



**QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2019**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2019 4th 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 in electronic format via email.

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 April 2019, May 2019 and June 2019) 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 Howard County, MD; Frederick County, MD; Loudoun County, VA; NBTMD; and PRTC. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

After the TPB voted to approve the FY2020 CCWP in March, COG/TPB staff posted the document to the Publications section of the Commuter Connections website. Hard copies were distributed to stakeholders. TIP funding schedules were reviewed.

COG/TPB staff continued to collaborate with UMD in developing a new version of incenTrip. Staff formed a working group of volunteers from the Commuter Connections Subcommittee to discuss potential customization recommendations that would better suit the app for a public regional rollout equipped with incentives funded by COG. The group met on April 10th, April 17th, April 24th, May 1st, and May 8th. After much discussion, and with UMD’s approval, a memo listing various recommendations of changes to the app was presented at the May 21st Commuter Connections Subcommittee meeting. The Subcommittee agreed with the proposed changes and asked UMD to begin implementation. Staff routinely monitored UMD’s progress throughout the quarter. Meanwhile, staff continued to monitor feedback regarding the app from Commuter Connections members who volunteered to conduct testing. Notable items were forwarded to UMD staff.

COG/TPB staff coordinated and held STDM Work Group meetings on April 9th, May 14th, and June 11th.

A Commuter Connections Subcommittee meeting was coordinated and held on May 21st, 2019. Highlights from the meeting included:

- Presentation of the draft FY19 Car Free Day Report
- Briefing on the upcoming 2019 Car Free Day event
- Presentation of the memo created by the incenTrip Work Group
- Update on Clean Air Partners activities
- Update on the TDM Evaluation Project
- Presentation on the 2019 Bike to Work Day Event
- Briefing of recent changes made to the CarpoolNow app and Flextime Rewards program
- Briefing on the FY19 3rd Quarter CCWP Progress and Budget Reports

A Ridematching Committee meeting was coordinated and held by COG/TPB on June 18th. Highlights from the meeting included:

- TDM System Update
- Flextime Rewards Update
- TDM System & Follow-up Best Practices discussion
- July 2019 TDM Resource Directory update
- Quarterly Progress Report briefing

Commuter Connections is facilitating regional TDM efforts among network members to ease the commute interruptions caused by the summer Metrorail platform work that closed down all Metrorail stations south of Reagan National Airport. COG/TPB staff held a conference call with VRE representatives on April 11th to discuss commute options during the shutdown; another call was held on May 7th with NVTC to discuss transit coordination among local agencies in NOVA. COG/TPB staff organized and facilitated a WMATA Platform Shutdown TDM Work Group, which met via conference call on May 1st, May 22nd, and June 26th. Communications were sent via Informz (i.e., e-blast) to registered users within the Commuter Connections database to inform people about the Metrorail shutdown.

Commuter Connections is collaborating with UMD to submit a grant application to FHWA's Advanced Transportation and Congestion Management Technologies Deployment program (ATCMTD). If awarded, the grant is expected to bolster and expand incenTrip. Conference call meetings were held on April 4th and 30th with the state funding agencies, the University of Maryland and Greater Washington Partnership to discuss the possibility of applying to the USDOT for a project grant. Discussion continued at STDM meetings and other informal means; the scope was further defined and commitments from partners were requested. The deadline for submitting a grant proposal is currently listed as July 19th.

COG/TPB staff participated in the TPB's federal certification review meetings on April 10th and 11th.

COG/TPB staff attended the Transportation Research Board's Demand Response conference in Baltimore on April 15th and 16th.

COG/TPB staff attended an update meeting for the Regional Multimodal Mobility Program (RM3P) hosted by the Virginia Department of Rail and Public Transit on April 23rd. The project, if funded, may be a potential partnership opportunity between Commuter Connections and Virginia.

COG/TPB staff met with GWRC staff on April 23rd to discuss the Commuter Connections program.

COG/TPB staff attended and presented information at the NCAMPO Conference in Charlotte, NC on April 24th and 25th.

COG/TPB staff facilitated a TDM System training with the City of Alexandria on May 7th.

COG/TPB staff met with NCPC and GSA staff on May 22nd to discuss an update to the Federal ETC TMP Handbook.

COG/TPB staff participated in a National Highway Institute workshop in Arlington, VA titled "Linking Traffic and Demand Management" on May 23rd.

COG/TPB staff participated in a conference call with the state funding agency attorneys to discuss updates to the CCWP Master Agreement on May 28th.

COG/TPB staff participated in a RICCS Metro Platform Shutdown conference call to discuss Commuter Connections outreach activities on May 28th.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange Group conference call meeting on May 29th.

COG/TPB staff participated in an ACT Red River Chapter webinar on Automated Vehicles on June 5th.

