



**QUARTERLY WORK PROGRAM PROGRESS REPORT
OCTOBER - DECEMBER 2013**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2014 Second 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 October 2014, November 2014 and December 2014) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick County, MD and NBTMD in MD; Loudoun County, VA; the Rideshare Program of Charlottesville, VA; and Rideshare Delaware. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff attended and presented at the Shared Use Mobility Summit in San Francisco from October 9th – 11th.

COG/TPB staff participated and made a presentation on the Commuter Connections SchoolPool software program at a TPB sponsored Safe Routes to School meeting on October 29th.

COG/TPB staff coordinated and held STDM Work Group meetings on October 8th, November 12th and December 10th.

A Commuter Connections Subcommittee meeting was held on November 19th. Highlights from the meeting included: the endorsement for release of the 2013 State of the Commute Technical Report, 2013 Guaranteed Ride Home Applicant Survey Report for the Washington DC region and the 2013 Guaranteed Ride Home Applicant Survey Report for the Baltimore region; a review of the 2013 Bike to Work Day event report, a presentation on the expansion of Capital Bikeshare to Montgomery County, an update on the I-95 and Capital Beltway

Express Lanes projects, a presentation and discussion on the draft FY 2015 Commuter Connections Work Program and Strategic Plan, and a presentation of the 1st quarter CCWP budget and progress reports.

COG/TPB staff attended the BECC conference in Sacramento, CA and helped to organize a TDMI panel discussion from November 19 – 21. COG/TPB staff participated in a TDMI Board meeting on November 20th. A conference call was held with NCPC on November 25th to discuss the updates to the ETC TMP Handbook. COG/TPB staff continued to work with NCPC and GSA on the update of the Handbook.

COG/TPB staff met with the City of Alexandria and internally to discuss changes to the TDM software system to incorporate the City's Commute Challenge project.

An MPO TDM Peer Exchange Group meeting was hosted by COG/TPB staff on December 4th. COG/TPB staff attended COG's Annual Meeting on December 11th. COG/TPB staff met with SIR Representatives on December 11th to discuss the Commuter Connections TDM Software system capabilities related to the outer jurisdictions in Virginia.

A Ridematching Committee meeting was held on December 17, 2013. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System/SchoolPool
- Review of COG's SharePoint
- Client Site Status/Roundtable

The first Shared Use Rideshare Mobility Task Force conference call/Web-based meeting was held on December 23rd. The purpose of the Task Force is to identify share use rideshare mobility services and to make a determination as to how and why Commuter Connections could possibly partner with the organizations.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued running, auditing, and printing reports for the monthly purge process and the biweekly end user reports.

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, creating mailing labels, and making backups.

COG/TPB staff began the task of updating the TDM System's maps from Google API Version 2 to Version 3.

COG/TPB staff continued to fix bugs and make enhancements in the TDM System. As the development contractor also fixed bugs and made enhancements, COG/TPB staff integrated the changes into the program and then built and tested the software. Once approved, staff deployed the new versions for public use and monitored the server logs.

Media Beef merged COG's source code for the vanpool incentive pages into the TDM application. COG/TPB staff performed testing. This program enhancement will make it easier to collect data on vanpooling and incentives for the National Transportation Database. This new functionality will be deployed in January 2014.

COG/TPB staff met with Mediabeef representatives six times during the quarter. The most important meeting topics were implementation of new features like queues of applicants and web pages customized for employers, the TDM app for mobile, customizing match letters, ways to remove duplicate employer records from the Oracle database, SchoolPool, and improving ride matching algorithms. The SSL certificate for SchoolPool expires in February 2014, so COG/TPB staff began researching, obtaining and installing SSL certificates. An SSL certificate assures website visitors that they are interacting with the correct server and not a phishing site. SSL also provides encryption so the user's communications cannot be read by some third party while in transit. These components are to make customers feel comfortable with sharing their personal information.

D. Commuter Information System

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

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

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

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

COG/TPB staff processed taxi and car rental invoices and transit vouchers.
COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.
COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 826 GRH applications received. A total of 780 applicants were registered (770 new applicants and 10 previous “one-time exception” users) and 1,547 commuters were re-registered. During the same time period, the GRH program provided 526 GRH trips. Seventeen (17) of these trips were “one-time” exceptions accounting for 3% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of December 31st, a total of 9,612 commuters are currently registered in the GRH database.

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

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

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

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff and the contractor created the fall newsletter and Federal ETC insert. The newsletter was distributed to the regional employer database and Committee members and made available online. The newsletter with insert was distributed in PDF form to the Federal ETC community through GSA. COG/TPB staff and the contractor also began work on articles for the winter newsletter edition.

