QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2016

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2017 First Quarter Progress Report
PROGRAM HIGHLIGHTS

I.   COMMUTER OPERATIONS CENTER

A.   Ridematching Coordination and Technical Assistance

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

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 July 2016, August 2016 and September 2016) 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 rolled out a new paper purge letter for commuters without email addressed. The new form is pressure sealed, carbonless, and has an updated and modern look.

COG/TPB staff responded to technical support requests from Frederick County, MD; Baltimore Metropolitan Council; NBTMD; PRTC; Thomas Jefferson Planning District Commission (Charlottesville); GW RideConnect 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.

COG/TPB staff hosted TDM System training on August 24, 2016 for DATA and Prince George's County, on September 20, 2016 for Rideshare Delaware, and on September 28, 2016 for PRTC.

COG/TPB staff continued to work on updating the report production process including transitioning to less printed reports and converting the reports to an electronic format to be delivered to Network members.

COG/TPB staff completed and distributed the July 2016 edition of Commuter Connections Resource Directory during the month of July.

COG/TPB staff developed a timeline and outline for the FY 2018 Commuter Connections Work program. Work also began on drafting the FY 2018 Work Program.

STDM Work Group meetings were coordinated and held on July 12th and September 13th.

COG/TPB staff participated in a DDOT TDM Plan Stakeholder interview on July 13th.

COG/TPB staff participated in a TDMI Board meeting and coordinated professional development sessions during the ACT conference in Portland, Oregon from July 30 – August 1st.

COG/TPB staffed the regional Commuter Connections working group which continued to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during July:

- Sending SafeTrack surge# 4-6 emails to impacted commuters and employers
- Coordinating and holding a Commuter Connections SafeTrack Work Group meetings on July 8th for Surge #4, on July 15th for Surge #5, and on July 28th for Surge #6
- Attending and participating in a Metro SafeTrack pop-up event at Metro Center on July 13th and at Silver Spring on July 27th

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on July 19th. Highlights from the meeting include:

- The appointment of a Subcommittee Vice Chair Nomination Committee
- A briefing on Clean Air Partners
- A briefing on the draft highlights from the 2016 State of the Commute Survey, and a comment period was established
- A briefing on the draft highlights from the 2016 GRH survey for the Washington DC metropolitan region, and a comment period was established
- A briefing on the draft highlights of the 2016 Commuter Connections Retention Rate survey, and a comment period was established
- A briefing on the Employer Recognition Awards event
- A briefing on activities of the Commuter Connections SafeTrack Work Group
- A briefing on the 2016 Car Free Day Event
- A presentation of the 4th Quarter FY 2016 CCWP budget report

COG/TPB continued to staff the regional Commuter Connections working group which continued to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB staff during August:

- Sending SafeTrack surge# 7 & 8 emails to impacted commuters and employers
- Coordinating and holding Commuter Connections SafeTrack Work Group meetings on August 2nd for Surge #7, on August 15th for Surge #8
- Participating in a COG Public Information Offices conference call on August 16th

A Commuter Connections Vice Chair Nominating Committee conference call was coordinated by COG/TPB staff and held on August 12th.

A Ridematching Committee meeting was coordinated and held by COG/TPB on September 20th. Highlights from the meeting included:

- Change of Chair/Vice-Chair
- Upcoming Fairs and Promotions
- TDM System Update
- CarpoolNow Mobile Application Update
- Client Site Status/Roundtable
- Quarterly/Annual Progress Reports

A Commuter Connections Subcommittee meeting was coordinated and held by COG/TPB staff on September 20th. Highlights from the meeting included the following:

- Announcement and approval of a new Subcommittee Vice Chair, Janiece Timmons, WMATA
- Recognition of current chair, Kendall Tiffany, Frederick County TransIT and change of chairs to Fatemeh Allahdoust, VDOT
- A briefing on the substantive changes to the 2016 State of the Commute Survey Technical Report, and endorsement of the report
- A briefing on the substantive changes to the 2016 GRH survey for the Washington DC metropolitan region and endorsement of the report
- A briefing on the substantive changes to the 2016 Commuter Connections Retention Rate survey and endorsement of the report
- A briefing on the draft highlights from the FY 2016 GRH Survey for the Baltimore metropolitan region, and a comment period was established
- A briefing on the 2016 Car Free Day Event
- An update on the Transportation Planning Board's draft 2016 Congestion Management Process
- A briefing on the development of the FY2018 Commuter Connections Work Program & Strategic Plan
- Presentations of the FY 2016 4th Quarter CCWP budget, 4th Quarter Progress Report and FY 2016 CCWP Annual Report

COG/TPB continued to staffs the regional Commuter Connections working group which continued to address TDM initiatives during WMATA's yearlong Metrorail SafeTrack rehabilitation project. As part of this effort the following activities were conducted by COG/TPB Commuter Connections staff during September:

- Participation in a federal General Accounting Office interview regarding SafeTrack practices on September 7th
- Coordinating and holding a Commuter Connections SafeTrack Work Group meeting on September 7th for Surge #9
- Participating in a Metro SafeTrack pop-up event at the Vienna Metro Station on September 7th
- Sending SafeTrack surge# 9 emails to impacted commuters and employers on September 9th

- Participating in a COG Public Information Offices conference call on September 12th

COG/TPB staff participated in an I-66 Transit/TDM meeting on September 12th.