COG/TPB staff attended and participated in the TPB's STWG meeting on June 11th.

COG/TPB staff participated on a panel titled The Changing Landscape of Mobility in the Workforce located in Washington, D.C. on June 27th.

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. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, and the Regional Bicycle Guide. 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 daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving accounts and data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ride matching coordinators, producing email lists, and making backups of the Oracle database.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports.

At the end of June 2019, COG and its members served 17,820 commuters registered in ridematching. This is an increase of 105 registrants during the quarter, up from 17,715 at the end of March 2019. Year over year there was a decrease of 191 from 18,011 in the system at the end of June 2018.

COG/TPB staff met with Media Beef representatives twelve times during the quarter. Meetings were held in April on the 1st, 8th, 15th, 22nd and 29th; in May on the 6th, 13th, and 20th; and in June on the 3rd, 10th, 17th, and 24th. The contractor and COG staff used the meeting time to design, implement, and document the Guaranteed Ride Home survey that is conducted every three years; discussed plans for expanding GIS capabilities by creating a GIS Depot that will house geocoding and matching enhancements; improving the Flextime Rewards program by (a) creating an enhancement to enable verified commute logging using location-based services and (b) developing an administrative module for the program, including a new report that identifies users eligible for the \$8 incentive; enhancements to email messages between commuters (personalizing the sent from and reply to addresses for member agencies); enhancements to the Special Events module; ROI tracking for digital ads; CarpoolNow, the Commuter Connections app for mobile devices, and maintenance.

Media Beef completed the Verified Trip Logging enhancement for the Commuter Connections mobile application. This enhancement greatly eases the burden of trip logging for commuters participating in Flextime Rewards while also verifying their eligibility by using location-based services. Once the enhancement was live, new program guidelines were established that award commuters \$8 per verified flex trip.

Related to Verified Trip Logging, Media Beef deployed a developer release of code to handle recording Flextime trips. They also worked on fixing some bugs associated with that release. COG/TPB staff began testing. The contractor also released code for a daily report of flextime trips.

COG/TPB staff participated in three conference calls with University of Maryland and Media Beef regarding the incenTrip project. Staff attended calls on April 9th, June 4th and June 19th. The main topics at these meetings were related to recommendations suggested by the Commuter Connections Subcommittee on customizations to the app that would best allow for a public rollout in Q1 FY20. More specifically, the group

discussed technical items related to trip tracking, verifying rideshare trips, and incentive fulfillment. As an outcome of these discussions, UMD began developing “incenTrip 2.0” with guidance from COG and Media Beef. Additionally, incenTrip made some news this quarter. The software’s test launch was featured in the April 2019 issue of the USDOT UTC spotlight newsletter. COG/TPB staff look forward to additional feedback and suggestions from stakeholders and commuters. The launch of the final version is expected later in the summer.

Media Beef continued to work on bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and the Commuter Connections mobile app. Media Beef completed fixes for a number of troublesome bugs that did not directly affect customers or ridematching coordinators. They were mostly performance issues that needed addressing. One pertained to communication with the Oracle database when a new commuter account was created. A bug surfaced during Flextime registration. There was another that appeared during trip logging. The contractor also fixed a bug that affected the server’s adding decorations to the pages.

Media Beef fixed a bug in CarpoolNow that affected only Android users. The manufacturer of the Android phones changed the way the phones identify themselves to applications and that affected the CarpoolNow code. This has been corrected and the program now writes to the Oracle database correctly.

Metro has disseminated plans to repair platforms at stations south of Reagan National Airport during the summer. COG/TPB staff produced an email list of commuters likely to be affected and notified those commuters about alternatives to using Metrorail in the affected area.

The Commuter Connections mobile apps continue to gain popularity. The Commuter Connections mobile app was downloaded 421 times throughout the quarter, bringing total downloads to 4,523 by the end of June. The CarpoolNow mobile app was downloaded 273 times throughout the quarter, bringing total downloads to 3,756 by the end of June.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c503038a8b36e2>, or use the Commuter Connections web site to navigate to it.

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

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The web app helps the user find the safest, most enjoyable

routes when traveling by bicycle in the Washington, DC Metropolitan Region. The map covers bike paths in the area from Frederick County, MD in the north to Prince William County, VA in the south and from Loudoun County, VA in the west to Prince George's County, MD in the east.

COG/TPB staff completed development of a new geocoding service that covers more than 83,000 square miles as part of the Commuter Connections GIS Depot project. Its area stretches north from central Pennsylvania down to Norfolk, VA; and east from the Atlantic Ocean to western Maryland. This covers more than the area where commuters in the Washington, D.C. region live and work. Staff installed the latest version (10.7) of ArcGIS Server and deployed the new geocoding service to the new server. Any Commuter Connections application can access this web service to obtain geocodes for matching, routing, and analysis. Another objective of this project is to rely less on outside vendors and more on data and code controlled by Commuter Connections.

