



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
APRIL - JUNE 2007**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



## PROGRAM HIGHLIGHTS

### I. COMMUTER OPERATIONS CENTER

#### A. Local Agency Coordination and Technical Assistance

The End User client reports were sent out to all client members on a bi-weekly schedule for the months of April to June 2007.

Electronic purge letters were sent on April 6<sup>th</sup>, May 4<sup>th</sup> and June 8<sup>th</sup>. Staff reported that the electronic purge process was functioning properly and were able to print paper purge letters for commuters with 'undeliverable address.' Staff implemented an accelerated schedule for Applicants to be Purged Listing in order to bring local programs up to date and has seen a significant increases in the number of 'requests to update information' from registered commuters. Staff will continue to work on edits to electronic purge notice based on client updates.

Staff worked on updating commuter records in the CCRS Database to include the Guaranteed Ride Home Commuter ID number and expiration date. The commuter information was added to the travel route dialog box for commuters that already exist in the CCRS. Any commuter registering for GRH only was added to the CCRS database in order to assist during the migration of data for both the CCRS and GRH Database.

Staff visited the FDA to discuss technical matters and install the current CCRS ride matching software on two computers. Staff also worked with FDA's developers to determine requirements and methods for handling data flow from FDA carpooling and parking forms to the CCRS database.

Staff assisted TransIT Services of Frederick County with reinstalling and configuring their Commuter Connections software on a new computer.

Staff traveled to local client sites for CCRS Software Installation and training of new hire. Staff traveled to Tri-County Council for Southern Maryland to complete CCRS Software Installation on new computer and conducted training session for Tri-County staff for use of CCRS Database. Staff also assisted in data entry of commuter records in the absence of ridesharing coordinator.

The Commuter Connections Subcommittee met on May 15<sup>th</sup>, Highlights from the meeting included an approval of the FY 2006 -2008 TERM Goals, an approval of the Evaluation Framework Methodology Document for the 2006 – 2008, a presentation on the FY 2007 Bike To Work Day, a presentation from COG/TPB staff on the development of the CMP for

approval by TPM in the fall, a presentation from WMATA staff on the installation of SmarTrip on buses and commuter rails, group discussion of the “parking Lot” issues associated with Commuter Connections Strategic Plan and distribution and discussion of the Commuter Connections 3<sup>rd</sup> Quarter budget report.

The Commuter Connections Ridematching Committee also met on June 19<sup>th</sup> and meeting participants shared information on upcoming transportation fairs, a presentation by staff and Base Technologies representatives of the TDM Software System project, a presentation by staff on the status of Geographic Data updates to the CCRS, an update provided by staff on the updates for the park-n-ride maps, a discussion of upcoming direct mail campaign as part of this fiscal year’s Commuter Connections Marketing Campaign and a discussion by meeting participants on “Hot Topics” related to the CCRS.

The State TDM Work Group met on April 10, May 8, and June 5, 2007.

Staff participated in several events and transportation fairs including: April 19<sup>th</sup> at Sprint Nextel’s Earth Day Event in Reston, May 14<sup>th</sup> at the Montgomery County 2007 Transportation Awards Ceremony at the Bethesda North Marriott & Conference Center, on May 17<sup>th</sup> at Rideshare Fair at the National Science Foundation in Arlington, VA, on May 18<sup>th</sup> at the Bike to Work Day in Washington, DC, May 24<sup>th</sup> at the FDA for the White Oak Transportation Kick-off meeting, June 26<sup>th</sup> Commuter Connections Employer Awards Ceremony held at the National Press Club and June 27<sup>th</sup> at the Conservation International Transportation fair in Arlington, VA.

Staff hosted a Collaborative Session on April 16<sup>th</sup> for discussion of the TDM Software System and the CCRS Usability Testing for Consumer Focus Group Sessions on June 27<sup>th</sup> at the Metro Research Center in Fairfax County.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

Staff continued to monitor and back up the ridesharing server and operating system and database.

Software development staff wrote a program to speed up processing purge notices for records with invalid email addresses. An emailed purge notice that bounces has to be detected and rerouted into the queue of notices that will be sent in peel-apart mailers. A process that had taken almost four hours now takes about 90 minutes. Plans to enhance this software package to provide additional automation are in the works.

The TDM Software project development effort continued:

- Base Technologies deployed a new website for both public and administrator pages for committee members to review.
- A collaborative session for ride matching committee members took place on April 16. COG/TPB staff reviewed and took comments on both the public facing and administrator web pages. The comments for the public pages were consolidated and published on the COG extranet (<http://maps.mwcog.org/tdm/devel/CommitteeCommentsPublicPages.htm>).
- Base Technologies set up a website and database for tracking problems with the new software. As they develop new features, they notify COG staff to review them. Problems are reported and the status of the issues is updated iteratively as developers make fixes and enhancements.
- Staff finalized the specifications for hardware and software needed to host the new TDM website. The hardware and software (server operating system, GIS server, and Oracle database) was delivered and installed in June.
- A conference call on the RFP for Phase II of the project was held on April 27. Ride matching committee members sent requests for clarification and changes and to MWCOG for inclusion in the next version of the RFP.
- MWCOG requested ride matching committee members to send their CCRS report specifications and lists of carpools and vanpools. As these items have been received, they have been forwarded to Base Technologies for inclusion in the new software.
- Work on migrating data from the old system to the new system is ongoing. BTI tested their data migration plan by moving data for commuters and employers to the new Oracle DBMS.
- The GIS contractor met with COG's GIS staff to finalize software requirements.
- GIS development staff analyzed and made recommendations on high quality transportation data from two leading vendors (NAVTEQ and TeleAtlas). NAVTEQ was selected as the supplier.
- Staff tested and reported problems in the new TDM software and continued to follow up with Base Technologies to expedite delivery of the new system by June 30.