Bi-weekly conference calls were held with O’Donnell Company, along with the marketing and public relations contractors, between October and December 2013 to discuss work program activities for the regional TDM Marketing campaign.

The fall media buy and earned media plan were executed beginning October and ran through the end of the quarter using ads developed in the previous fiscal year. In addition to radio for both GRH and Rideshare, TV spots ran for Rideshare. Mobile friendly ads were also placed through Pandora, and pre-roll video and companion banner ads were placed through YuMe.

Creative concepts for the new spring campaign were developed and feedback was solicited from the marketing workgroup members. The workgroup made

selections out of a series of creative visuals and draft radio scripts for both GRH and Rideshare.

A direct mail piece was delivered to 500,000 households within the metropolitan Washington region in late December. The mailers promoted Ridematching and GRH and incorporated the new FY14 creative concepts selected by the workgroup. Recipients were households within the MWCOG footprint, ages 25-64 with annual incomes above \$75,000. Mailers include a postage paid reply mechanism containing a Ridematching and GRH application form.

COG/TPB staff continued maintenance of the Commuter Connections web site and social networking sites as well as upgrades to the Commuter Connections web site. The upgraded web site was soft-launched in a responsive web-design format. COG/TPB staff also worked on updating the language translation feature and the security provisions for WordPress access to the site. Full page ads were placed in the Virginia MegaProjects 2014 calendar planners produced by VDOT. Placement included the inside front cover and two other pages within the planner. Commuter Connections also provided a portion of its value added radio spots and online banner ads to VDOT to promote the I-95 Express lanes and getaroundVA.com.

COG/TPB staff monitored call volumes and web site visits for each month during the quarter; provided customer support for Bulletin Board members and posted to social networking sites. SharePoint was used for posting of Regional TDM related materials for Committee review and feedback.

A Regional TDM Marketing Group meeting was held on December 17th. Highlights from the meeting included a recap from Bethesda Transportation Solutions on the 2013 Montgomery County Walk & Ride Challenge; a presentation on Commuter Connections' FY 2014 regional TDM Marketing activities; and a presentation by VDOT Megaprojects about the 95 Express Lanes. The 1st Half FY14 Regional TDM Marketing Campaign summary draft report was issued; and the Washington Metropolitan Regional TDM Resource Guide and Strategic Marketing Plan FY 2014 final draft report was issued.

A half page vertical advertisement published in a Relocation Guide in October 2013, as part of a newspaper distributed at military bases throughout the region. COG/TPB staff continued to work on the FY 2014 Strategic Marketing Plan and Resource Guide final draft report which was endorsed for release by the Regional TDM Marketing Group in December. COG/TPB staff provided GRH Rewards coupons during the quarter to commuters who renewed their membership.

COG/TPB staff participated in a commuter transportation fair at the Mark Center in Alexandria on December 11th.

B. Bike to Work Day

A Bike to Work Day Steering Committee meeting was held on November 13th. Topics included the 2013 Final Draft Event report, 2014 rider goal, sponsorship drive, color theme, and new pit stop suggestions.

Several sponsors sent back declaration forms in the second quarter of 2013 including Marriott at the gold level; Bike Arlington at the silver level; and AAA Mid-Atlantic, Bike and Roll, Crystal City BID, and Potomac Pedalers at the bronze level, for a grand total of \$15,000. The Committee approved a goal of 2,350 additional registrants, a 16% increase above the total registration mark set in 2013 of 14,650. The numeric goal for 2014 is 17,000. Cost estimates were obtained for the 2014 Bike to Work Day T-Shirts. The shirts will be made of 50/50 blend materials to provide for better wicking properties. Based on a majority vote, the Steering Committee selected pink as the color theme for 2014. The concern of some Committee members was the possible association with a notable breast cancer awareness cause whose color pink has become ubiquitous. Orange was the runner up and a final color shade selections will be made at the January meeting. Potential new pit stops include Arlington and McLean Virginia, and Suitland Maryland.

In December, COG/TPB staff and the contractor designed and selected a number of poster concepts for presentation at the January Steering Committee meeting. COG/TPB staff also prepared meeting materials and sent out the Bike to Work Day January Steering Committee meeting announcement.

C. Employer Recognition Awards

A nomination brochure for the 2014 Commuter Connections annual Employer Recognition Awards was developed with feedback from the Employer Recognition Awards workgroup. The brochure was distributed during the first week of December to Level 3 & 4 Employee Transportation Coordinators and to a list of CEO's. The nomination brochure and application form were also made available online. COG/TPB staff also discussed potential award nominees with the Employer Outreach Sales Representatives during conference calls.