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.

COG/TPB staff met with Diamond Transportation staff on May 29th to discuss GRH program operations and invoicing.

COG/TPB staff provided AAA coupons to commuters who renewed their GRH membership. Pizza Hut coupons were added in March.

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 798 GRH applications received. A total of 751 applicants were registered (724 new applicants and 27 previous "one-time exception" users) and 1,275 commuters were re-registered. During the same time period, the GRH program provided 676 GRH trips. Eleven (11) of these trips were "one-time" exceptions accounting for 1.6% 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 June 30th, a total of 7,797 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.

Uber signed on as a GRH provider. COG/TPB staff met with Uber representatives and the GRH Contractor (Diamond Transportation) on June 6th and 13th to setup accounts in the Uber system and test the dispatching capabilities. Staff anticipates scheduling trips with Uber beginning in July.

III. MARKETING

A. TDM Marketing and Advertising

The spring 2019 newsletter and federal ETC insert were finalized and distributed to the regional employer database, various Commuter Connections Committees and other TDM stakeholders. The newsletter with insert was distributed via email to the federal ETC community through GSA. A pdf version was placed onto the Commuter Connections website Federal ETC website. An electronic version of the spring newsletter was developed and sent via email blast. Articles featured in the newsletter addressed Metrorail platform construction and service disruptions, a change in Metro policy to allow full-sized bicycles on Metrorail, a construction update for the new Frederick Douglass Bridge, and Commuter Connections' new Flextime Rewards program. The Federal ETC insert featured a story on TRANServe and its support for federal employees using the Transit Benefit. Following distribution of the newsletter, a timeline was developed for the summer 2019 newsletter.

The FY19 regional mass marketing campaigns for Rideshare and GRH were live for the whole quarter, using the themes "Why Rideshare? Why Not?" for Rideshare, and "Don't Freak Out" for Guaranteed Ride Home (GRH). Both GRH and Rideshare advertising continued on radio, WTOP.com native articles, iHeart mobile/digital, paid Facebook and YouTube. In addition, Rideshare was promoted on Pandora, and GRH was promoted on TV (NBC4) and through donated bus advertising space on Arlington Transit, Prince George's County, PRTC OmniRide, Fairfax County Connector, and Montgomery County Ride On. The FY19 2nd Half campaign for GRH Baltimore consisted of radio, YouTube, and Facebook.

Bi-weekly conference calls were held with the marketing contractor between April and June 2019 to discuss work program plans and activities for the regional TDM Mass Marketing and other campaigns. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractors, and media invoices were processed monthly.

The Incentives Programs rack card was updated to reflect changes regarding the trade in of eco-points into cash payments of \$10 to \$50 through incenTrip and for Flextime Rewards payments of \$8 per trip.

Artwork for the spring postcard mailer developed by the marketing contractor was reviewed and approved by staff. A formal bid was sent out for the printing and distribution of a mass mailing promoting Ridematching and GRH. Post cards were sent to 500,000 households within the Washington metropolitan area in June. The mass mailer was sent to target demographics; ages 25-64, with household incomes of \$75k and above.

The following employer transportation fairs were attended during the fourth quarter of FY19:

- April 10th - Carlyle, Alexandria
- April 17th - JBG Smith, Bethesda
- April 24th - U.S. Patent & Trademark, Alexandria
- April 24th - U.S. Geological Survey, Reston
- April 25th - U.S. Food & Drug Administration, Silver Spring
- May 15th - Pentagon, DC
- May 22nd - U.S. Department of Interior, DC
- June 5th - VDOT NOVA offices, Fairfax
- June 12th - National Institutes of Health, Bethesda
- June 26th - Mark Center, Alexandria

COG/TPB staff attended a WTOP Radio 50th year anniversary event on May 8th.

A Regional TDM Marketing Group meeting was held on June 18, 2019. Highlights from the meeting included a presentation on FY19 regional TDM Marketing activities, a call for volunteers for the FY20 Marketing Workgroup, presentations by Fairfax County and GWRideConnect, and an updated draft document of the Second Half FY19 Regional TDM Marketing Campaign summary.

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. Other notable website-related activities throughout the quarter include:

- Replaced the newsletter with the spring 2019 version;
- Updated content in the accordion sections and individual pages (e.g. the Flextime Rewards page);
- Updated the VMT Calculator;
- Added the *Incentives Program Rack Card* to the "Order Brochure" webpage;
- Added the *Emergency Preparedness Brochure* PDF;
- Posted three new Employer Case studies;
- Posted the *2018 Bike to Work Day Event Report; FY20 Commuter Connections Work Program; Commuter Connections Strategic Plan; Commuter Connections Transportation Demand Management (TDM) Program Elements Report; FY18 GRH & GRHB Customer Satisfaction Survey Report;*
- Created a landing page for information relating to the summer Metrorail shutdown;

- Updated plugins;
- Fixed broken links;
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff implemented and monitored paid social media campaigns for Guaranteed Ride Home and Rideshare programs. This primarily included updating the Commuter Connections Facebook and YouTube pages with new content and updates with associated hashtags.