COG/TPB staff participated as a key note speaker at the Association for Commuter Transportation's Chesapeake Chapter awards program on September 15th in Herndon, VA.

COG/TPB staff presented the CarpoolNow mobile app to the TPB on September 21st and also prepared and distributed an email message to over 66,000 "marketing opt-in" TDM system commuters to introduce the mobile app and invite them to test it.

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@mwcog.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. Commuter Information Software, Hardware, and Database Maintenance

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 continued running, auditing, and printing reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports.

At the end of September 2016, COG and its members served 18,941 commuters registered in ridematching. This is an increase of 851 over last quarter's ending total of 18,090. This figure shows a year over year increase of 1,036 from the 17,905 in the system at the end of September 2015.

COG/TPB staff met with Media Beef representatives eleven times during the first quarter. Staff met with the software development contractor on July 6th, 11th, and 25th, August 8th, 17th, 22nd, and 29th, and September 8th, 12th, 19th, and 26th. Discussion centered primarily around the schedule for wrapping up development items scheduled for completion in FY2016. The highest priorities were carpoolnow.com (dynamic ride matching), enabling users to login with their Facebook accounts, extending the new logging functionality to mobile devices, improving ridematching algorithms with route based ridematching, and the schedule for FY2017.

Media Beef made improvements to the user interface for the login page. That page was enhanced to make it clearer to commuters when they typed in an incorrect password.

Media Beef completed work on the enhancement to enable commuters to log in to their Commuter Connections accounts with their Facebook accounts.

Media Beef updated intro content for the dashboard once a user is logged in and authenticated. They also implemented new slideshow slides and content for the dashboard.

The program now displays a new menu item named "Program Status" in the sidebar for the ridesharing pages.

COG/TPB staff tested the new look and feel for the Charlottesville and Delaware versions of the web site. Media Beef had made changes to text and graphics to customize these sites. The landing page was customized to remove functions (such as 'Pool Rewards) that pertain only to MWCOG. COG/TPB staff reported a few minor issues with the pages, and Media Beef made fixes to static text. COG/TPB staff then deployed new executable code.

Graphics the program shows on the employer microsites pages did not display correctly in all cases. Media Beef made changes to address that issue.

A bug that prevented administrators from adding notes to a commuter's account was fixed.

Changes were made to the sidebar link to point to the re-registration page for ridematching only if the commuter's account is due for re-registration.

In August, a problem with the TDM system's email handling surfaced. COG/TPB staff reported the problem to Media Beef whose staff supplied a fix. COG/TPB staff performed testing and once the changes were verified, COG/TPB staff built and deployed the new software.

COG/TPB staff began work on bug fixes and enhancements to the TDM system's code for Guaranteed Ride Home. An enhancement to enable GRH Appcode to be entered during registration by people who need one-time exceptions was identified and scheduled to be completed in October.

Work on the dynamic (aka real time) ridesharing mobile app proceeded apace during the first quarter. Media Beef finished securing the www.carpoolnow.com domain for the site. COG/TPB staff set up a new user account and work area in the Oracle database for the new carpoolnow.org web application. COG/TPB staff continued testing and assisted with procuring SSL certificates for the CarpoolNow server. Media Beef deployed carpoolnow.com for public use and installed SSL certificates. Media Beef continued to fix issues that arose. COG/TPB staff oversaw needed upgrades to the web server.

COG/TPB staff plan to retire the IBM InfoPrint impact printer in FY2017. During the quarter, staff finished the work needed to replace the printer. For producing purge cards, staff chose a new Print to Mail system. This system uses custom designed stationery and a folding/sealing machine. This system will replace impact printing the purge cards on spot carbon stationery. Instead, purge cards will be printed on custom

stationery with a common laser printer and then folded and sealed by the machine. Staff wrote new software and designed Word templates to format the purge letters for this new system. Staff then printed September's purge cards using the customized stationery and the new sealing machine. As for the reports that have been distributed on green bar paper, these will eventually be replaced by PDF files, probably by the end of 2016. For those reports, staff wrote new software to produce them in a format suitable for making PDF files for emailing. Staff developed and tested three different approaches and are considering which one is optimum.

COG/TPB staff met with University of Maryland representatives to discuss the status of the iPretti project and the Commuter Connections mobile app based on the MOU signed between COG and UMD in July.

Media Beef has been working on a major enhancement to the ridematching algorithm. This change will enable the software to match commuters based on the route they typically travel. COG/TPB staff began preparations for testing this new ridematching algorithm. Staff created a new user and testing account in the Oracle database and ensured it was working correctly. The remaining tasks consists of changes to the web application code and new functionality for the database. Testing will begin in October.

C.   Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. Staff received new NAVTEQ Streets data and made updates to the interactive map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view the latest version, visit http://maps.mwcog.org.