COG/TPB staff sent requirements to various venues to obtain a cost estimate for the 2014 Employer Awards event. Venues included Renaissance Hotel Dupont Circle, the National Press Club, and the W Hotel.

D. Pool Rewards

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Reward applicants for both carpools and vanpools. The mass mailer sent in late December contained the 'Pool Rewards logo and a brief write up.

COG/TPB staff approved live reads for 'Pool Rewards as part of the media plan's value-added advertising. Staff coordinated with VDOT marketing contractor Pulsar Advertising to place a 'Pool Rewards ad into the 2014 VA MegaProjects

planner which published in December. COG/TPB staff and the contractor began brainstorming on promotional options and ideas for FY 2014.

A meeting was held on October 18th with Enterprise Rideshare and vRide representatives to discuss the 'Pool Rewards program and related marketing activities.

COG/TPB staff participated in an NTD Reporting webinar on October 18th. In December, a 30 day extension period for NTD reporting was filed with the FTA.

E. Car Free Day

COG/TPB staff awarded and sent prizes to raffle prize winners. A photo of the grand prize winner was posted onto the event web site, Facebook and Twitter. The grand prize iPad was donated courtesy of Tri-County Council for Southern Maryland and Maryland Transit. COG/TPB staff posted activity on the Car Free Days Twitter and Facebook pages regarding raffle winners.

COG/TPB staff prepared a summary of pledge data and calculated emissions reductions from Car Free Day 2013. The VMT helped reduce NOX, VOC, CO2 and PM2.5 emissions by 0.07, 0.05, 60.8 and 0.003 tons. Car Free Day pledge data was compiled by jurisdiction based on where participants resided. The top three jurisdictions in the region were D.C., Montgomery and Fairfax County.

The marketing Contractor provided a debrief report of earned media.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In October, COG/TPB staff worked with LDA Consulting to prepare an updated draft 2013 State of the Commute Technical Report based on comments received and staff review. The final updated document was presented for endorsement at the November 19th Commuter Connections Subcommittee meeting.

COG/TPB staff also worked with LDA Consulting to prepare a final draft 2013 GRH Applicant Report based on comments received and staff review. The updated document was also presented at the November 19th Commuter Connections Subcommittee meeting. COG/TPB staff and the consultant began working on finalizing the 2013 Bike to Work Day TERM survey questionnaire.

COG/TPB Staff prepared and distributed the final and draft Employer Outreach conformity verification reports for the fourth quarter of FY2013 and first quarter of FY2014 at the October 15th Employer Outreach Committee meeting.

A meeting was held on October 16th with LDA Consulting and CUTR to discuss the progress on the system performance methodology from the State of the Commute and GRH Applicant survey data. COG/TPB staff conducted a briefing on the draft results from the 2013 State of the Commute survey for Transurban staff in Alexandria on October 25th.

Monthly sales activity reports were received from Montgomery, Arlington, and the District of Columbia.

In November, COG/TPB staff presented the final 2013 State of the Commute draft Technical Report for endorsement at the November 19th Commuter Connections Subcommittee meeting. COG/TPB staff also presented the final 2013 draft Guaranteed Ride Home Applicant survey for the Washington Metropolitan region for endorsement at the November 19th Commuter Connections Subcommittee meeting. COG/TPB staff compiled 2013 registration data in preparation for the Bike to Work Day survey which was conducted in November. COG/TPB staff began reviewing the Maryland Employer Telework Survey questionnaire for possible updates. COG/TPB Staff continued to prepare the draft Employer Outreach conformity verification report for the first quarter of FY2014.

Monthly sales activity reports were received from Montgomery, Arlington, and Tri-County Council, and the District of Columbia.

In December, COG/TPB staff also began preparing the 2013 GRH Applicant Survey for the Washington DC region for final publication. COG/TPB staff prepared and presented the updated Maryland Employer questionnaire during the December 17th Regional TDM Evaluation Group meeting. COG/TPB staff prepared and presented the preliminary highlights of the 2013 BTWD TERM survey during the Regional TDM Marketing Group meeting on December 17th. COG/TPB Staff prepared the final and draft Employer Outreach conformity verification reports for the first and second quarter of FY2014.

Monthly sales activity reports were received from Arlington, and Tri-County Council, Frederick, and the District of Columbia.