Staff actively monitored and reported on the performance analytics from social media accounts. These data were compiled into a new monthly report created to examine social and digital media marketing trends for Commuter Connections: The *Commuter Connections Digital Marketing Report*. Website data compiled from Google Analytics is also included in the report. Demographic information is included in the report.

COG/TPB staff announced the requests for updates from local jurisdictions for the 2020 Strategic Marketing Plan and Resource Guide at the June 18 Regional TDM Marketing meeting.

COG/TPB staff participated in an earned media strategy call with the contractors on June 27th.

B. Bike to Work Day

Event posters and rack cards were mailed to employers along with a cover letter with tips on how to organize a Bike to Work Day event. The printed marketing materials were also distributed to pit stop managers. Marketing for Bike to Work Day included flyers, posters, rack cards, radio personality endorsements, a native article on WTOP.com, and Pandora and Spotify. Boosted posts with unique content respective to each post ran on Facebook and Twitter from April 29 – May 2, May 2-6, May 6-9, May 9-13, and May 13-16. A PDF version of the Bike To Work Day poster was added to the Commuter Connections and Bike to Word Day websites.

A Bike to Work Day presentation was given to the Transportation Planning Board (TPB) Technical Committee meeting on April 5, 2019. COG/TPB staff made a Bike to Work Day presentation to the TPB's Citizen's Advisory Committee on April 11th. A presentation by the Bike To Work Day Steering Committee Chair Henry Dunbar was also made at the TPB's April 17, 2019 meeting, where the regional Bike to Work Day Proclamation was adopted. The proclamation was enlarged and signed by Martin Nohe, TPB Chairman and Prince William Supervisor. Photos were taken and posted onto the Bike to Work Day web site and social media.

The 2019 T-shirts were designed, printed, and distributed. A group of volunteers were formed to sort the T-shirts for pick up by the pit stop managers. Sponsors with invoices still outstanding were contacted as a reminder to make payments.

Vinyl banners were created and delivered to pit stop managers for use as promotional tools leading up to Bike to Work Day 2019 and to use as a backdrop at the events. The

eight-foot-wide banners included 2019 event graphics and were customized with specific pit stop locations and times.

An earned media strategy was developed for Bike to Work Day and media interviews were coordinated. A calendar listing and three press releases were sent, including the final press release the day of the event. Throughout the planning and implementation process questions were answered, and general support was provided to the pit stop managers, sponsors, and Committee members.

A Bike to Work Day Steering Committee meeting was held on May 8, 2019. Highlights from the meeting included discussion of the pick-up of t-shirts and other giveaway materials, a review of the TPB Bike to Work Day Proclamation, radio ad, Earned Media strategy, and the bicycle convoys; plus, progress reports from each of the pit stop managers. The Commuter Connections Subcommittee was updated on the regional Bike to Work Day event at its May 21, 2019 meeting.

A letter of invitation was sent to elected officials by the Washington Area Bicyclist Association (WABA) to attend and speak at the local Bike to Work Day pit stop events. The Bike to Work Day event was held at 115 local pit stops on May 17, 2019 and nearly 18,000 bicyclists registered; more than a 4 percent increase from the previous year.

Following the event, Bike to Work Day registration data was analyzed to determine participation of top employers in the region. A luncheon was coordinated at the National Institutes of Health on June 25, 2019 and a plaque was prepared to recognize NIH as the winner of the Bike to Work Day Employer Challenge. Speaking remarks were prepared and delivered for the engagement. COG/TPB staff coordinated with the contractor to send thank you letters to the event sponsors.

COG/TPB staff maintained and updated the www.BikeToWorkMetroDC.com website. Notable activities include:

- Updated point of contact information for new pit stop managers;
- Updated logos and added new logos to the sponsor page, in addition to the homepage rotation;
- Updated the Facebook button to link to the current sign-up page;
- Added press releases;
- Added photos of the proclamation signing;
- Added a video to the North Bethesda at Pike & Rose pit stop page;
- Fixed broken links on the pit stop pages;
- Monitored website activity and computer code to maintain accurate website functionality.

C. Employer Recognition Awards

The 2019 Employer Recognition Awards winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status. Winners of the Employer Services Sales Team and Organization Achievement awards were determined through performance analysis and

program impact respectively. Questions were developed for each of the winners to use as part of the awards video, filming took place, and the video went through an editing phase. The final produced video encompassed two-to-three-minute segments of each award-winning program. Coffee mugs were selected as giveaway items based on workgroup feedback and provided to guests following the awards ceremony. Glass award trophies were ordered and inscribed for each winner.

