brochure/Promo Matrix	5	3	2							2		25	25															
Bus/Train Schedule	20	10	17	24								113	113										23	7				
Bus/Train Sign	15	9										43	43															
Direct Mail	3	2	8					26																				
Employer	12	2	8							4																		
Employer Survey	3	3																										
Fair/On Site Event	0																											
Government Office	0	0	4							1		4	4										5	5				
GRH Program	0	1	4									6	6										2	2				
Highway Sign	44	22		7				1		16		15	15										16	16				
Information (411)	4	3								2	2	118	118										6	6				
Internet	39	26	4																									
Library	1	0								1																		
Mobile Billboard	0	1																										
Newsletter	0	0																										
Newspaper	1	1		3						11		10	10															
Newspaper (Local)	1	0										4	4															
Other Ridesharing Org	3	3		5				1		20		65	65															
Park-and-Ride Sign	2	2																										
Post Card (COG)	0	0																										
Presentation	0	0																										
Radio	3	3								15																		
Real Estate/Welcomer	0	0	2																									
Referral from Transit Org	7	5										53	53															
Theatre Slide	0	0																										
TV	0	2																										
Van Sign	5	4						1																				
Was/s Applicant	338	310	4					23		5																		
White Pages	4	3										1	1															
Word of Mouth	59	44	5	1				1		5		78	78															
Yellow Pgs-Verizon	10	5	5							1																		
Yellow Pgs-Yellow Book	1	1																										
Yellow Pages-Local	6	6	2							7	2	7	7															
Voice Mail Messages	53	44						59	13			12	12															
Other	18	9						45	8	4		29	29										470	18				
Total	657	524	53	N/A	40	40	40	157	21	35	80	0	583	0	0	0	0	0	0	0	0	0	470	36	79	57	0	2135

NOTE: Table 6 client data is provided by clients and includes calls received at COG and transferred to clients.
 ** Calls from commuters living in Bethesda and Silver Spring are recorded under Montgomery County (MC).

**TABLE 6B
APPLICATIONS RECEIVED AT CLIENT PROGRAMS
SEPTEMBER 2005**

	COG	ALXA	ARTMA	ABALT	BEETH	BMC	DOE	FFX	FRED	HAR	HOW	LINK	LDNC	MTC	MTH	NH	NECK	NSHEN	PGC	PTC	RADO	RAP	SS	TAP	TRI	TOTAL
How they heard...																										
Brochure/Promo Matris	48											3	1													52
Bus/Train Schedule	36																		9							45
Bus/Train Sign	12																									12
Direct Mail	4							1				9														14
Employer	73							1		4	3											3				84
Employer Survey	1																									1
Fair/On Site Event	2												1													3
Government Office	23							2	26																1	52
GRH Program	15	4	43					78	40	9			19						37	52	5				9	311
Highway Sign	2							1		4			1						4	2	2				3	19
Information (411)	108										1															109
Internet	0	12								26		42	23						43	45	14	2				207
Library	0																									0
Mobile Billboard	1																									1
Newsletter	10																									10
Newspaper	4									2																6
Newspaper (Local)	9																				2					11
Other Ridesharing Org	3		23						4	20									2						2	55
Park-and-Ride Sign	1																									1
Post Card (COG)	1																									1
Presentation	1											1														2
Radio	92									6											1					99
Real Estate/Welcomew	0																									0
Referral from Transit Org	0							22																		22
Theatre Slide	0																									0
TV	12																									12
Van Sign	2																									4
Was/Is Applicant	19	1							1	7			12						126			1			91	266
White Pages	1																									1
Word of Mouth	144							1		1		1	1	2					10	50	1	2			9	220
Yellow Pgs-Verizon	2																									5
Yellow Pgs-Yellow Bk	1																									1
Yellow Pages-Local	1																				2					3
Voice Mail Messages	2																									2
Other	49							1	3		14		4								12				1	97
Total	679	17	66	0	0	0	0	109	74	39	58	0	69	64	0	0	0	0	231	166	25	14	60	117	1728	

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Monthly Activity and Impact Summary
Month of SEPTEMBER 2005