B. Program Monitoring and Tracking Activities

During the quarter, COG/TPB staff prepared the September, October, and November FY 2014 CCWP Monthly Executive Summary reports. The 1st quarter Commuter Connections Work Program Progress Report was completed and distributed.

COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. This information was made available as part of the FY14 First Half Marketing Campaign Summary final report issued at the December 17th Regional TDM Marketing Group meeting.

A Customer Satisfaction survey was sent via email to commuters who used GRH between October - December 2013, and physical survey cards for September - November trips. The FY13 Guaranteed Ride Home Customer Satisfaction Survey preliminary findings were presented at the December 17th Regional TDM Marketing Group meeting.

In October, COG/TPB staff continued to work on updates to the draft 2013 Bike to Work Day event report based on comments and edits received from the Bike to Work Day Steering Committee.

Preliminary Employer Outreach conformity verification data was collected for the second quarter of FY2014. The data was also collected for the finalization of the 1st Quarter FY2014 conformity verification report.

COG/TPB staff coordinated and held a TDM Evaluation Group meeting on October 15th. Highlights from the meeting included: a review of the FY 2014 Regional TDM Evaluation Project timeline and schedule, a review and update on the 2013 Bike to Work Day Participant survey methodology, a discussion of the methodology of the Maryland Employer Telework survey, a discussion of the survey methodology for the FY 2014 Employer Outreach Customer Satisfaction survey, and a discussion about the FY 2014 'Pool Rewards past participant survey.

COG/TPB staff continued to examine the output from the Employer surveys from Survey Monkey to align them with the packaged results used by Employer Outreach representatives for employers.

Preliminary data was collected for the second quarter of FY2014. The data was collected for the finalization of the 4th Quarter FY2013 conformity report.

In November, the Bike to Work Day 2013 Event report was reviewed by the Bike to Work Day Steering Committee in November. The report will also be presented to the Commuter Connections Subcommittee at their November 19th meeting, when a comment period will be set and endorsement for release of the report will occur during the January Subcommittee's meeting.

COG/TPB staff worked on the preliminary FY13 GRH Customer Satisfaction Survey results.

Preliminary Employer Outreach conformity verification data was collected for the second quarter of FY2014.

COG/TPB staff began reviewing the Employer Outreach Customer Satisfaction Survey questionnaire for possible updates.

COG/TPB staff coordinated with Prince George's County for conducting an employer survey set for early December. COG/TPB staff continued to work with VHB on enhancements to the Employer Outreach survey archive database.

In December, A Regional TDM Evaluation Group meeting was coordinated and held by COG/TPB staff on December 17th. Highlights from the meeting included a review of preliminary results from the 2013 Bike to Work Day participation survey, a review of the Maryland Employer Telework survey questionnaire, a review of the 2014 Employer Outreach Customer Satisfaction Survey questionnaire, and a review of the upcoming steps to complete the regional Employer Outreach TERM Analysis.

COG/TPB staff continued working on edits and comments on the draft FY 2013 Bike to Work Day event report. The final report will be presented to the Commuter Connections Subcommittee for endorsement at the January 21st meeting.

COG/TPB staff prepared and presented the final draft survey questionnaire for the FY 2014 Employer Outreach Customer Satisfaction during the December 17th Regional TDM Evaluation Group meeting. COG/TPB staff also prepared and presented preliminary results of the FY13 GRH Customer Satisfaction Survey results at the Regional TDM Marketing Group meeting on December 17th.

Preliminary Employer Outreach conformity verification data was collected for the second quarter of FY2014 and the data was collected for the finalization of the 4th Quarter conformity verification report.

COG/TPB staff coordinated with Prince George's County for conducting an employer survey from December 16-20.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. *Regional Employer Database Management and Training*

During the quarter, COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! Database software. Research was conducted into the newest version released by Swiftpage. Each month, COG/TPB staff conducted and completed a data sweep of the ACT database.

B. *Employer Outreach for Bicycling*

No activities to report for this period.

2. Jurisdictional Component Project Tasks

A. *MD Local Agency Funding and Support*

For the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

B. *DC, MD, and VA Program Administration*

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

In October, COG/TPB staff worked on finalizing the FY 2013 Employer case studies for Booz Allen and Europ Assistance. COG/TPB staff coordinated and chaired the October 15th Employer Outreach Committee. Topics covered were: installation of new chair and vice chair; fourth quarter FY 2013 and first quarter FY 2014 conformity reports; Employer Outreach levels of participation; Multi-site Corporate sites; Training update; ACT CRM update and training; and, the employer outreach roundtable.