D. Commuter Information System

Staff continued processing GIS data for landmarks and points of interest as spatial data for use in the ride matching system.

REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

Staff monitored and maintained the GRH database and server. Software development staff designed a new, automated procedure for backing up the GRH database and performing the history purge.

Staff monitored and maintained the GRH database and server. Software development staff designed a new, automated procedure for printing rejection listing of commuter records in order to appropriate mail out rejections letters to commuters ineligible for the Guaranteed Ride Home Program.

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

Staff processed cab and car rental invoices, and transit vouchers. Staff met with Diamond Transportation Services, the daily GRH Operations contractor on May 30<sup>th</sup> and June 28<sup>th</sup> to discuss contract performance and program operations.

Between the months of April and June, there were 1,686 GRH applications received. A total of 1,249 applicants were registered (1,208 new applicants and 41 previous “one-time exception” users) and 2,842 commuters were re-registered. During the same time period, the GRH program provided 758 GRH trips. Sixty-seven (67) of these trips were “one-time” exceptions accounting for eight percent (9%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by unscheduled overtime. As of June 30<sup>th</sup>, a total of 13,243 commuters are currently registered in the GRH database.

### III. MARKETING

#### E. TDM Marketing and Advertising

The regional TDM integrated marketing campaign for FY 2007 continued to run between April and June 2007. A comprehensive breakdown of the FY07 media buy and activities has been outlined in a marketing campaign summary report, of which a second draft was issued at the June Regional TDM Marketing Group meeting. Drive time radio was the primary media platform used to broadcast the Commuter Connections message. In addition to radio, the spring leg of the marketing campaign featured a mix of media to reach commuters that included online advertising, direct mail, and exterior bus signage and bus shelter ads.

The campaign included a total of 58 bus shelters located in Arlington, DC, Prince George's & Montgomery Counties. Full bus backs appeared on twenty buses with eight routes in Montgomery County and twelve in Prince George's County. Bus sides appeared on 34 buses located in Arlington, Alexandria, Fairfax, Loudoun, Prince William, and Stafford Virginia; and Calvert, Charles and Frederick Counties in Maryland.

Direct mailers were sent out in June which included applications for both ridematching and Guaranteed Ride Home programs. Approximately 452,500 households were targeted during this campaign and the mailers were sent out in four waves during June. An updated mailing list was purchased and households received one of two mailers with different creative. For continuity of message and branding of the campaign, the mailers carried a similar look and feel to that of the shelters and bus signage.

Internet advertising via rotating banner ads appeared on news, business, weather and local media websites geo-targeted to Washington, DC for a four month run ending in June. A total of 9 million impressions were included in the buy. Some of the more popular Websites were:

- weather.com, weather.msn.com, weather.yahoo.com, cnn.com/weather
- washingtonpost.com, cnn.com, msnbc.com, newsweek.com, nytimes.com, washtimes.com, myfoxdc.com, nbc12.com, nbc4.com, abc2news.com
- RMM Geo-Targeted Channels

Several employers and other organizations were recognized during a breakfast ceremony held at the National Press Club in Washington, DC on the morning of June 26, 2007. The event marked the tenth annual Employer Recognition Awards program. Preparation for the event

included collecting workgroup feedback on various components along the way. Support materials developed for the event included invitations, signage, program booklet, name badges, video production, trophies, agenda, and preparation of speaking remarks. Umbrellas were ordered as giveaway items for the guests and a print ad appeared in the Wall St. Journal recognizing the winners. In addition, a special video montage was developed to commemorate the tenth anniversary of the awards program. Winners included:

- Marketing - Fidelity & Trust
- Telework - Blackboard Inc.
- Incentives - Discovery Communications
- Sales Team Achievement - Montgomery Co. Commuter Services
- Organization Achievement- Fair Lakes League

The Commuter Connections Spring 2007 newsletter was issued and posted onto the web site. The following articles were included:

- Region Urges Action for Cleaner Air
- Emergency Commute Plan Preparedness
- Buying your Way Out of Traffic Congestion (HOT lanes)
- Street Smart
- Metro Modernizing
- Commuter Connections Receives Good Marks from Employers

Regular updates were made to the commuter news and construction sections of the Commuter Connections web site along with other routine maintenance, updates and enhancements including administration of the Bulletin Board.

In April and May, COG/TPB staff worked with the contractor on the development of a new website for Commuter Connections. COG/TPB staff updated the current Website HTML pages and worked with contractor to position the new pages into newly designed web page templates.

Staff gathered park and ride lot data from client members and other agencies to prepare to update the map on the Commuter Connections website as well as the print version.

A Regional TDM Marketing Group meeting was held on June 19th. Presentation topics included marketing campaigns by Commuter Connections, MTA Marketing, Frederick Douglass Bridge Project and a presentation by WMATA on Customer Surveys.