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

COG/TPB staff continued work on updates for the park and ride lot map. Keeping the data fresh is an ongoing project.

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 provided coupons to commuters who renewed their GRH membership.

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

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

COG/TPB staff met with staff from TNCs (Lyft – August 9, 2016 and Uber – August 17, 2016) to discuss their possible participation in the Guaranteed Ride Home program.

COG/TPB staff met with a representative from ERAC to discuss modifications to their billing process in order to improve invoice processing.

COG/TPB staff coordinated our regularly scheduled meeting with the GRH operations contractor, Diamond Transportation on September 28, 2016 to discuss program operation and performance.

B.   Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 991 GRH applications received. A total of 907 applicants were registered (880 new applicants and 27 previous "one-time exception" users) and 1,648 commuters were re-registered. During the same time period, the GRH program provided 593 GRH trips. Twenty-eight (28) 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 "Family Emergency." As of September 30th, a total of 9,185 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 processed and paid vouchers for those GRH commuters who used public transit as part of the GRH trip.

COG/TPB staff met with a Lyft representative on August 9th and with an Uber representative on August 17th to discuss coverage for Southern Maryland as a GRH ride provider.

COG/TPB staff met with a representative from Enterprise to discuss billing processes on August 19th.

COG/TPB staff has located an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips. Diamond Transportation is currently subcontracting with the provider.

COG continued to work with the GRH trip providers on contract renewals. COG also continued to work with Diamond Transportation on the execution of a new contract for GRH Daily Operations.

III. MARKETING

A.   TDM Marketing and Advertising

The summer newsletter was created and distributed in both email and hard copy form to the regional employer database, committee members, and TDM stakeholders. The federal ETC update was distributed in PDF form to the federal ETC community through GSA, and placed onto the Federal ETC website. An electronic version of the summer newsletter was sent via email blast. The fall newsletter timeline schedule and article suggestions were developed.

Marina Budimir, District Department of Transportation was presented with a plaque and thanked for her service as Chair of the FY16 Regional TDM Marketing Group. Jeannie Fazio, Maryland Transit Administration was announced as the new Chairperson for FY17, and the FY17 Vice Chairperson was announced as Sharon Affinito from Loudoun County. The FY17 marketing workgroup was formed and includes George Clark, Tri-County Council for Southern Maryland; Bobbi Greenberg, Arlington County; and Marina Budimir, District Department of Transportation.

COG/TPB staff and the contractor developed and posted the draft FY17 Marketing Communications Plan and Schedule document onto SharePoint. The final version was presented during the September 20th Regional TDM Marketing Group meeting.

Bi-weekly conference calls were held with ODonnell Company and its subcontractors between July and September 2016 to discuss work program activities for the FY17 regional TDM Marketing campaign. In addition, COG/TPB staff maintained daily correspondence with the marketing contractor. COG/TPB staff participated in an Earned Media conference call with ODonnell Company and Arch Street Communications on August 11th.

The fall media buy and earned media plan were approved for launch in October. The campaign will incorporate radio ads originally produced for the spring FY16 campaign and appear on a mix of news, music, and Hispanic radio stations; plus, television, and social media. COG/TPB staff processed media and other invoices related to the regional TDM Marketing campaign.

COG/TPB staff continued updates to the FY16 Regional TDM Resource Guide and Strategic Marketing Plan. A draft version of the report was presented during the September 20th Regional TDM Marketing Group meeting.   COG/TPB staff began examining data and information with regards to flex-time incentives for commuters.

Creative concepts for the all new FY17 spring regional TDM marketing campaign were developed and feedback was solicited from the marketing workgroup. The workgroup selections receiving top ranking were "Problem. Solved." for the Guaranteed Ride Home theme, and "One Click" for Rideshare.

A Regional TDM Marketing Group meeting was held on September 20th. Highlights from the meeting included presentations on Commuter Connections' regional TDM marketing activities, and Potomac and Rappahannock Transportation Commission's

30th anniversary celebration. Other agenda items included a change of Chairpersons, the FY 2017 marketing workgroup, FY16 Draft Resource Guide and Strategic Marketing Plan, and a roundtable discussion from each of the meeting participants on local TDM marketing activities. Final documents were issued for both the 2nd Half FY16 Regional TDM Marketing Campaign Summary and the FY17 Marketing Communications Plan and Schedule.

COG/TPB staff attended the following events during the first quarter of FY17:

- SafeTrack pop-up event, Metro Center, July 13th
- SafeTrack pop-up event, Silver Spring, July 27th
- SafeTrack pop-up event, Vienna, September 7th
- Employee transportation event, Ft. Belvoir, September 13th
- Employee transportation event, Quantico, September 27th

Call volumes and web site visits were monitored for each month during the quarter; administrative support was provided for Bulletin Board members, postings were placed onto social networking sites, and updates were made to the Commuter Connections web site.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. COG/TPB staff changed the Featured Member of the Month on the Commuter Connections website. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the summer and fall 2016 version on the Commuter Connections website.