In November and December, COG/TPB staff continued to work on finalizing the FY 2013 Employer case studies and began work on identifying employers in DC, Maryland and Virginia for the FY 2014 case studies. COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions.

In December, COG/TPB staff initiated research into training sessions set for March and June. COG/TPB staff attended a goDCgo event held on December 11 at the International Spy Museum on "Going Green."

In December a training session was held for Employer Outreach sales representatives on December 8. The session covered how to structure a sales meeting and was received positively.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during October through December 2013. The program has now been operational for three years and three months.

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

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

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

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

COG/TPB staff worked with LDA Consulting to prepare a final draft 2013 GRH Applicant Report based on comments received and staff review. The updated document was presented at the November 19th Commuter Connections Subcommittee meeting and endorsed for release. COG/TPB staff began preparing the 2013 GRH Applicant Survey for the Baltimore region for final publication.

B. Process Trip Requests and Provide Trips

Between the months of October and December 2013, there were 95 GRH Baltimore applications received. A total of 115 applicants were registered. 116 commuters were re-registered. During the same time period, the GRH program provided forty-one (41) GRH trips. There were no "one-time" exceptions trips during this period. "Overtime" accounted for the largest portion of the GRH trip reasons followed by "Personal Illness" and "Child Care." As of December 31st, a total of 878 commuters are currently registered in the GRH Baltimore program.

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

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

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

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****OCTOBER - DECEMBER 2013**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2013
Total applicants/info provided:	5,332	6,288	11,620
Rideshare applicants	2,119	2,403	4,522
Matchlists sent	4,125	7,516	11,641
Transit applicants/info sent	53	156	209
GRH applicants	2,327	3,107	5,434
Bike to work info requests	11	23	34
Telework info requests	11	26	37
Internet users	16,072	27,908	43,980
Internet applicants	4,300	5,004	9,304
New employer clients	201	50	251
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2013
Continued placements	749	850	1,599
Temporary/one-time placements	108	123	232
Daily vehicle trips reduced	415	471	886
Daily VMT reduced	11,374	12,898	24,272
Daily tons NOx reduced	0.0043	0.0049	0.0093
Daily tons VOC reduced	0.0023	0.0026	0.0049
Daily tons PM2.5 reduced	0.00014	0.00016	0.00030
Daily tons PM2.5 NOx reduced	0.0047	0.0054	0.0101
Daily tons GHG reduced	5.6375	6.3931	12.0306
Daily gallons of gas saved	572	648	1,220
Daily commuter costs saved	\$1,934	\$2,193	4,126

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

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	220	238	246
Locals Rideshare Apps (New and Re-apps)	1,899	2,165	2,418
Matchlists Requested	4,125	7,412	4,537
Transit Applicants/Info Sent	53	156	163
GRH Washington Applicants	814	1,194	1,101
GRH Washington Rides Provided	526	534	625
GRH Baltimore Applicants	124	95	110
GRH Baltimore Rides Provided	41	55	50
Telework Info Requests	11	26	47
Phone/Fax	0	0	2
Internet	4,300	5,004	5,634
Employer Applicants	0	0	0
Total Hits on website	16,072	27,908	36,774
TOTAL INPUT	28,185	44,787	51,707

TDM SERVICES

**ALEXANDRIA
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	9	20
Matchlists Sent	5	32	78
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	14	32	19
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	5	0	11
Employers Contacted (New)- Visit	0	0	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	118	0	118
Employers Contacted (Follow up)- Visit	3	0	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	2
Level 2	2	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**ARLINGTON
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	13	9
Matchlists Sent	35	69	38
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	26	29	23
GRH Baltimore Applicants	0	0	1
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	12	17	50
Employers Contacted (New)- Visit	11	28	13
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	960	1,567	766
Employers Contacted (Follow up)- Visit	20	27	16
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	7	37
Level 2	2	1	7
Level 3	4	8	3
Level 4	0	1	0

****Updated since last QPR publication***

TDM SERVICES

**ANNE ARUNDEL
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	8	24
Matchlists Sent	121	120	212
Transit Applicants and Info Sent	0	3	5
GRH Washington Applicants	41	36	43
GRH Baltimore Applicants	2	3	6
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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	6	8
Matchlists Sent	5	30	63
Transit Applicants and Info Sent	2	3	4
GRH Washington Applicants	5	25	23
GRH Baltimore Applicants	12	18	20
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