Emergency Car Care Kits giveaway items were ordered and were given out over a two week period in June by radio stations through on-air promotions to listeners who rideshared. Radio stations who participated included 106.7 WJFK-FM , 94.3 WWXX-FM (ESPN Radio), 105.9 WJZW-FM (Smooth Jazz), 96.3 WHUR-FM, 107.3 WRQX-FM (Mix 107.3), and 107.7/1500 AM.

A paid sponsorship with the Washington Nationals Major League baseball team ran on Washington Post Radio. This package included 21 live in-game broadcast mentions during opening week and 7 - :60 second and 14 - :15 second spots aired during games on opening week; 25 promotional mentions on Washington Post Radio; Five radio station patrons won an emergency car care kit along with a pair of Washington Nationals tickets, courtesy of Commuter Connections. Eligible winners were commuters that rideshare. Tickets were for the Washington Nationals vs. Colorado Rockies game on July 20th at RFK Stadium.

As part of the value added promotions, Commuter Connections members had the opportunity to receive free advertising from some of the radio stations that were part of the regional TDM marketing campaign. All Commuter Connections members were invited to use a portion of these radio spots to promote their local services or events. Content was open-ended and all ads included a tag mentioning their affiliation with the Commuter Connections network. Network members and the radio stations associated for each were:

- Rappahannock-Rapidan Regional Commission - WMZQ
- Virginia Railway Express - WWXX
- Frederick TransIT - WAFY
- DDOT (goDCgo.com) - WRQX

Commuter Connections was a sponsor for the 2007 Clean Air Partners public awareness campaign and provided \$15,000 towards the media purchase. The overall campaign which ran from June to July included a radio buy, print and collateral. Commuter Connections was mentioned in 25% of all radio announcements and our logo appeared in all print advertising, 50% of transit advertising and prominently placed in 40,000 Clean Air Partner's brochures and flyers.

Development began for new Sales Kits for the Employer Outreach Representatives. The new kits will allow each jurisdiction to maintain their own identity while promoting their affiliation with the strength of the Commuter Connections brand. The Commuter Connections sales kits will include a pocket folder holding three brochures. Also to be included are personalized letterhead, and business cards.

F. Bike to Work Day

Commuter Connections and the Washington Area Bicyclist Association coordinated the annual Bike to Work Day (BTWD) event on May 18, 2007 which coincided with National Bike to Work week. The event had a total of 6,606 registrants which reached the goal set by the steering committee. Registration was up from 6,267 riders in the 2006 event, a 5.4% increase. Cyclists from across the Washington region participated at 25 pit stops, up from 21 pit stops in 2006. New pit stops included Hyattsville, Crystal City, Springfield (Metro station), White Flint (FDA) and Tysons Corner (Booz Allen Hamilton). Pit stops were coordinated and hosted mainly by County and City staff. Several of the pit stops were coordinated and hosted by bike shops and employers.

Nearly 1,500 cyclists showed up at the main celebration at Freedom Plaza in Washington, DC to participate. The event was supported by radio, collateral, banners and transit signage. The BTWD Radio spot aired the weeks of April 23, April 30 & May 7 on WWDC, WTOP, WRQX, WHUR, WASH & WWXX (ESPN). 55,000 rack cards and 15,000 posters were distributed. In addition, Commuter Connections provided banner art to the pit stops on a request basis.

In addition to securing sponsors for the Bike to Work day event, Commuter Connections developed a poster, rack card, and bus interior card for the event. A regional sponsorship drive helped generate \$21,000 in cash (30% increase over 2006) to supplement the purchase of 6,500 red T-shirts at a cost of \$22,734. In-kind donations reached approximately \$20,000 and were used as raffle prizes and giveaways for the local events.

COG/TPB staff honored the bicyclists from the national Institutes of Health with a plaque and hosted a lunch on behalf of Commuter Connections for the NIH bicyclists that participated in the BTWD event. NIH won this year's BTWD Employer Challenge as they had over 320 bicyclists participate in the event.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

Staff and the consultant continued to refine the FY 2006 – FY 2008 TDM Evaluation Framework Methodology document based on comments received during the established comment period through April 6th. The document was finalized at the May 15<sup>th</sup> Commuter Connections Subcommittee meeting and has been posted to the Commuter Connections web site.

Data collection activities continued and were completed in early June for the 2007 State of the Commute survey and a Survey Draft Technical Report was produced by the consultant.

Staff also worked with the consultant to finalize the survey for the 2007 GRH In-Depth Applicant telephone and internet survey. A pre-test was completed in early April along with all data collection activities. A draft 2007 GRH Applicant Survey report was produced by the consultant in June. Starbucks gift cards were sent out to thank respondents who completed the online Guaranteed Ride Home Applicant Survey.

Staff collected the necessary data to complete a draft year-end conformity statement for the ten local sales jurisdictions. Some jurisdictions were still outstanding in their submissions of documentation at the time of this report.

The TDM Evaluation Group met on April 17<sup>th</sup>. Highlights from the meeting included a discussion of the FY 2006-2008 TDM Evaluation Framework Methodology Document. The comment period was extended to April 20<sup>th</sup> and it was expected that the document would be represented for final approval to the Commuter Connections Subcommittee on May 15<sup>th</sup>. The group also discussed strategies on packaging information obtained from data collection activities that would be used in the final TERM Analysis report. The group also discussed the upcoming GRH telephone and internet surveys.