Podium signage, invitations, and a program booklet with the theme “Celebrating Stars” were developed and printed. The booklets included write-ups and photos for each winner, and letters from both the TPB and Commuter Connections Chairs. An invitation with a matching envelope were mailed, and attendees responded via an online form. Reminder emails were sent out to those who did not RSVP, and a security QR code was sent to all confirmed guests. Catering arrangements were made with the venue, and name badges were created. Remarks were written for the presenters and Master of Ceremonies; the agenda was made. Confirmation letters were sent to speakers along with instructions.

The Employer Awards sections was updated on the Commuter Connections website. The RSVP form was prepared and activated.

The 22nd annual Commuter Connections Employer Recognition Awards event was held at the National Press Club on June 21, 2019. The Master of Ceremonies for the event was City of Frederick Alderman, and Transportation Planning Board Vice Chairman, Kelly Russell. The Sales Team Achievement award was won by Arlington County Commuter Services. The Organization Achievement award was won by the Dulles Area Transportation Association for their Onsite Rideshare Coordinator program. The Incentives award was presented by Greg Billing Executive Director, Washington Area Bicyclist Association, and given to Toole Design Group of Silver Spring, MD. The Marketing award was won by Washington Headquarters Services, Washington, DC and Alexandria and presented by Nicholas Ramfos, COG/TPB staff. Lastly, the Telework Award was awarded to Aircraft Owners and Pilots Association, located in Frederick, MD and presented by Harriet West Assistant Town Manager, Town of Lovettsville, VA. At the conclusion of the event, attendees received the awards booklet and Commuter Connections branded coffee mugs.

Key moments of the Employer Awards ceremony were live-streamed to the Commuter Connections Facebook page. To recognize the employer winners, a quarter page display ad was placed into the Washington/Baltimore edition of the Wall Street Journal, which published Monday, June 24, 2019. A complimentary eight-page black and white ad also ran on Wednesday, June 26, 2019. Posts of the winners and their respective awards were made on to the Commuter Connections Facebook page following the event.

Following the event, thank you letters were sent to the speakers. Awards ceremony photos, winner seals, awards video, and customized press releases were shared with the winning employers for promotional use. Information about the 2019 winners was added to the Employer Awards webpage on the Commuter Connections website. Congratulatory messages were also posted on social media sites.

D. 'Pool Rewards

There was no 'Pool Rewards marketing activity for the fourth quarter of FY19.

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools. Program participant trip logging was monitored and incentive payments during the quarter were distributed as follows:

- Staff processed 15 payments for 'Pool Rewards vanpools.
- Staff began processing payment for a 2-person general 'Pool Rewards carpool that participated April - June; the payment will be issued in July using FY2019 dollars. Three eligible carpools are currently participating in the program.
- Staff began processing payment for a 3-person Virginia I-66 carpool that participated April – June; the payment will be issued in July using FY2019 dollars. One eligible carpool is currently participating in the program.
- There were no incentive payments to I-395 Virginia Pool Rewards Incentive carpool participants; no carpools were reported travelling along the corridor.

COG/TPB staff participated in a Transform66 TMP Working Group meeting coordinated by VDOT on April 3rd.

E. Car Free Day

A Car Free Day Steering Committee meeting was coordinated and held on May 8, 2019. The Car Free Day event will take place from Saturday, September 21 through Monday September 23, 2019. Highlights from the meeting included a discussion of marketing and social media strategies for the 2019 event, potential sponsors and prizes, and a roundtable discussion with network members regarding potential event plans within their jurisdictions. The Commuter Connections Subcommittee was updated by the Car Free Day Steering Committee chair Matthew Zych on the regional Car Free Day event at its May 21, 2019 meeting. Previous and potential new sponsors were solicited for the 2019 Car Free Day event. The Car Free Day proclamation was drafted for use at the July TPB meeting. Meeting materials were prepared for the July 10, 2019 Car Free Day Subcommittee meeting.

A comprehensive recap draft report of the 2018 event was finalized by staff and presented at the May 21 Commuter Connections Subcommittee meeting; a comment period was established for Subcommittee feedback.