OCTOBER - DECEMBER 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	3	13
Matchlists Sent	15	20	69
Transit Applicants and Info Sent	0	1	3
GRH Washington Applicants	12	20	26
GRH Baltimore Applicants	7	8	20
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	21	24
Matchlists Sent	35	181	123
Transit Applicants and Info Sent	1	0	4
GRH Washington Applicants	8	9	7
GRH Baltimore Applicants	56	25	27
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	197	213	216
Matchlists Sent	540	898	550
Transit Applicants and Info Sent	13	14	16
GRH Washington Applicants	104	72	79
GRH Baltimore Applicants	18	9	12
Telework Information Requests	2	1	0
Employers Contacted (New)- Phone	18	1	71
Employers Contacted (New)- Visit	4	0	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	711	772	441
Employers Contacted (Follow up)- Visit	1	6	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	0	6
Level 2	6	3	0
Level 3	3	0	62
Level 4	2	0	1

TDM SERVICES

**FAIRFAX
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	68	139
Matchlists Sent	204	400	627
Transit Applicants and Info Sent	3	2	11
GRH Washington Applicants	54	129	131
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	0	2
Employers Contacted (New)- Phone	37	0	36
Employers Contacted (New)- Visit	20	0	26
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	296	676	76
Employers Contacted (Follow up)- Visit	32	95	58
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	135	12
Level 2	0	143	0
Level 3	0	171	3
Level 4	0	76	0

TDM SERVICES

**FDA
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	58	92	13
Matchlists Sent	124	93	24
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	15	37	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**FREDERICK
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	20	18
Matchlists Sent	90	119	69
Transit Applicants and Info Sent	4	3	1
GRH Washington Applicants	34	50	41
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	67	51	101
Employers Contacted (New)- Visit	5	3	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	58	22	57
Employers Contacted (Follow up)- Visit	0	3	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	235	253	228
Matchlists Sent	297	374	323
Transit Applicants and Info Sent	9	10	10
GRH Washington Applicants	83	118	125
GRH Baltimore Applicants	0	0	1
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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**HARFORD
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	2
Matchlists Sent	9	6	13
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	6	9	11
GRH Baltimore Applicants	12	11	6
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**HOWARD
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	18	34
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	31	23	38
GRH Baltimore Applicants	4	10	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LINK

OCTOBER - DECEMBER 2013

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

TDM SERVICES

**LOUDOUN
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	47	37	37
Matchlists Sent	916	200	182
Transit Applicants and Info Sent	2	4	4
GRH Washington Applicants	64	102	73
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	3
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	82	0	63
Employers Contacted (Follow up)- Visit	7	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

OCTOBER - DECEMBER 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	2	3
Matchlists Sent	13	15	14
Transit Applicants and Info Sent	0	3	2
GRH Washington Applicants	19	16	9
GRH Baltimore Applicants	3	5	3
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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	25	39
Matchlists Sent	2	22	32
Transit Applicants and Info Sent	8	41	49
GRH Washington Applicants	0	7	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	7	2
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	42	51
Matchlists Sent	115	164	219
Transit Applicants and Info Sent	4	8	6
GRH Washington Applicants	31	63	46
GRH Baltimore Applicants	1	0	1
Telework Information Requests	2	3	1
Employers Contacted (New)- Phone	44	19	54
Employers Contacted (New)- Visit	13	9	27
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	482	526	1,393
Employers Contacted (Follow up)- Visit	16	14	61
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	0	12
Level 2	2	9	5
Level 3	1	2	0
Level 4	0	1	1

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	20
Matchlists Sent	8	6	43
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	24	151
Matchlists Sent	75	40	185
Transit Applicants and Info Sent	2	4	3
GRH Washington Applicants	4	2	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SHADY GROVE
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	19	65
Matchlists Sent	2	23	80
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	40	37
Matchlists Sent	6	25	27
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	3	9	16
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	8	18
Matchlists Sent	14	20	21
Transit Applicants and Info Sent	2	3	0
GRH Washington Applicants	10	14	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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NATIONAL GUARD READINESS CENTER
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	10	16
Matchlists Sent	11	31	29
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	13	29	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN NECK
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	1
Matchlists Sent	18	0	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NORTHERN SHENANDOAH
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	21	19
Matchlists Sent	98	180	115
Transit Applicants and Info Sent	0	2	8
GRH Washington Applicants	2	5	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 Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**PRINCE GEORGE'S
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	81	98
Matchlists Sent	70	2,650	142
Transit Applicants and Info Sent	1	17	11
GRH Washington Applicants	38	57	64
GRH Baltimore Applicants	4	2	5
Telework Information Requests	2	2	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