B. Program Monitoring and Tracking Activities

COG/TPB staff collected information and data for the quarterly progress report for April, May, and June 2007.

During the April - June 2007 time frame, GRH customer satisfaction survey cards were mailed-out to all commuters who received a trip during the months of March – May 2007.

Staff produced a survey for XM Satellite Radio employees. The survey went live on Monday, April 2, 2007. It closed on Friday, April 20. Approximately 500 people responded to the survey.

Software development staff wrote prototype software for bringing survey web hosting, data storage, and analysis in house.

Staff received the necessary reports from all of the local sales jurisdictions except Prince George's County, the District of Columbia, the City of Alexandria, Prince William and Frederick Counties. Tri-County did not submit any progress reports for the quarter due to staff issues.

Feedback from the stakeholder interviews was compiled into a draft report. This qualitative data collection contained input and opinions on the state of Washington TDM. This will serve to impact future improvements and marketing activities for Commuter Connections.

Staff also worked with the contractor on the production of the FY 2007 marketing Campaign summary document. Which was presented at the June 19, 2007 Regional TDM Marketing Group meeting.

## V. EMPLOYER OUTREACH

### 1. Regional Component Project Tasks

#### A. Regional Employer Database Management and Training

Staff conducted a training session for the new ACT! for Web application on June 19<sup>th</sup>. Topics included data entry basics, new field designations, report functionality, and security parameters. The database is set to go live in July 2007.

#### B. Employer Outreach for Bicycling

On Monday, May 21, the Business Improvement District and the Metropolitan Washington Council of Governments hosted a Bike to Work Seminar from noon to 1:30 p.m. in the BID's downtown offices at 1250 H Street, NW, Suite 1000. Additional Bicycling Guides were printed in anticipation of the Bike To Work Day event in May.

#### C. Live Near Where You Work Program

Staff attended and participated in Montgomery County's Affordable Housing Conference on April 23<sup>rd</sup> and provided support for the creation of trade booth signage to promote North Bethesda's Live Near Your Work May event.

Staff also attended, moderated, and presented at the May 9<sup>th</sup> North Bethesda/Bethesda Live Near Your Work event. Other presenters were Vikky Grim from the State of Maryland Housing Commission and Barbara Lipman from the Center for Housing Policy, as well as other local employers and lending institutions.

Staff attended and participated in the Prince George's County Live Near Your Work event held at the Greenbelt Hilton on May 29<sup>th</sup>.

Staff attended and participated in the Dulles Area Transportation Association's Live Near Your Work event held at the Reston Hyatt on June 14, 2007.

2. Jurisdictional Component Project Tasks

A. Local Agency Funding and Support

Staff assisted in reinstalling the ACT! software system on several workstations. Staff issued reminders for final invoices as well as the new scope of work and cost schedule for the upcoming fiscal year. Staff met with the Executive Director of the FAST TMA from Arlington County on June 4<sup>th</sup> to discuss Commuter Connections programs. Staff attended the Clean Air Partners Annual meeting on June 5<sup>th</sup>.

VI. TELEWORK

A. General Assistance and Information

Staff produced an electronic survey for Employer Outreach sales representatives to specify their interests in training materials. The survey covered topics such as assessing IT issues and solutions, developing strategies for selling telework, examining workman's compensation, and developing reliable performance measures. Results from this survey were used to develop the telework training modules for the Employer Outreach sales representatives.

A two day training session was held for Maryland and Virginia Employer Outreach sales representatives on May 24<sup>th</sup> and 25<sup>th</sup>. The title of the session was "Selling Telework: inspiring Clients to Adopt, Expand & Sustain Telework Programs. The two day session covered where metrics fit, metrics & managers, choosing the right metric, selling metrics within an organization, metrics and program evaluation, telework training needs, and reviewing policies. Evaluation results from those attending the two-day session were quite high.

Staff and the contractor continued to work on producing employer telework case studies that will be used by the Maryland and Virginia Employer Outreach sales representatives and will be posted on the Commuter Connections web site.

One employer was assisted with telework information and two commuters were assisted with telework information.

VII. INFOEXPRESS KIOSKS

Jurisdictional Project Component Tasks

A. Maintenance and Operation of Regional InfoEpxress Kiosks

Additional discussion and correspondence was held with VDOT on the disposal of the kiosk hardware.