COG/TPB staff added SafeTrack videos to the Commuter Connections homepage for each corresponding surge. COG/TPB staff updated the SafeTrack landing page with additional regional resources. COG/TPB staff added impact data tables for each affected SafeTrack construction area.

COG/TPB staff updated the Commuter Connections Facebook page with new content and updates with associated hashtags. COG/TPB staff deployed paid advertising campaigns on Facebook to promote various Commuter Connections programs.

COG/TPB staff added a new awards program booklet to the Commuter Connections website. COG/TPB staff added 3 new EO case studies to the Commuter Connections website. COG/TPB staff created two new subdomains of the Commuter Connections website, carpoolnow.commuterconnections.org and api.carpoolnow.commuterconnections.org.

COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

B.   Bike to Work Day

The Bike to Work Day web site and social media pages were updated with bicycle raffle winner photos and photos from the Bike to Work Day Employer Challenge luncheon held at Naval Support Activity Bethesda. The remainder of outstanding cash donations from sponsors were collected. Marketing material images and content were included into the 2016 Bike to Work Day event report.

A Bike to Work Day Steering Committee meeting was held on September 14th. George Phillips from Prince William County was recognized with a plaque for his service as the 2016 event Committee Chairperson. Michelle Valeri from Capitol Hill BID was welcomed as the new Chairperson of the Bike to Work Day 2017 Steering Committee. Other agenda topics for the meeting included a 2016 event slideshow, a briefing on the 2016 employer challenge event, pit stop manager event recaps, and the 2016 BTWD draft event report. Friday May 19th was established as the date of the 2017 Bike to Work Day event.

COG/TPB staff posted status updates as need and responded to social media user inquiries. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB uploaded applicable news articles and press releases to the BTWD website.

COG/TPB staff announced that Bike to Work Day 2017 will be held on Friday, May 19th.

C.   Employer Recognition Awards

Thank you letters were sent out to speakers from the June 27, 2016 awards event held at the Marriott Metro Center. The awards video, program booklet, winner seals and photos were posted to the Commuter Connections web site, YouTube and Facebook.

Program booklets from the awards ceremony were distributed to TPB members at their July meeting. All vendor invoicing was finalized and the 2016 Employer Recognition Award winners were featured in the Commuter Connections Summer newsletter.

D.   'Pool Rewards

Planning occurred with the marketing contractors and the fall media buy was approved. Paid social media will be placed on Facebook and for the first time on LinkedIn. Additionally, the :30 second 'Pool Rewards TV spot will appear on NBC4.

Reviewing, processing, and registering of eligible 'Pool Reward applicants for both carpools and vanpools continued. Trip logging was monitored for program participants and payments were processed for both carpools and vanpools.

E.   Car Free Day

This year's Car Free Day poster was updated from the previous year with the message "Change Things Up". The call to action directed area workers, residents and students to go online at www.carfreemetrodc.org and take the pledge to join Team Bus, Rail, Pool, Bike, Walk or Telework on September 22, 2016. A Car Free Day proclamation signing

took place at the July National Capitol Region Transportation Planning Board (TPB) meeting with TPB Vice Chair and City of Rockville Mayor, Bridget Newton. Radio spots entitled "Press play on a new routine" aired on HOT 99 and DC101.

The Car Free Day prize raffle included a pair of tickets and backstage passes to the Fall Fest concert on October 1st at Jiffy Lube Live, donated by WMZQ. Emails blasts were sent out to employers and past Car Free Day participants. Also, an email blast to over 66,000 "marketing opt-in" commuters in the TDM system database to promote Car Free Day was sent. Clean Air Partners produced a video for the Car Free Day web site and embarked on a social media campaign to drive pledges. Text messages were sent to those who opted-in, prompting them to encourage co-workers, family, and friends to take the pledge. The media buy included paid social media ad placement on Facebook, Twitter and Instagram, and also a paid social media takeover with NBC4. Online/mobile ads were placed on WTOP.com. A promotion took place around select Capital Bikeshare locations designated as Pokestops where Pokémon "lures" were dropped on Car Free Day. COG/TPB staff coordinated with VDOT on a reciprocal arrangement for the Car Free Day/Try Transit Week web sites.

An earned media campaign secured interviews and encouraged media outlets to place Car Free Day news stories. Bus signage was donated by Montgomery County Ride On, Metrobus, Arlington Transit, Fairfax, and Prince George's County. A complimentary internet banner ad was also created for placement onto the Metro website. The Capital Area Car Free College Campus Challenge was held as a friendly competition to generate a buzz about Car Free Day on college campuses within the region and to garner pledges. COG/TPB staff also managed the activities of the marketing contractor relative to the Car Free Day event.

Car Free Day Steering Committee meetings were held in July and September and provided a forum for planning, reporting, discussion, and feedback regarding the event. At the September meeting Nate Graham from goDCgo was thanked for having chaired the 2016 Committee, and was presented with a plaque for his service. Based on rotation order, it was announced that Tracy McPhail from the North Bethesda Transportation Center will take on the role for 2017.