F. CarpoolNow Mobile Application

COG/TPB staff managed the marketing and public relations contractors. A meeting was held with the ODonnell Company on May 2nd to discuss the promotional strategy for CarpoolNow. Pop-up events were held in support of CarpoolNow to include radio stations and Commuter Connections network members. The events were held at the Huntington Metrorail station on May 8, 2019 with WIAD and at Van Dorn Metrorail station with WTOP on May 14, 2019 to promote use of the real-time ridematching app

during the summer station shutdowns. An event was also held at the Urbana, MD Park and Ride Lot on May 22, 2019 with WFRE and WFMD. Additionally, the CarpoolNow mobile app was promoted through Entercom (owner of several DC market radio stations) at the National Capital BBQ Battle in Washington, DC on June 22-23, 2019. The CarpoolNow mobile app received on-air promotions and distribution of collateral materials at the Entercom booth. A boosted Facebook post was placed to promote CarpoolNow and the National Capital BBQ Battle on June 22. The post was boosted from June 14-23. Additional CarpoolNow Facebook ads and boosted posts were placed from May 9-14, May 24-31 (in conjunction with the Metrorail Shutdown announcement), June 4-9 and June 25-30.

COG/TPB staff continued to monitor commuters seeking to use the CarpoolNow driver incentive. During the quarter there was one carpool driver in June that used the incentive.

G. Flextime Rewards

The Flextime Rewards program was modified to leverage new technology improvements (e.g. Verified Trip Logging) that were launched during the quarter. Participants can now earn \$8 per flexed commute trip; up to two times per day.

The Flextime Rewards Earned Media Strategy was developed and approved. Flextime Rewards web banner ads were developed and placed on WTOP.com for three home page takeovers, plus ads on the traffic page, and run-of-site placement. A mailing of Flextime Rewards 6 x 11" postcards were sent to over 500 employers known to have flextime programs. Additionally, Flextime Rewards posts were placed and boosted on Facebook during the dates of May 29 – June 2; June 4-9; June 10-16; June 17-23; and June 26-30. Each date range consisted of a new, unique post. COG/TPB staff processed media invoices.

COG/TPB staff monitored commuters receiving notifications and electing to delay their commuting trips during the peak hour travel periods.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of April 15th, May 13th, and June 10th.

In April, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County, Prince George's County and the District of Columbia. There were outstanding reports from Prince William, Loudoun, Montgomery, and Fairfax Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

In May, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County, Prince George's County and the District of Columbia. There

were outstanding reports from Prince William, Loudoun, Montgomery, and Fairfax Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

In June, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County, Prince George's County and the District of Columbia. There are outstanding reports from Prince William, Loudoun, Montgomery, and Fairfax Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

In April, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax County, Arlington County, and the District of Columbia.

In May, COG/TPB staff fulfilled Employer Outreach data requests from the City of Alexandria, Prince William County, and Prince George's County

In June, COG/TPB staff fulfilled Employer Outreach data requests from Prince George's County, the District of Columbia, and Montgomery County.

Throughout the quarter COG/TPB staff oversaw the employer site survey coordination.

COG/TPB staff oversaw the TDM Evaluation Consultant, LDA Consulting, in their analysis of the State of the Commute questionnaire. LDA Consulting compiled the findings and into a draft technical report that was delivered at the end of June for staff review and for presentation to the Commuter Connections Subcommittee in July.

COG/TPB staff managed the TDM System Contractor (Media Beef) and TDM Evaluation Contractor (LDA Consulting) in the updates and programming of the 2019 Guaranteed Ride Home Survey. After several rounds of testing, the survey was released for data collection on April 11th. COG/TPB staff monitored the Oracle database and produced a list of commuters to remind to take the survey. Email reminders were sent to potential respondents on April 23rd, May 2nd, and May 10th. Data collection ended in late May. LDA Consulting subsequently began data analysis of the survey and compiled their findings in a draft report delivered at the end of June for staff review and for presentation to the Commuter Connections Subcommittee in July.

B. Program Monitoring and Tracking Activities

COG/TPB staff collected data for various FY2019 Employer Outreach conformity verification statements. The final Second Quarter Employer Outreach Conformity Verification Statement was presented at the April 16th Employer Outreach Committee meeting; the draft Third Quarter Employer Outreach Conformity Verification Statement was also presented. Staff completed data collection for the Third Quarter Employer Outreach Conformity Verification Statement in late May and began collecting data for the fourth quarter statement. A draft Fourth Quarter Employer Outreach Conformity Verification Statement was assembled in preparation for the July 16th Employer Outreach Committee Meeting.

COG/TPB staff collected data documentation from the Employer Outreach activity reports throughout the quarter. The FY2019 Employer Outreach Snapshot Analysis was prepared and delivered in May to the state funding agencies.

COG/TPB staff continued to work with the contractor VHB to implement updates to the COG Employer Survey database. VHB completed programming the new GIS Map Functionality and Data Visualizations using data from the Employer Survey Database and the ACT! Regional Employer Database, along with other publicly available data. VHB cleaned up legacy data within the database. COG/TPB staff provided final deliverables to VHB during a conference call meeting held on June 6th, which included deliverables such as documentation on mapping enhancements made to the database, visualization file transfer, and a slight database design update.