## Technical Assistance to Local Agencies April - June 2007

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>APRIL 2007</b>				
Fairfax	Tue 4/3/2007 1:13 PM	Mon 4/3/2007 2:29 PM	Fri 4/5/2007 12:41 PM	Request for retrieval of #1 commuter record; follow-up on existing retrieval.
TAP	Tue 4/10/2007 11:21 AM	Thu 4/12/2007 8:47 AM	Thu 4/12/2007 8:47 AM	Record Ownership/Report Info
TAP	Thu 4/12/2007 5:01 PM	Fri 4/13/2007 5:01 PM	Fri 4/13/2007 5:01 PM	Duplicate/Ownership Question
Howard	Thu 4/26/2007 9:41 AM	Mon 4/30/2007 10:21 AM	Mon 4/30/2007 10:21 AM	Request for Extranet login ID and password
Fairfax	Fri 4/27/2007 10:17 AM	Mon 4/30/2007 8:39 AM	Thu 5/10/2007 11:31 AM	Request for retrieval of #1 commuter record.
<b>MAY 2007</b>				
Loudoun	Tue 5/1/2007 3:16 PM	Wed 5/2/2007 8:36 AM	Wed 5/9/2007 10:56 AM	Request for retrieval of #1 commuter record.
Howard	Wed 5/2/2007 8:42 AM	Wed 5/2/2007 8:49 AM	Wed 5/2/2007 8:49 AM	Instructions for Copying CCRS records.
Loudoun	Mon 5/4/2007 10:42 AM	Mon 5/4/2007 3:25 PM	Wed 5/9/2007 10:56 AM	Request for retrieval of #1 commuter record.
Loudoun	Mon 5/7/2007 3:39 PM	Mon 5/8/2007 8:44 AM	Mon 5/9/2007 10:55 AM	Request for retrieval of #1 commuter record.
Fairfax	Tue 5/8/2007 2:21 PM	Wed 5/9/2007 10:51 AM	Wed 5/10/2007 11:31 AM	Request for retrieval of #4 commuter records.
Howard	Wed 5/9/2007 8:42 AM	Mon 5/9/2007 10:45 AM	Mon 5/9/2007 10:45 AM	CCRS Database Crash.
Montgomery	Wed 5/9/2007 9:32 AM	Wed 5/9/2007 10:53 AM	Thu 5/10/2007 11:29 AM	Request for retrieval of #2 commuter records.
PRTC	Thu 5/10/2007 12:26 PM	Thu 5/14/2007 12:23 PM	Tues 5/15/2007 9:21 AM	Request for retrieval of #1 commuter record.
Loudoun	Mon 5/14/2007 4:23 PM	Tue 5/15/2007 11:37 AM	Thu 5/17/2007 2:15 PM	Request for update to matchletter; remove the outdated park-n-ride information and telework centers.
BMC	Wed 5/16/2007 8:21 AM	Wed 5/16/2007 9:35 AM	Wed 5/16/2007 10:15AM	Request assistance for vanpool report from Baltimore region.
ARTMA	Thu 5/17/2007 2:24 PM	Fri 5/18/2007 12:10 PM	Thu 5/24/2007 8:19 AM	Missing commuter record; request for retrieval of #1 commuter record.
ARTMA	Thu 5/17/2007 1:16 PM	Thu 5/17/2007 3:15 PM	Thu 5/24/2007 8:19 AM	Request for retrieval of #2 commuter records.
Fairfax County	Wed 5/29/2007 11:55 AM	Wed 5/29/2007 12:15 PM	Wed 5/29/2007 12:15 PM	Request for help updating an old record.
Fairfax County	Thu 5/30/2007 9:52 AM	Fri 6/1/2007 9:15 AM	Fri 6/1/2007 1:12 PM	Request for retrieval of #1 commuter record.
<b>JUNE 2007</b>				
Link	Tue 6/5/2007 11:02 AM	Tue 6/5/2007 1:06 PM	Tue 6/5/2007 1:45 PM	Unable to log into CCRS Database.
Fairfax County	Thu 6/7/2007 11:55 AM	Fri 6/8/2007 9:54 AM	Fri 6/8/2007 11:38 AM	Request for #1 retrieval of commuter record.
Fairfax County	Thu 6/7/2007 12:04 PM	Fri 6/8/2007 9:54 AM	Fri 6/8/2007 11:38 AM	Request for #1 retrieval of commuter record.
Montgomery	Tue 6/12/2007 12:26 PM	Tue 6/12/2007 3:30 PM	Wed 6/13/2007 12:26 PM	Error message when opening the CCRS database.
Howard County	Wed 6/13/2007 10:33 AM	Wed 6/13/2007 5:11 PM	Thu 6/14/2007 9:46 AM	Commuter records from Ecommuncator applications do not appear in the CCRS Database.
Frederick County	Thu 6/14/2007 8:48 AM	Mon 6/18/2007 11:09 AM	Wed 6/20/2007 11:00 AM	Request for mailing labels for Frederick county commuters to send newsletters.
North Bethesda	Thu 6/14/2007 3:22 PM	Fri 6/15/2007 9:56 AM	Fri 6/15/2007 11:16 AM	Concerned about data entry of new applications that will exceed the 340000000 series CID numbers into 34010000.

Rappahannock-Rapidan BMC	Thu 6/14/2007 12:47 PM	Fri 6/15/2007 9:58 AM	Mon 6/18/2007 10:59 AM	The IP address changed and clients installed a new router which affected the automatic upload/download process.
	Mon 6/18/2007 1:55 PM	Mon 6/18/2007 2:56 PM	Wed 6/20/2007 7:56 PM	Request for ArcView GIS 3 CDs to transfer software from old computer to new computer.
	Tue 6/19/2007 3:27 PM	Wed 6/20/2007 7:47 PM	Fri 6/22/2007 9:26 AM	Request for retrieval of #2 commuter records into CCRS Database.
North Bethesda (TAP)	Thu 6/21/2007 10:49 AM	Thu 6/21/2007 12:07 PM	Mon 6/25/2007 9:51 AM	Request for retrieval of #1 commuter record into CCRS Database.
Frederick County	Tue 6/26/2007 3:57 PM	Tue 6/26/2007 11:50 AM	Wed 6/27/2007 11:00 AM	Error received when completing follow-ups of Ecommunicator applications. Error in relations to improper installation of CCRS Software with prior authorization and notification to Commuter Connections Staff.
Frederick County	Tue 6/26/2007 3:57 PM	Thu 6/28/2007 11:51 AM	Thu 6/28/2007 11:51 AM	Receiving error message while completing follow up. Errors received in relation to improper installment/copy of CCRS Software to new computer without Commuter Connections authorization and notification.
Harford County	Tue 6/26/2007 2:32 PM	Thu 6/28/2007 11:51 AM	Thu 6/28/2007 11:51 AM	Unable to Upload/Download
North Bethesda (TAP)	Tue 6/26/2007 11:04 AM	Thu 6/21/2007 12:07 PM	Mon 6/25/2007 9:51 AM	Request for retrieval of #3 commuter record into CCRS Database.