COG/TPB updated the CFD website with applicable articles and press releases as needed. COG/TPB staff reported pledge count information to senior staff. COG/TPB staff implemented CFD social media strategy by running paid ads, boosted posts, and approved social media posts. COG/TPB staff replaced last year's CFD poster on the website with the new version.

COG/TPB staff added new sponsors to the website and removed sponsors who no longer support CFD. COG/TPB staff added new prizes and promotions to the CFD website. COG/TPB staff made applicable edits to the "about Car Free Day" page on the CFD website. COG/TPB staff replaced the CFD banner on the website and social media accounts with the new version. COG/TPB staff changed the header banner to the 2016 version.

Nearly 4,500 people took the pledge to go Car Free or Car-Lite on September 22nd, up from the previous year by 30%. The breakdown by mode is as follows: Bike 26%, Rail 23%, Bus 18%, Walk 14%, Telework 8%, Pool 8%, and 3% unknown. The SOV group consisted of 24% of those who pledged and reduced 23,319 vehicle miles. Pledges were made by residents of the District 30%, Maryland 33%, Virginia 33%, and other states 4%.

IV.   MONITORING AND EVALUATION

A.   TERM Data Collection and Analysis

COG/TPB staff worked with LDA Consulting on a new Scope of Work and budget for the TDM Evaluation project.

The draft Bike to Work 2016 report was completed and presented to the BTWD committee on September 8th.

COG/TPB staff continued reviewing comments and edits and finalized the draft 2016 State of the Commute Technical Report, GRH Survey Report, and Retention Rate Survey report. All three reports were endorsed for release at the September 20th Commuter Connections Subcommittee meeting.

COG/TPB staff briefed the TPB's State Technical Working Group on the preliminary highlights from the 2016 State of the Commute survey on September 6th.

COG/TPB staff attended the TPB Technical Committee and TPB Steering Committee meetings on September 9th to present the preliminary findings of the 2016 State of the Commute survey.

COG/TPB staff presented the highlights of the 2016 State of the Commute survey to the TPB on September 21st.

COG/TPB staff attended the TPB's Travel Forecasting Subcommittee meeting on September 23rd to present the results from the 2016 State of the Commute survey.

COG/TPB staff and the consultant began discussions regarding the FY2017 Bike to Work Day participant survey.

In July, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. Monthly totals from Montgomery, Prince George's, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, and Tri-County were not submitted at this time.

In August, monthly Employer Outreach sales activity reports were received from Arlington County and the District of Columbia. Monthly totals from Montgomery, Prince George's, Frederick, Fairfax and Loudoun Counties as well as City of Alexandria, and Tri-County Council have were not submitted at this time.

In September, monthly Employer Outreach sales activity reports were received from Arlington, Montgomery, Prince William, Frederick, Fairfax and Loudoun Counties as well

as City of Alexandria, the District of Columbia, and Tri-County Council. Monthly totals from Montgomery and Prince George's counties were not submitted at this time.

During the quarter COG/TPB staff reviewed the Employer Outreach ACT! database records for classification into levels of participation.

B.   Program Monitoring and Tracking Activities

Preliminary Employer Outreach data was collected for the first quarter of FY2017 for the conformity verification statement and work continued on the finalization of the FY2016 fourth quarter statement.

COG/TPB staff documented Employer Outreach data received from local jurisdictions in the quarterly progress report spreadsheet.

COG/TPB staff continued to work with VHB representatives throughout the quarter to discuss ongoing tasks for the Commuter Connections Employer Survey Data Tabulation project which included an updated Scope of Work and budget. Meetings were held with VHB representatives on August 16th and September 17th to further discuss the upcoming tasks for the fiscal year.

The effectiveness of advertising campaigns was tracked through call volumes and internet visits. This information was made available as part of the FY16 Second Half Marketing Campaign Summary final report issued at the September 20th Regional TDM Marketing Group meeting along with a draft FY17 1st half of the year Campaign summary.

The GRH Customer Satisfaction Survey was sent via email to Washington commuters who used GRH during the first quarter of FY17. Commuters without an email address were sent a hard copy version of the survey.

COG/TPB staff also reviewed GRH Customer Satisfaction data from FY16 in preparation of the GRH Customer Satisfaction survey report.

COG/TPB staff prepared and completed the 2016 CCWP monthly Executive Summary Reports for June and the FY2017 reports for July and August.

COG/TPB staff also prepared and distributed the 4th Quarter 2016 CCWP Progress Report and the 2016 CCWP Annual Report.

V.   EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) *Regional Employer Database Management and Training*

Throughout the first 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 during the weeks of July 11th and August 8th.

b) *Employer Outreach for Bicycling*

Bicycling guides were distributed to employers via mail, and 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 and worked with them for their FY2017 contract renewals.

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

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

COG/TPB staff coordinated and presented at the Employer Outreach Committee meeting on July 19th. Topics covered were:

- Third and fourth quarter conformity verification statements
- Employer case studies
- Training review and update
- E3Calc presentation
- ACT! Database employer record maintenance
- Employer outreach roundtable

COG/TPB staff distributed the fall sales support questionnaire.