Commuter Connections Activity	This Month	Last Month	Since July 2005
Total applicants/info provided:	1,433	1,584	4,261
Rideshare applicants	1,306	1,471	4,037
Matchlists sent	1,062	2,188	4,312
Transit applicants/info sent	94	86	223
GRH applicants	769	637	1,937
Bike to work info requests	21	37	76
Telework info requests	2	0	3
Kiosk users	434	916	4,509
Kiosk applicants	0	0	0
Internet users	8,820	8,128	23,880
Internet applicants	1,630	1,344	3,970
New employer clients	39	13	55
Employee applicants	0	54	88

Program Impact Performance Measure	This Month	Last Month	Since July 2005
Continued placements	358	403	1,106
Temporary/one-time placements	172	194	532
Daily vehicle trips reduced	134	151	415
Daily VMT reduced	4,849	5,462	14,989
Daily tons NOx reduced	0.0034	0.0038	0.0104
Daily tons VOC reduced	0.0014	0.0016	0.0188
Daily gallons of gas saved	204	229	630
Daily commuter costs saved	\$897	\$1,010	2,772

NOTE: Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home.

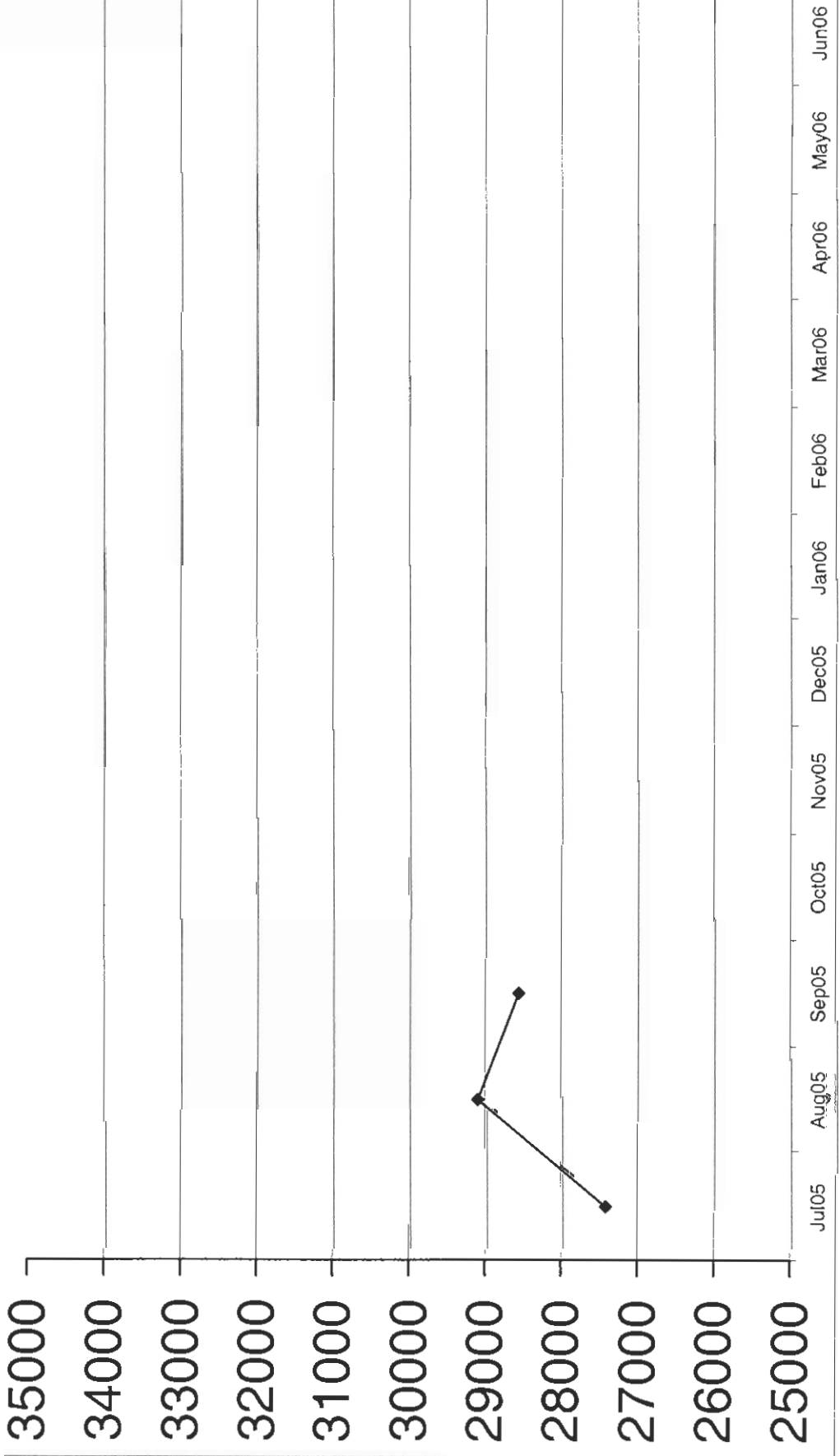
Commuter Connections Website Activity -- September 2005