**TDM SERVICES**

**REGIONAL SUMMARY  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	795	1,018	
Locals Rideshare Apps (New and Re-apps)	2,911	3,333	
Matchlists Generated	4,026	3,829	
Transit Applicants/Info Sent	927	625	
GRH Applicants	1,686	1,539	
GRH Rides Provided	529	770	
Telework Info Requests	1	1	
Phone	0	3	
Internet	3,200	3,175	
Kiosk	0	0	
Employer Applicants	124	0	
Total Hits on website	28,646	24,264	
<b>TOTAL INPUT</b>	<b>42,845</b>	<b>38,557</b>	<b>0</b>

**TDM SERVICES**

**ALEXANDRIA**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	55	26	
Matchlists Sent	3	2	
Transit Applicants and Info Sent	19	8	
GRH Applicants	42	29	
Telework Information Requests	1	0	
Employers Contacted (New)- Phone	3	28	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	3	28	
Employers Contacted (Follow up)- Phone	3	153	
Employers Contacted (Follow up)- Visit	3	0	
Employers Contacted - Number of Potential (Follow up)	6	153	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**ARLINGTON**

**APRIL - JUNE 2007**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	16	
Matchlists Sent	0	0	
Transit Applicants and Info Sent	8	19	
GRH Applicants	12	26	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	6	9	
Employers Contacted (New)- Visit	0	9	
Employers Contacted - Number of Potential (New)	6	18	
Employers Contacted (Follow up)- Phone	305	153	
Employers Contacted (Follow up)- Visit	14	0	
Employers Contacted - Number of Potential (Follow up)	319	0	
New TDM Programs Established			
Level 1	2	0	
Level 2	7	1	
Level 3	1	2	
Level 4	0	0	

**TDM SERVICES**

**ANNE ARUNDEL  
APRIL - JUNE 2007**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	81	55	
Matchlists Sent	6	23	
Transit Applicants and Info Sent	38	27	
GRH Applicants	62	70	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**BALTIMORE CITY  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	9	
Matchlists Sent	0	9	
Transit Applicants and Info Sent	15	11	
GRH Applicants	16	16	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
<b>New TDM Programs Established</b>			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**BMC**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	55	35	
Matchlists Sent	13	1	
Transit Applicants and Info Sent	13	16	
GRH Applicants	49	51	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**COG - District of Columbia  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	127	77	
Matchlists Sent	68	104	
Transit Applicants and Info Sent	96	130	
GRH Applicants	107	111	
Telework Information Requests	0		
Employers Contacted (New)- Phone	4	4	
Employers Contacted (New)- Visit	2	3	
Employers Contacted - Number of Potential (New)	6	7	
Employers Contacted (Follow up)- Phone	6	4	
Employers Contacted (Follow up)- Visit	1	0	
Employers Contacted - Number of Potential (Follow up)	7	4	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	1	1	
Level 4	0	0	

**TDM SERVICES**

**FAIRFAX**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	240	141	
Matchlists Sent	96	93	
Transit Applicants and Info Sent	110	73	
GRH Applicants	223	192	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	15	6	
Employers Contacted (New)- Visit	6	11	
Employers Contacted - Number of Potential (New)	21	17	
Employers Contacted (Follow up)- Phone	29	17	
Employers Contacted (Follow up)- Visit	22	2	
Employers Contacted - Number of Potential (Follow up)	51	19	
<b>New TDM Programs Established</b>			
Level 1	4	0	
Level 2	0	0	
Level 3	17	1	
Level 4	9	1	



**TDM SERVICES**

**FREDERICK  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	79	52	
Matchlists Sent	2	3	
Transit Applicants and Info Sent	35	29	
GRH Applicants	68	79	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	1	
Employers Contacted (New)- Visit	0	1	
Employers Contacted - Number of Potential (New)	0	1	
Employers Contacted (Follow up)- Phone	2	1	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	1	1	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	1	
Level 4	0	0	

**TDM SERVICES**

**HARFORD**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	5	
Matchlists Sent	3	1	
Transit Applicants and Info Sent	4	3	
GRH Applicants	2	6	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	1	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**HOWARD**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	49	47	
Matchlists Sent	25	23	
Transit Applicants and Info Sent	19	15	
GRH Applicants	45	58	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**LINK**