COG/TPB staff completed the 2016 employer case studies and readied them for distribution and posted them to the Commuter Connections website.

COG/TPB staff also worked on preliminary confirmation of potential employers to profile in case studies for FY2017.

COG/TPB staff coordinated with Stewart Technologies for the database training to be held in September. The training session was held on September 30th covering database basics, working with contacts, look-ups, dashboard, and other user helps in regards to Commuter Connections requirements.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during July through September 2016. The program has now been operational for six years.

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 provided coupons to commuters who renewed their GRH membership.

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

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

COG/TPB staff met with staff from TNCs (Lyft – August 9, 2016 and Uber – August 17, 2016) to discuss their possible participation in the Guaranteed Ride Home program.

COG/TPB staff met with a representative from ERAC to discuss modifications to their billing process in order to improve invoice processing.

COG/TPB staff coordinated our regularly scheduled meeting with the GRH operations contractor, Diamond Transportation on September 28, 2016 to discuss program operation and performance.

The GRH Customer Satisfaction Survey was sent via email to Baltimore commuters who used GRH during the first quarter of FY17. Commuters without an email address were sent a hard copy version of the survey.

COG/TPB staff also reviewed GRH Customer Satisfaction data from FY16 in preparation of the GRH Customer Satisfaction survey report. The analysis and final draft report was completed by the consultant for the 2016 GRH Baltimore survey.

COG/TPB staff presented the FY2016 draft GRH Baltimore survey report to the Commuter Connection Subcommittee on September 20th and a comment period was established.

B.   Process Trip Requests and Provide Trips

Between the months of July and September 2016, there were 45 GRH Baltimore applications received (44 new applicants and 1 previous "one-time exception" users) and 77 commuters were re-registered. During the same time period, the GRH program provided twenty-one (21) GRH trips. One "one-time" exceptions was provided during this time period. "Family Emergency" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of September 30th, 2016, a total of 517 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 processed taxi and car rental invoices and transit vouchers. COG continued to work with the GRH trip providers on contract renewals. COG also

continued to work with Diamond Transportation on the execution of a new contract for GRH Daily Operations.

COG/TPB staff has located an interested taxicab company in southern Maryland to provide GRH trips. An MOU will be signed before bringing the company on-board to provide trips. Diamond Transportation is currently subcontracting with the provider.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
July - September 2016

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2016
Total applicants/info provided:	8,540	7,064	8,540
Rideshare applicants	4,275	3,319	4,275
Matchlists sent	6,242	4,385	6,242
Transit applicants/info sent	81	261	81
GRH applicants	2,555	2,547	2,555
Bike to work info requests	14	29	14
Telework info requests	12	26	12
Internet users	52,541	72,150	52,541
Internet applicants	6,463	5,567	6,463
New employer clients	315	729	315
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2016
Continued placements	1,511	1,173	1,511
Temporary/one-time placements	219	170	219
Daily vehicle trips reduced	837	650	837
Daily VMT reduced	22,946	17,815	22,946
Daily tons NOx reduced	0.0088	0.0068	0.0088
Daily tons VOC reduced	0.0046	0.0036	0.0046
Daily tons PM2.5 reduced	0.00028	0.00022	0.00028
Daily tons PM2.5 NOx reduced	0.0096	0.0074	0.0096
Daily tons GHG reduced	11.3735	8.8301	11
Daily gallons of gas saved	1,153	895	1,153
Daily commuter costs saved	$3,901	$3,029	3,901

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
JULY - SEPTEMBER 2016

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	12	1	16	29
ARLINGTON (COG)	25	1	3	29
ANNE ARUNDEL	30	4	11	45
BALTIMORE CITY	7	1	4	12
BMC	4	0	2	6
COG	143	13	17	173
DATA	18	0	1	19
DISTRICT OF COLUMBIA	46	5	7	58
FDA	41	153	6	200
FAIRFAX COUNTY	213	28	270	511
FREDERICK	36	91	190	317
GW RIDE CONNECT	249	1,119	2,402	3,770
HARFORD	0	1	0	1
HOWARD	37	6	29	72
LOUDOUN	77	16	77	170
MTA	7	2	1	10
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	13	30	84	127
Countywide	75	22	83	180
Friendship Heights/Rockville	4	0	7	11
North Bethesda TMD	46	143	438	627
Shady Grove	0	1	5	6
Silver Spring	12	10	52	74
NIH	0	2	6	8
NATIONAL GUARD REDINESS CENTER	0	1	2	3
NORTHERN NECK	0	0	2	2
NORTHERN SHENANDOAH	25	3	0	28
PRINCE GEORGE'S	42	1,030	20	1,092
PRTC	187	47	196	430
RAPPAHANNOCK-RAPIDAN	23	7	6	36
TRI - COUNTY	45	121	184	350
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	14	0	17	31
RIDESHARE DELAWARE	661	0	9	670
TOTAL INPUT COMMUTER CONNECTIONS	**1,417**	**2,858**	**4,121**	**8,396**
TOTAL INPUT TDM NETWORK MEMBERS	**675**	**0**	**26**	**701**
TOTAL INPUT (CC + NETWORK)	**2,092**	**2,858**	**4,147**	**9,097**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**4,275**		