OCTOBER - DECEMBER 2013

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	147	138	170
Matchlists Sent	1,118	1,148	989
Transit Applicants and Info Sent	2	26	9
GRH Washington Applicants	103	204	184
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	5	1
Employers Contacted (New)- Phone	38	0	0
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	15	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	27	27
Matchlists Sent	36	185	156
Transit Applicants and Info Sent	0	1	6
GRH Washington Applicants	3	7	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**TRI-COUNTY
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	39	50
Matchlists Sent	98	361	113
Transit Applicants and Info Sent	0	5	7
GRH Washington Applicants	85	89	61
GRH Baltimore Applicants	1	3	0
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	24	6	8
Employers Contacted (New)- Visit	2	25	6
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2	25	18
Employers Contacted (Follow up)- Visit	0	7	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	24	12	10
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	50	66	14
Matchlists Sent	96	178	26
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	38	65	14
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**RIDESHARE DELAWARE
OCTOBER - DECEMBER 2013**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	452	455	308
Matchlists Sent	175	403	226
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	4	1
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	443	451	307
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 OCTOBER - DECEMBER 2013**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	5	1	1	7
ARLINGTON (COG)	12	2	39	53
ARTMA	10	10	36	56
BALTIMORE CITY	1	0	0	1
BMC	6	6	2	14
BWI BUSINESS PARTNERSHIP	6	7	14	27
COG	172	19	256	447
DISTRICT OF COLUMBIA	25	4	68	97
FDA	58	5	9	72
FAIRFAX COUNTY	44	20	48	112
FREDERICK	21	3	98	122
GW RideConnect	235	623	1,316	2,174
HARFORD	2	1	0	3
HOWARD	19	5	11	35
LINK	0	0	0	0
LOUDOUN	47	6	64	117
MTA	4	0	8	12
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	5	31	57	93
Countywide	25	16	169	210
Friendship Heights/Rockville	1	6	16	23
North Bethesda TMD	96	31	364	491
Shady Grove	1	1	13	15
Silver Spring	3	6	11	20
NIH	5	1	2	8
NATIONAL GUARD REDINESS CENTER	13	5	8	26
NORTHERN NECK	1	0	10	11
NORTHERN SHENANDOAH	20	10	20	50
PRINCE GEORGE'S	33	185	18	236
PRTC	147	42	175	364
RAPPAHANNOCK-RAPIDAN	9	8	2	19
TRI - COUNTY	19	20	135	174
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	50	0	27	77
RIDESHARE DELAWARE	452	0	0	452
HAMPTON ROADS - TRAFFIX	0	0	0	0
TOTAL INPUT COMMUTER CONNECTIONS	1,045	1,074	2,970	5,089
TOTAL INPUT TDM NETWORK MEMBERS	502	0	27	529
TOTAL INPUT (CC + NETWORK)	1,547	1,074	2,997	5,618
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,119		