COG/TPB staff oversaw the TDM Evaluation Contractor (LDA Consulting) as data collection concluded for the 2019 Employer Customer Satisfaction Survey. Several reminders were given to potential respondents to encourage completion of the survey. The survey closed in late April. Staff received data from the survey in May and subsequently began compiling a draft report that summarizes survey results; the report is expected to be presented at the July 16th Commuter Connections Subcommittee meeting.

The Regional Guaranteed Ride Home Customer Satisfaction Survey was sent to Washington region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits and by measuring the volume of GRH and Rideshare applications. The FY19 2nd Half Regional TDM Marketing Campaign Summary draft report was distributed at the June 21, 2019 Regional TDM Marketing Group meeting.

COG/TPB staff completed and distributed the final March, April, and May 2019 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 3rd Quarter CCWP Progress Report for FY2019. The report was distributed at the May 21, 2019 Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

Throughout the quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software.

COG/TPB monitored WMATA's access to the ACT! Regional Employer Database as part of the three-month pilot collaboration period. Staff wrapped up findings from the pilot and granted WMATA access to the database at permission levels consistent with network members. These findings and decisions were announced at the April 16th, 2019 Employer Outreach Committee meeting.

COG/TPB staff held a software training session with the City of Alexandria's employer outreach representative on May 7th.

b) Employer Outreach for Bicycling

The regional Bicycling to Work Employer/Employees guide was distributed to pit stop managers for the Bike to Work Day May 17, 2019 event. Throughout the quarter, the bike guides were also distributed as part of general fulfillment to employers, and for use at various Earth Day and transportation events. Staff responded to a request by the National Credit Union Administration to help setup a bicycle program at their workplace in June.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

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

b) DC, MD, and VA Program Administration

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. Staff also coordinated with WMATA's SmartBenefits program sales staff.

COG/TPB staff collected and analyzed information from DC and Maryland related to bi-annual sales support.

COG/TPB staff coordinated, facilitated, and presented at the April 16th Employer Outreach Committee meeting. Topics covered in the meeting included:

- Final Second Quarter and Draft Third Quarter FY19 Employer Outreach Conformity Verification Statements
- Training Update and Review
- Employer Case Studies
- Metro Coordination Pilot Program Recap
- Employer Survey Archive Application Update
- Employer Satisfaction Survey Update and Database Upkeep
- Employer Outreach Roundtable

COG/TPB staff met with Transit Screen staff on May 20th to discuss a panel presentation which would be occurring in June.

FY19 Employer Case Studies were posted to the Employers section of the Commuter Connections website in June. They were also presented at the April 16th Employer Outreach Committee Meeting. The case studies featured George Mason University (Fairfax, VA), IQ Solutions (Rockville, MD), and the American Pharmacists Association (Washington, DC).

COG/TPB staff met with TransitScreen representatives on June 21st to discuss a new transit benefit application being developed and tested.

COG/TPB staff facilitated a sales training for Employer Outreach representatives that took place on June 28th titled "Presenting Effectively." The training was conducted by Carmie McCormick. Attendees learned about presentation techniques that help sell a product, including messaging and communication tips. Ms. McCormick also explained how to create effective Power Point presentations.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during May through June 2019. The program has now been operational for seven years and six 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 met with Diamond Transportation staff on May 29th to discuss GRH program operations and invoicing.

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 provided AAA coupons to Baltimore region commuters who renewed their GRH membership. Pizza Hut coupons were added in March.

The Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore region commuters who used the GRH service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff and contractor continued management and implementation of the FY19 second half media buy for GRH Baltimore as advertising ran on radio, YouTube and Facebook.

COG/TPB staff managed the TDM System Contractor (Media Beef) and TDM Evaluation Contractor (LDA Consulting) in the updates and programming of the 2019 Guaranteed Ride Home Baltimore Survey. After several rounds of testing, the survey was released for data collection on April 17th. COG/TPB staff monitored the Oracle database and produced a list of commuters to remind to take the survey. Email reminders were sent to potential respondents on April 29th, May 7th, and May 14th. Data collection ended in late May. LDA Consulting subsequently began data analysis of the survey and compiled their findings in a draft report delivered at the end of June for staff review and for presentation to the Commuter Connections Subcommittee in July.

B. Process Trip Requests and Provide Trips

Between the months of April and June 2019, there were 27 GRH Baltimore applications received. 26 commuters were registered during this period (26 registered) while 60 commuters were re-registered. During the same time period, the GRH program provided thirty (30) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of June 30, 2019, a total of 347 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 monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and removed excess accounts.