<u>Accesses</u>	<u>% of Total</u>
Total Accesses of MWCOG Home Page	8,607
Total Accesses of Commuter Connections Home Page	8,820
<i>Breakdown of BDY Sub-page accesses</i>	
Guaranteed Ride Home Page	1,985
Calculate Your Commuting Cost	1,622
Carpooling Page	1,411
TDM Resources	1,206
Public Transit Page	1,102
Vanpooling Page	925
Telework Page	814
Bicycling Page	747
About Page	698
Transit Maryland	580
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Commuter Connections Website Activity -- September 2005

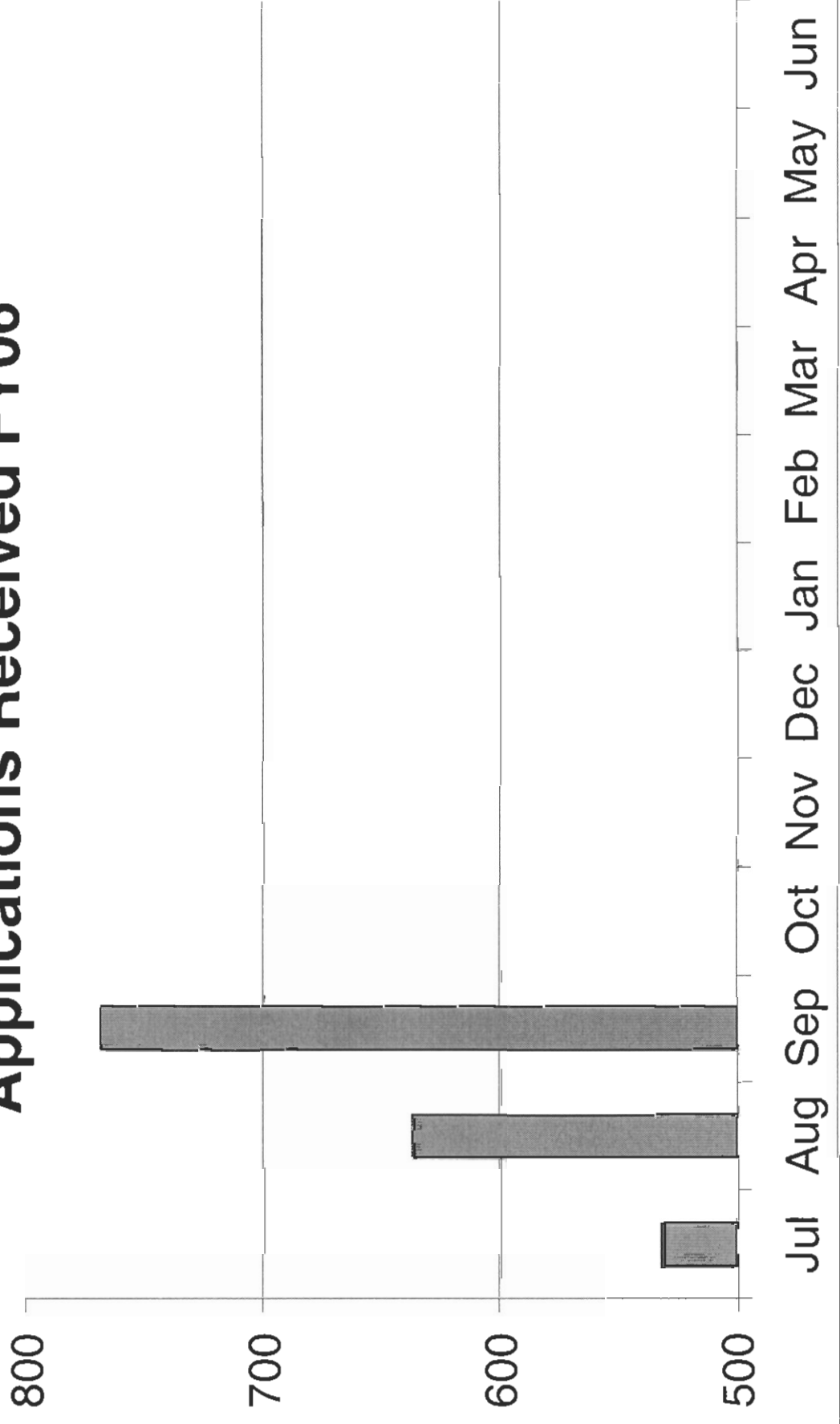
Vanpool Advantages	193	0.99%
Bicycling Guide - Employees	190	0.98%
Vanpool Services	180	0.92%
Concerns about Vanpooling	179	0.92%
Telework Benefits	177	0.91%
Tips to Successful Carpooling	172	0.88%
Carpool Advantages	159	0.82%
Park and Ride Lots	157	0.81%
Telework Resources	152	0.78%
Why Should Your Employees Bike to Work	152	0.78%
Total	19,481	100.00%