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	207	269	142
Locals Rideshare Apps (New and Re-apps)	4,068	3,014	2,847
Matchlists Requested	6,124	4,305	2,970
Transit Applicants/Info Sent	81	261	92
GRH Washington Applicants	943	991	809
GRH Washington Rides Provided	588	601	503
GRH Baltimore Applicants	44	71	30
GRH Baltimore Rides Provided	22	27	47
Telework Info Requests	27	25	8
Phone/Fax Applicants	0	0	0
Internet Applicants	6,463	5,567	4,933
Employer Applicants	0	0	0
Total Hits on website	52,541	72,150	45,269

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	14	4
Matchlists Sent	72	49	21
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	15	22	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	15	4	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	47	191	146
Employers Contacted (Follow up)- Visit	3	17	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

ARLINGTON
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	29	11
Matchlists Sent	137	79	38
Transit Applicants and Info Sent	4	4	0
GRH Washington Applicants	22	29	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	13	16	32
Employers Contacted (New)- Visit	16	16	42
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,642	1,312	1,857
Employers Contacted (Follow up)- Visit	64	71	48
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	3	10
Level 2	2	5	3
Level 3	2	6	14
Level 4	2	2	5

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	24	26
Matchlists Sent	152	69	86
Transit Applicants and Info Sent	4	4	1
GRH Washington Applicants	49	29	23
GRH Baltimore Applicants	11	18	11
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 Potiential (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 Potiential (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

*All new ARTMA and BWI data will be reported as Anne Arundel. Old BWI data will be converted to AA after guidance from the County.

TDM SERVICES

BALTIMORE CITY
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	6	4
Matchlists Sent	83	18	8
Transit Applicants and Info Sent	3	13	1
GRH Washington Applicants	16	13	6
GRH Baltimore Applicants	10	23	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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	31	6
Matchlists Sent	40	79	9
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	18	14	14
GRH Baltimore Applicants	3	8	2
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	189	244	119
Matchlists Sent	512	487	233
Transit Applicants and Info Sent	11	6	2
GRH Washington Applicants	65	68	51
GRH Baltimore Applicants	9	9	6
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	94	542	73
Employers Contacted (New)- Visit	14	14	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	66	1,024	533
Employers Contacted (Follow up)- Visit	42	28	8
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	21	11
Level 2	31	4	10
Level 3	13	48	6
Level 4	0	1	1

TDM SERVICES

DATA
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	11	11
Matchlists Sent	53	24	29
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	6	7	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County
**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	213	178	76
Matchlists Sent	887	628	243
Transit Applicants and Info Sent	5	7	10
GRH Washington Applicants	97	153	90
GRH Baltimore Applicants	1	2	0
Telework Information Requests	2	2	3
Employers Contacted (New)- Phone	10	59	37
Employers Contacted (New)- Visit	7	0	0
Employers Contacted - Number of Potiential (New)	0	0	9
Employers Contacted (Follow up)- Phone	353	469	655
Employers Contacted (Follow up)- Visit	20	7	22
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	1	0	0
Level 3	0	8	4
Level 4	1	0	6

TDM SERVICES

FDA
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	41	46	108
Matchlists Sent	323	202	246
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	44	45	71
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	40	33
Matchlists Sent	368	265	204
Transit Applicants and Info Sent	3	2	5
GRH Washington Applicants	43	29	26
GRH Baltimore Applicants	2	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	49	34	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	54	14	0
Employers Contacted (Follow up)- Visit	8	10	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	0
Level 2	1	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	249	319	192
Matchlists Sent	327	138	79
Transit Applicants and Info Sent	5	2	1
GRH Washington Applicants	95	106	93
GRH Baltimore Applicants	0	2	0
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	3	5
Matchlists Sent	5	1	37
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	5	2
GRH Baltimore Applicants	1	2	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	24	14
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	32	29	34
GRH Baltimore Applicants	4	6	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	77	68	59
Matchlists Sent	384	246	200
Transit Applicants and Info Sent	1	7	5
GRH Washington Applicants	63	64	56
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	3	1
Employers Contacted (New)- Phone	0	0	3
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	72	177	107
Employers Contacted (Follow up)- Visit	10	10	10
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	0	2
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	7	3
Matchlists Sent	28	17	6
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	9	9	5
GRH Baltimore Applicants	0	1	2
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	26	10
Matchlists Sent	6	30	1
Transit Applicants and Info Sent	5	43	10
GRHWashington Applicants	3	10	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	9	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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	75	35	37
Matchlists Sent	236	159	156
Transit Applicants and Info Sent	3	9	7
GRH Washington Applicants	54	46	48
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	4	1
Employers Contacted (New)- Phone	36	2	68
Employers Contacted (New)- Visit	9	202	23
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,057	486	3,141
Employers Contacted (Follow up)- Visit	59	0	51
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	37	0	7
Level 2	4	4	7
Level 3	1	0	1
Level 4	0	2	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	1	0
Matchlists Sent	11	5	1
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	6	3	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	300	60
Matchlists Sent	119	388	78
Transit Applicants and Info Sent	22	123	27
GRH Washington Applicants	8	7	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	2
Matchlists Sent	1	0	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	6	22
Matchlists Sent	67	31	10
Transit Applicants and Info Sent	2	2	1
GRH Washington Applicants	16	14	10
GRH Baltimore Applicants	1	0	0
Telework Information Requests	2	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 Potiential (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 Potiential (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)
JULY - SEPTEMBER 2016