**Technical Assistance to Local Agencies
October- December 2013**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
OCTOBER 2013				
NBTMD	Wed 10/2/2013 9:03 AM	Fri 10/4/2013 5:49 PM	Wed 10/2/2013 10:02 AM	Notes Reporting Missing Column
RSDE	Thu 10/3/2013 8:20 AM	Fri 10/4/2013 5:49 PM	Fri 10/4/2013 5:49 PM	Incorrect TDM Homepage content/TDM site behavior issues
TJPDC	Thu 10/3/2013 9:36 AM	Fri 10/4/2013 5:49 PM	Fri 10/4/2013 5:49 PM	Incorrect TDM Homepage content
Frederick County, MD	Thu 10/3/2013 2:05 PM	Fri 10/4/2013 5:48 PM	Fri 10/4/2013 5:48 PM	TDM Reports not functioning; Internet browser compliance issue
TJPDC	Fri 10/4/2013 12:25 PM	Fri 10/4/2013 5:48 PM	Mon 10/7/2013 11:58 AM	TDM Maps Not Displaying
RSDE	Tue 10/8/2013 12:49 PM	Wed 10/9/2013 5:34 PM	Mon 11/4/2013 2:58 PM	Welcome Email/Registration Issue
NBTMD	Wed 10/9/2013 10:07 AM	Wed 10/9/2013 5:34 PM	OPEN	Appcode Over-write Issue
Frederick County, MD	Fri 10/11/2013 10:57 AM	Mon 10/21/2013 4:18 PM	Mon 10/21/2013 4:18 PM	Incorrectly queued Sykesville commuters
Loudoun County, VA	Thu 10/17/2013 11:17 AM	Mon 10/21/2013 4:18 PM	Mon 10/21/2013 4:18 PM	Park N'Ride Lot update
RSDE	Fri 10/18/2013 2:41 PM	Mon 10/21/2013 4:19 PM	Mon 10/21/2013 4:19 PM	TDM not responsive, locking up
PRTC	Tue 10/22/2013 10:13 AM	Wed 10/23/2013 3:16 PM	OPEN	Appcode Over-write Issue
TJPDC	Tue 10/22/2013 10:15 AM	Wed 10/23/2013 3:16 PM	Thu 10/24/2013 9:15 AM	Shuffle Commuters
RSDE	Tue 10/22/2013 2:45 PM	Wed 10/23/2013 3:15 PM	Wed 10/23/2013 9:56 AM	Unable to Modify Password
NBTMD	Wed 10/23/2013 11:56 AM	Wed 10/23/2013 3:15 PM	OPEN	Appcode Over-write Issue
Frederick County, MD	Thu 10/24/2013 8:33 AM	Wed 10/30/2013 11:05 AM	Wed 10/30/2013 11:12 AM	FastNotes Request
TJPDC	Thu 10/24/2013 9:15 AM	Wed 10/30/2013 10:34 AM	Wed 10/30/2013 10:34 AM	Shuffle Commuters
RSDE	Fri 10/25/2013 1:08 PM	Wed 10/30/2013 10:55 AM	Wed 10/30/2013 10:55 AM	'Pool Rewards Inquiry
TJPDC	Thu 10/31/2013 1:28 PM	Thu 10/31/2013 6:26 PM	Fri 11/1/2013 1:04 PM	Welcome Email/Registration Issue
TJPDC	Thu 10/31/2013 3:16 PM	Thu 10/31/2013 6:26 PM	Fri 11/1/2013 4:13 PM	Shuffle commuters
TJPDC	Thu 10/31/2013 3:34 PM	Thu 10/31/2013 6:26 PM	Fri 11/1/2013 11:51 AM	TDM not responsive, locking up
NOVEMBER 2013				
RSDE	Fri 11/1/2013 2:29 PM	Fri 11/1/2013 7:58 PM	Mon 11/4/2013 10:09 AM	TDM Reports not functioning
TJPDC	Wed 11/27/2013 2:45 PM	Mon 12/2/2013 2:06 PM	Wed 12/4/2013 1:01 PM	Shuffle Commuters
TJPDC	Fri 11/8/2013 2:34 PM	Wed 11/13/2013 6:08 PM	Fri 11/15/2013 3:03 PM	Unable to search commuter by email address
RSDE	Fri 11/8/2013 2:06 PM	Wed 11/13/2013 6:08 PM	Fri 11/8/2013 2:44 PM	Updated RSDE public email address
NBTMD	Wed 11/6/2013 10:29 AM	Wed 11/6/2013 10:29 AM	OPEN	Ongoing TDM appcode issue
DECEMBER 2013				
HRT Traffix	Mon 12/30/2013 8:15 AM	Mon 12/30/2013 8:15 AM	Mon 12/30/2013 8:15 AM	Traffix site still sending email – probably the result of saved URL
Frederick County, MD	Tue 12/17/2013 3:47 PM	Fri 12/20/2013 4:51 PM	Fri 12/20/2013 5:16 PM	TDM New Applications Report
Frederick County, MD	Wed 12/18/2013 8:32 AM	Fri 12/20/2013 4:51 PM	Fri 12/20/2013 5:07 PM	Table 4A data request
Loudoun County, VA	Tue 12/31/2013 9:47 AM	Thu 1/2/2014 4:49 PM	Thu 1/2/2014 4:49 PM	Park N'Ride data update

FY 2014 October to December 2014	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)	0	12	18	0	0	0	42	0	0	24
Telework - NEW	0	0	0	0	0	0	0	0	0	2
Employers Contacted (follow-up)	0	960	711	0	0	0	482	0	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	2
Total Broadcast Contacts Letters, Flyers, Newsletter	0	6774	5787	0	0	0	16059	0	0	176
Total Sales Meetings	0	31	5	0	0	0	29	0	0	0
Total Employers Contacted	0	7777	6521	0	0	0	16612	0	0	204
New Level 1 TDM Programs	0	6	6	0	0	0	10	0	0	24
New Level 2 TDM Programs	0	2	6	0	0	0	2	0	0	0
New Level 3 TDM Programs	0	4	3	0	0	0	1	0	0	0
New Level 4 TDM Programs	0	0	3	0	0	0	0	0	0	0
New Telework Programs	0	0	0	70	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0