COMMUTER CONNECTIONS GRH Registrants FY06



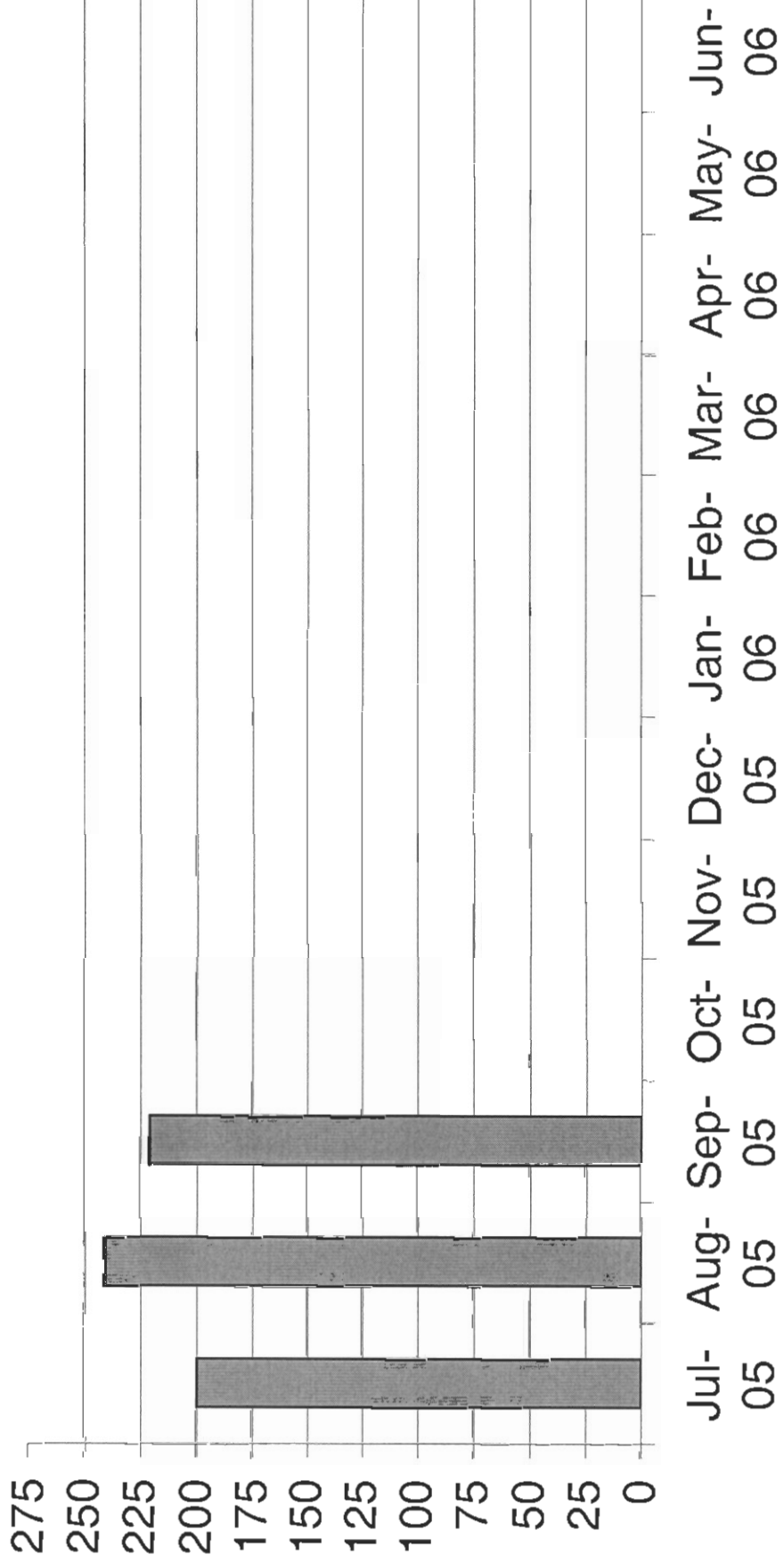
COMMUTER CONNECTIONS GRH GRH

Applications Received FY06

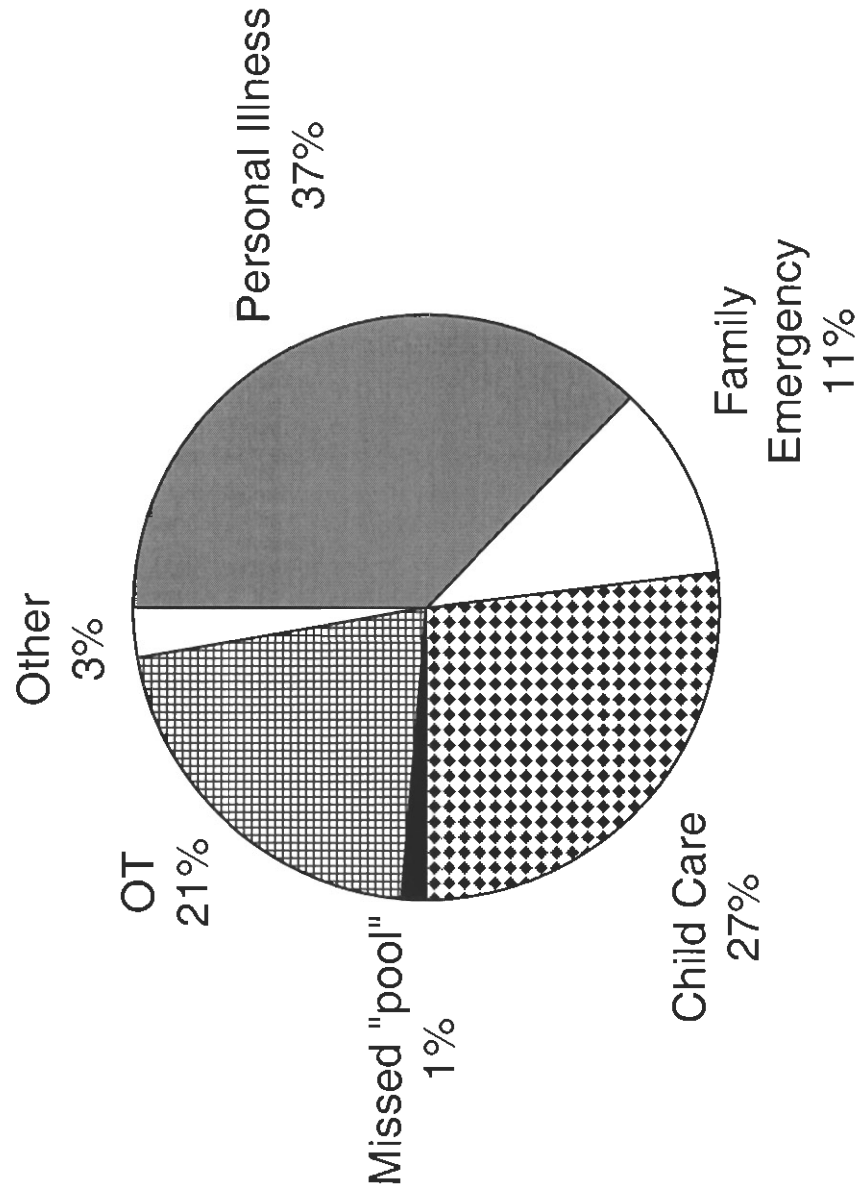


COMMUTER CONNECTIONS

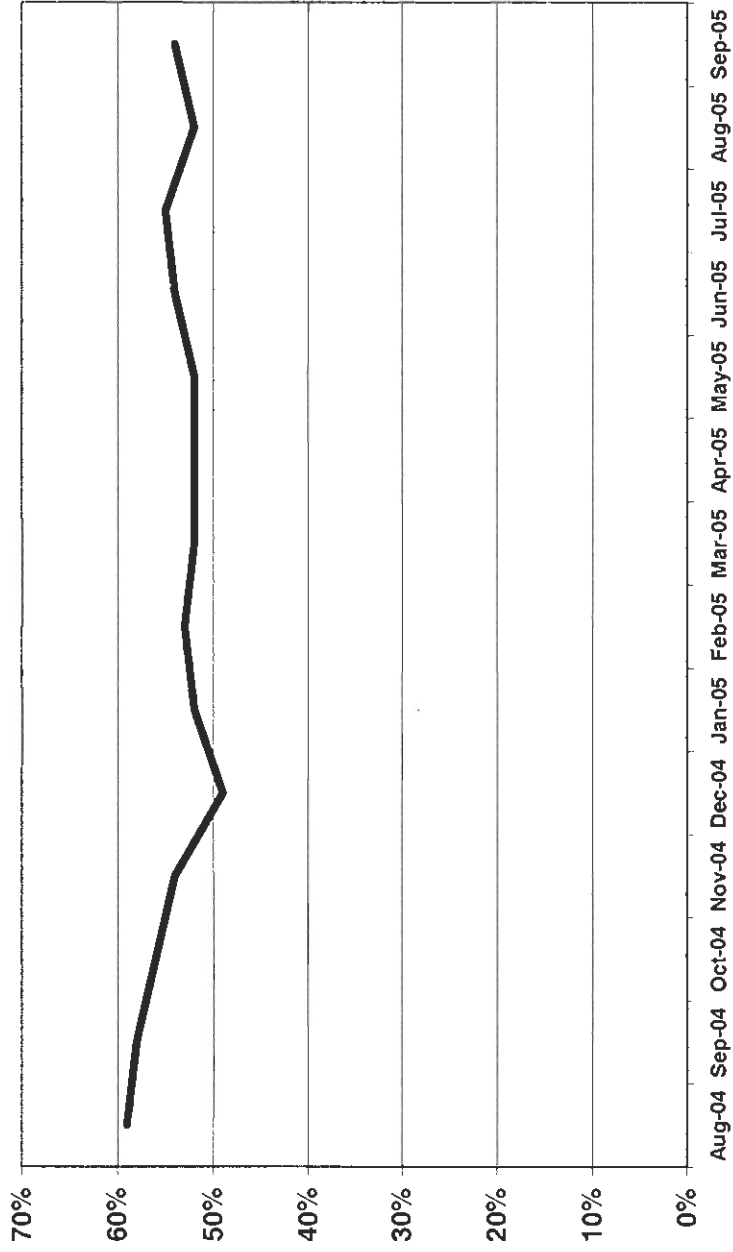
GRH Trips Provided FY06



COMMUTER CONNECTIONS GRH Trip Reasons for September 2005



September 2005 Telework Center Utilization Percentage



Emp. Outreach
September 2005

	City of Alexandria	Arlington County	District of Columbia *	Fairfax County	Frederick County *	Loudoun County *	Montgomery County *	Prince George's *	Prince William *	Tri- County Council	Metro	Telework
Employers Contacted (new)	5	34	0	0	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	12	80	0	8	0	0	0	0	0	1	0	0
Total Broadcast Contacts	17	2340	0	0	0	0	0	0	0	50	0	0
Total Sales Meetings	3	1	0	0	0	0	0	0	0	1	0	0
Total Employers Contacted	37	2455	0	8	0	0	0	0	0	52	0	0
New Level 1 TDM Programs	5	0	0	0	0	0	0	0	0	0	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	0	0	0	0	0	0