**APRIL - JUNE 2007**

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

**TDM SERVICES**

**LOUDOUN**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	99	45	
Matchlists Sent	53	54	
Transit Applicants and Info Sent	35	21	
GRH Applicants	72	72	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	6	
Employers Contacted (New)- Visit	0	7	
Employers Contacted - Number of Potential (New)	0	13	
Employers Contacted (Follow up)- Phone	213	46	
Employers Contacted (Follow up)- Visit	8	0	
Employers Contacted - Number of Potential (Follow up)	221	0	
New TDM Programs Established			
Level 1	0	1	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**MONTGOMERY COUNTY  
APRIL - JUNE 2107**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	126	37	
Matchlists Sent	432	221	
Transit Applicants and Info Sent	0	221	
GRH Applicants	96	0	
Telework Information Requests	0	1	
Employers Contacted (New)- Phone	0	41	
Employers Contacted (New)- Visit	0	22	
Employers Contacted - Number of Potential (New)	0	63	
Employers Contacted (Follow up)- Phone	0	2,526	
Employers Contacted (Follow up)- Visit	0	24	
Employers Contacted - Number of Potential (Follow up)	0	0	
<b>New TDM Programs Established</b>			
Level 1	0	21	
Level 2	0	7	
Level 3	0	3	
Level 4	0	1	

**TDM SERVICES**

**MTA  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	7	
Matchlists Sent	0	0	
Transit Applicants and Info Sent	0	0	
GRH Applicants	0	0	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**NIH  
APRIL - JUNE 2707**

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



**TDM SERVICES**

**NORTHERN NECK  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	22	
Matchlists Sent	1	0	
Transit Applicants and Info Sent	3	1	
GRH Applicants	1	25	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**NORTHERN NECK**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	22	
Matchlists Sent	1	0	
Transit Applicants and Info Sent	3	1	
GRH Applicants	1	25	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**NORTHERN SHENANDOAH  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	36	2	
Matchlists Sent	0	0	
Transit Applicants and Info Sent	7	2	
GRH Applicants	33	6	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**PRINCE GEORGE'S  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	108	73	
Matchlists Sent	11	21	
Transit Applicants and Info Sent	73	96	
GRH Applicants	84	95	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	12	0	
Employers Contacted (New)- Visit	7	4	
Employers Contacted - Number of Potential (New)	19	4	
Employers Contacted (Follow up)- Phone	997	47	
Employers Contacted (Follow up)- Visit	28	1	
Employers Contacted - Number of Potential (Follow up)	1,025	48	
New TDM Programs Established			
Level 1	46	5	
Level 2	1	0	
Level 3	1	0	
Level 4	1	0	

**TDM SERVICES**

**PRTC**

**APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	305	146	
Matchlists Sent	4	3	
Transit Applicants and Info Sent	105	56	
GRH Applicants	253	221	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	3	
Employers Contacted (New)- Visit	0	1	
Employers Contacted - Number of Potential (New)	0	4	
Employers Contacted (Follow up)- Phone	29	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**GW Ride Connect  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	326	218	
Matchlists Sent	189	186	
Transit Applicants and Info Sent	107	79	
GRH Applicants	276	270	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	3	
Employers Contacted (New)- Visit	0	1	
Employers Contacted - Number of Potential (New)	0	4	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
APRIL - JUNE 2007**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	15	
Matchlists Sent	36	19	
Transit Applicants and Info Sent	10	13	
GRH Applicants	40	18	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
APRIL - JUNE 2007**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	15	
Matchlists Sent	36	19	
Transit Applicants and Info Sent	10	13	
GRH Applicants	40	18	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	



**TDM SERVICES**

**SILVER SPRING  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	34	21	
Matchlists Sent	5	4	
Transit Applicants and Info Sent	0	0	
GRH Applicants	49	0	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**NORTHERN BETHESDA TMD  
APRIL - JUNE 2007**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	
Matchlists Sent	215	133	
Transit Applicants and Info Sent	0	0	
GRH Applicants	0	0	
Telework Information Requests	0		
Employers Contacted (New)- Phone	0	0	
Employers Contacted (New)- Visit	0	0	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	0	
Employers Contacted (Follow up)- Visit	0	0	
Employers Contacted - Number of Potential (Follow up)	0	0	
<b>New TDM Programs Established</b>			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	

**TDM SERVICES**

**TRI-COUNTY  
APRIL - JUNE 2007**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	119	92	
Matchlists Sent	6	23	
Transit Applicants and Info Sent	61	37	
GRH Applicants	75	76	
Telework Information Requests	0	0	
Employers Contacted (New)- Phone	0	22	
Employers Contacted (New)- Visit	0	2	
Employers Contacted - Number of Potential (New)	0	0	
Employers Contacted (Follow up)- Phone	0	6	
Employers Contacted (Follow up)- Visit	0	2	
Employers Contacted - Number of Potential (Follow up)	0	8	
New TDM Programs Established			
Level 1	0	0	
Level 2	0	0	
Level 3	0	0	
Level 4	0	0	



<b>Table 1</b>
<b>National Capital Region Transportation Planning Board</b>
<b>Commuter Connections Program</b>
<b>Quarterly Activity and Impact Summary</b>
<b>APRIL - JUNE 2007</b>

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2006
<b>Total applicants/info provided:</b>	3,208	3,532	13,253
Rideshare applicants	2,911	3,333	12,662
Matchlists sent	4,026	3,829	14,430
Transit applicants/info sent	927	844	2,095
GRH applicants	1,686	1,539	6,471
Bike to work info requests	74	53	279
Telework info requests	1	1	11
<b>Kiosk users</b>	0	0	1,433
Kiosk applicants	0	0	0
<b>Internet users</b>	28,646	24,264	85,931
Internet applicants	3,200	3,175	12,299
<b>New employer clients</b>	30	121	217
Employee applicants	124	0	134