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

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	1
Matchlists Sent	26	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	1
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	1
Matchlists Sent	0	2	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	20	19
Matchlists Sent	115	80	80
Transit Applicants and Info Sent	0	0	5
GRH Washington Applicants	5	11	11
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	42	74	49
Matchlists Sent	170	94	151
Transit Applicants and Info Sent	1	4	3
GRH Washington Applicants	54	57	28
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	69	68	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	85	75	0
Employers Contacted (Follow up)- Visit	36	39	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	1	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	187	154	135
Matchlists Sent	1,544	998	838
Transit Applicants and Info Sent	5	21	9
GRH Washington Applicants	137	141	124
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	10	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	2	48
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	14	17
Matchlists Sent	190	76	58
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	8	12	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

TRI-COUNTY
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	25	56
Matchlists Sent	264	140	150
Transit Applicants and Info Sent	1	3	1
GRH Washington Applicants	56	56	54
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	19	6	12
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	43	6	8
Employers Contacted (Follow up)- Visit	9	4	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	3	6
Level 2	2	0	0
Level 3	1	1	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	34	49
Matchlists Sent	92	51	95
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	1	34	49
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 Potiential (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 Potiential (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
JULY - SEPTEMBER 2016

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	661	530	971
Matchlists Sent	579	296	372
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	2	10
GRH Baltimore Applicants	0	1	0
GRH RideShare Delaware	628	527	961
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 Potiential (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 Potiential (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

Technical Assistance to Local Agencies
July – September 2016

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2016				
TJPDC	Tue 7/5/2016 12:20 PM	Tue 7/5/2016 2:08 PM	Wed 7/6/2016 11:13 AM	Update Commuter's Username
PRTC	Mon 7/11/2016 4:34 PM	Mon 7/11/2016 4:51 PM	Tue 7/12/2016 10:15 AM	Issue while Entering New Applications
RSDE	Thu 7/07/2016 2:52 PM	Tue 7/12/2016 3:08 PM		
PRTC	Wed 7/13/2016 9:27 AM	Wed 7/13/2016 9:31 AM	Wed 7/13/2016 4:02 PM	Issue with Member Update Page
Frederick County	Fri 7/15/2016 8:18 AM	Fri 7/15/2016 9:19 AM	Fri 7/15/2016 9:19 AM	Table 4a Results
GWRideConnect	Mon 7/18/2016 8:57 AM	Tue 7/19/2016 10:35 AM	Mon 7/25/2016 10:12AM	Problems with Browser/Webpage Cache
August 2016				
PRTC	Tue 8/16/2016 9:52 AM	Tue 8/16/2016 10:15 AM	Tue 8/16/2016 10:16 AM	Login Issue
Frederick County	Tue 8/16/2016 8:16 AM	Tue 8/16/2016 10:23 AM	Tue 8/16/2016 10:23 AM	Table 4a Results
TJPDC	Wed 8/24/2016 12:31 PM	Wed 8/24/2016 2:10 PM	Thu 8/25/2016 11:32 AM	Report Work Around
September 2016				
Frederick County	Thu 9/15/2016 10:28 AM	Thu 9/22/2016 12:25 PM	Mon 10/17/2016 3:20 PM	Table 4a Results
Frederick County	Tue 9/27/2016 8:41 AM	Tue 9/27/2016 12:47 PM	Tue 9/27/2016 2:32 PM	Potential Issue with Registrants from Mobile App
PRTC	Thu 9/29/2016 11:23 AM	Thu 9/29/2016 11:31 AM	Thu 9/29/2016 11:31 AM	Update Admin Type for New Admin

FY 2017

July to September 2016	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)	15	13	94	10	49	0	36	69	10	19
Telework - NEW	0	0	0	0	0	0	0	0	0	2
Employers Contacted (follow-up)	47	1642	66	353	54	72	2057	85	0	43
Telework - FOLLOWUP	0	0	0	0	0	0	1	0	0	2
Total Broadcast Contacts Letters, Flyers, Newsletter	363	9976	6164	40008	2	204	9121	885	0	168
Total Sales Meetings	3	80	56	27	8	10	68	36	0	9
Total Employers Contacted	428	11711	6380	40398	113	286	11283	1075	10	243
New Level 1 TDM Programs	0	7	7	0	3	7	37	0	0	9
New Level 2 TDM Programs	0	2	2	1	1	0	4	2	0	2
New Level 3 TDM Programs	0	2	42	0	1	0	1	0	0	1
New Level 4 TDM Programs	0	2	0	1	0	0	0	0	0	1
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0