New Level 3 TDM Programs	2	32	0	0	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	1	0	0	0	0	0	0	0	0	0	0

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

* Did not submit a monthly report by deadline.

Emp. Outreach
Year to Date FY06

	City of Alexandria	Arlington County	District of Columbia *	Fairfax County	Frederick County *	Loudoun County *	Montgomery County *	Prince George's *	Prince William *	Tri- County Council	Metro	Telework
Employers Contacted (new)	13	40	0	1	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	35	253	0	8	0	0	0	0	0	3	0	0
Total Broadcast Contacts	17	8992	0	64	0	0	0	0	0	53	0	0
Total Sales Meetings	7	5	0	0	0	0	0	0	0	1	0	0
Total Employers Contacted	72	9290	0	73	0	0	0	0	0	57	0	0
New Level 1 TDM Programs	11	3	0	1	0	0	0	0	0	0	0	0
New Level 2 TDM Programs	0	0	0	0	0	0	0	0	0	0	0	0
New Level 3 TDM Programs	2	35	0	0	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	1	0	0	0	0	0	0	0	0	0	0

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

EXPLANATION OF JURISDICTIONAL ACTIVITIES DATA

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

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

EMPLOYER SERVICES PARTICIPATION LEVELS

LEVEL 1 (BRONZE)

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

LEVEL 2 (SILVER)

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

LEVEL 3 (GOLD)

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

LEVEL 4 (PLATINUM)

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

INFOEXPRESS KIOSK USAGE RATES
 Month: September 2005 (Amended 10/25/2005)

Kiosk Location	RGI ID	Number of Users	Number of Total Hits	Top Five Buttons	Number of Hits
Tyson's Mall # 1	IA	Kiosk Down			
Tyson's Mall # 2	IB	149	3647	Maps Traffic Transit Tysons Weather	130 34 34 29 28
Manassas Mall	M	155	3160	Maps Manassas News Weather OmniRide	160 68 67 60 49
Mitre	C	New Kiosk, Open Late October			
Union Station	B	9	1165	Streets Metro VRE Traffic Weather	36 19 16 13 13
Springfield Mall # 1	JA	Kiosk Down			