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2006
<b>Continued placements</b>	783	719	3,404
<b>Temporary/one-time placements</b>	434	399	1,889
<b>Daily vehicle trips reduced</b>	361	331	2,308
<b>Daily VMT reduced</b>	11,611	10,661	38,892
<b>Daily tons NOx reduced</b>	0.0086	0.0079	0.018
<b>Daily tons VOC reduced</b>	0.0038	0.0034	0.0083
<b>Daily gallons of gas saved</b>	488	448	1,634
<b>Daily commuter costs saved</b>	\$2,009	\$1,844	\$6,728

**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.

**TABLE 2**

**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY  
APRIL - JUNE 2007**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	41	0	51	92
ARLINGTON (COG)	0	0	2	2
ARTMA	40	0	345	385
BALTIMORE CITY	0	0	6	6
BMC	0	0	7	7
COG - MD	433	3	603	1,039
COG - VA	327	1	459	787
COG - Other	30	1	52	83
DISTRICT OF COLUMBIA	74	0	86	160
FAIRFAX COUNTY	228	98	633	959
FREDERICK	29	0	54	83
HARFORD	8	0	21	29
HOWARD	40	0	38	78
LINK	1	1	25	27
LOUDOUN	85	3	224	312
MTA	9	0	7	16
MONTGOMERY COUNTY	206	7	1,535	4,025
Bethesda Transportation Solutions	115	11	1,009	1,135
Countywide	195	0	235	430
Friendship Heights/Rockville	61	0	1,094	1,155
North Bethesda TMD	147	3	1,002	1,152
Silver Spring	68	0	85	153
NIH	164	3	112	279
NORTHERN NECK	0	1	12	13
NORTHERN SHENANDOAH	0	0	0	0
PRINCE GEORGE'S	0	0	18	18
PRTC	246	2	563	811
RADCO	332	0	1,685	2,017
RAPPAHANNOCK-RAPIDAN	48	11	125	184
TRI - COUNTY	5	47	61	113
USDOE	0	0	0	0
<b>TOTAL INPUT</b>	<b>2,726</b>	<b>185</b>	<b>8,614</b>	<b>11,525</b>

**TOTAL NEW & RE-APPLICANTS**

**2,911**

TABLE 4A

COMMUTER CONNECTIONS RIDESHARE DATABASE  
 SORTED BY HOME AND WORK JURISDICTIONS  
 APRIL - JUNE 2007

	HOME	WORK
ALEXANDRIA	1,188	1,955
ANNE ARUNDEL COUNTY	1,915	275
ARLINGTON COUNTY	3,146	8,070
BALTIMORE CITY	583	418
BALTIMORE COUNTY	652	222
CALVERT COUNTY	467	8
CARROLL COUNTY	227	7
CECIL COUNTY	49	6
CHARLES COUNTY	1,078	77
CLARKE COUNTY	32	0
CULPEPER COUNTY	204	3
DISTRICT OF COLUMBIA	8,559	22,354
FAIRFAX COUNTY *	6,343	6,042
FAUQUIER COUNTY	441	12
FREDERICK COUNTY, MD	1,719	171
FREDERICK COUNTY, VA	77	0
FREDERICKSBURG	392	42
HARFORD COUNTY	295	164
HOWARD COUNTY	1,441	239
KING GEORGE COUNTY	238	83
LANCASTER COUNTY	1	1
LOUDOUN COUNTY	1,821	363
MADISON COUNTY	11	0
MONTGOMERY COUNTY	16,347	22,773
ORANGE COUNTY	226	0
PAGE COUNTY	14	0
PRINCE GEORGE'S COUNTY	3,367	1,141
PRINCE WILLIAM COUNTY **	4,909	312
RAPPAHANNOCK COUNTY	24	0
RICHMOND COUNTY	38	7
SHENANDOAH COUNTY	65	0
SPOTSYLVANIA COUNTY	2,908	26
STAFFORD COUNTY	3,828	60
ST. MARY'S COUNTY	312	33
WARREN COUNTY	216	0
WESTMORELAND COUNTY	101	0
WINCHESTER	51	3
OTHERS	1,815	233
<b>TOTAL</b>	<b>65,100</b>	<b>65,100</b>

\* Fairfax County includes City of Fairfax and Falls Church.

\*\* Prince William County includes Manassas and Manassas Park.

FY2007

April - June 2007		City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Telework	Metro
Employers Contacted (new)		3	6	4	10	0	0	73	12	0	0	1	
Employers Contacted (follow-up)		3	305	6	14	2	213	455	997	29	0		
Total Broadcast Contacts		0	1964	0	1172	0	3	3566	1132	309	0		
Total Sales Meetings		3	14	1	14	0	8	45	28	0	0		
Total Employers Contacted		9	2289	11	1210	2	224	4139	2169	338	0	1	0
New Level 1 TDM Programs		0	5	0	3	0	0	21	84	0	0		
New Level 2 TDM Programs		0	5	0	0	0	0	13	3	0	0		
New Level 3 TDM Programs		0	4	1	12	0	0	4	1	1	0		
New Level 4 TDM Programs		0	0	0	9	0	0	0	1	0	0		