Reston TownCenter	H	Kiosk Down			

Could not retrieve data.

Springfield Mall # 2	JB	12	1156	Springfield Weather Traffic Transit Metro	48 12 11 7 7
Dulles Town Center	L	64	995	Maps Dulles Weather Traffic News	53 36 18 10 7
Fair Oaks Mall	K	No Data			
Ballston Common Mall	F	45	557	Traffic Maps Ballston Metro Transit	46 39 16 5 4

USDA - DC A Kiosk Down

Fairfax County Kiosks

Location	Users	Hits
Sherwood Library	2	42
George Mason Library	2	34
Chantilly	2	40
Kings Town	2	32
Mason Govt Center	1	16
Kings Park	2	32
Reston Library	2	36

Tyson's Transit	3	32
Centreville	No data	
DolleyMadison	No data	
Inova	1	64
Pohick	No data	
John Marshall	1	16
Tyson's Pimmit	2	30
Pennino	2	32
Govt. Center	1	18
Fairfax Library	No data	
Warranton	Data included no records for Sept.	

Sep-05
NUMBER OF APPLICATIONS RECEIVED
FROM KIOSKS

Site	Total
Tysons Corner Center	0
Fair Oaks Mall	0
Springfield Mall	0
MITRE	0
Union Station	0
L'Enfant Plaza	0
Pentagon	0
Reston Town Center	0
Ballston	0
USDA - DC	0
Total	0