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

Uber signed on as a GRH provider. COG/TPB staff met with Uber representatives and the GRH Contractor (Diamond Transportation) on June 6th and 13th to setup accounts in the Uber system and test the dispatching capabilities. Staff anticipates scheduling trips with Uber beginning in July.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****APRIL - JUNE 2019**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2018
Total applicants/info provided:	6,061	8,229	26,810
Rideshare applicants	2,836	2,585	10,923
Matchlists sent	8,257	7,097	29,283
Transit applicants/info sent	47	59	180
GRH applicants	2,026	2,197	8,108
Bike to work info requests	1	6	10
Telework info requests	7	12	27
Internet users	29,196	29,950	126,911
Internet applicants	4,569	4,142	17,252
New employer clients	356	107	811
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2018
Continued placements	1,031	940	3,970
Temporary/one-time placements	148	134	568
Daily vehicle trips reduced	538	490	2,070
Daily VMT reduced	15,815	14,405	60,860
Daily tons NOx reduced	0.0036	0.0033	0.0138
Daily tons VOC reduced	0.0020	0.0018	0.0077
Daily tons PM2.5 reduced	0.00027	0.00024	0.00103
Daily tons PM2.5 NOx reduced	0.0038	0.0035	0.0147
Daily tons GHG reduced	6.4262	5.8515	24.7246
Daily gallons of gas saved	879	800	3,381
Daily commuter costs saved	\$3,242	2,953	\$12,476

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
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	94	94	141
Locals Rideshare Apps (New and Re-apps)	980	951	2,758
Matchlists Requested	8,044	7,354	6,964
Transit Applicants/Info Sent	47	54	76
GRH Washington Applicants	798	662	675
GRH Washington Rides Provided	676	564	582
GRH Baltimore Applicants	27	24	26
GRH Baltimore Rides Provided	30	22	26
Telework Info Requests	4	9	10
Phone/Fax	0	0	0
Internet	4,569	4,935	4,675
Employee Applicants	0	0	0
Total Hits on website	29,126	48,802	42,857

TDM SERVICES

**ALEXANDRIA
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	7	13
Matchlists Sent	267	99	95
Transit Applicants and Info Sent	2	2	0
GRH Washington Applicants	14	11	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	15	22
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	95	151
Employers Contacted (Follow up)- Visit	0	8	10
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

ARLINGTON

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	31	22
Matchlists Sent	147	126	257
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	12	16	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	20	6	29
Employers Contacted (New)- Visit	0	12	19
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,554	2,309	2,598
Employers Contacted (Follow up)- Visit	73	68	51
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	5	5
Level 2	4	1	6
Level 3	0	0	1
Level 4	3	0	1

TDM SERVICES

**ANNE ARUNDEL COUNTY
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	28	30
Matchlists Sent	234	195	172
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	35	13	45
GRH Baltimore Applicants	2	2	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

**BALTIMORE CITY
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	16	14
Matchlists Sent	91	55	66
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	8	11	10
GRH Baltimore Applicants	10	5	9
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	9	20
Matchlists Sent	186	34	145
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	16	8	12
GRH Baltimore Applicants	11	10	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

**COG - DC/DE/PA/WVA/VA
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	222	237	181
Matchlists Sent	907	1,018	883
Transit Applicants and Info Sent	5	5	1
GRH Washington Applicants	78	49	60
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	25	37	61
Employers Contacted (New)- Visit	0	0	10
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	137	58	109
Employers Contacted (Follow up)- Visit	19	9	21
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	43	27	97
Level 2	13	7	22
Level 3	8	8	20
Level 4	2	4	4

TDM SERVICES

DOD/WHS

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	N/A
Matchlists Sent	0	1	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	0	0	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	N/A
Employers Contacted (New)- Phone	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

DATA

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	15	19
Matchlists Sent	68	47	65
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

* See FFX - EO numbers reported under FFX County

TDM SERVICES

FAIRFAX

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	289	203	163
Matchlists Sent	1,111	905	947
Transit Applicants and Info Sent	1	6	1
GRH Washington Applicants	89	73	61
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	104	0	13
Employers Contacted (New)- Visit	70	0	14
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	724	0	443
Employers Contacted (Follow up)- Visit	64	0	35
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	46	0	1
Level 2	24	0	4
Level 3	12	0	8
Level 4	4	0	0

TDM SERVICES

FDA

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	14	20
Matchlists Sent	214	175	294
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	22	21	23
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

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	39	36
Matchlists Sent	444	328	443
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	30	28	24
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	8	7	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	21	52	46
Employers Contacted (Follow up)- Visit	7	6	11
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	2	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	293	266	246
Matchlists Sent	711	605	577
Transit Applicants and Info Sent	3	2	2
GRH Washington Applicants	122	120	74
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	1	14
Matchlists Sent	121	7	95
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	13
GRH Baltimore Applicants	2	2	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	18	26
Matchlists Sent	0	0	154
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	22	20	24
GRH Baltimore Applicants	0	2	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	102	99	109
Matchlists Sent	652	677	638
Transit Applicants and Info Sent	2	3	1
GRH Washington Applicants	51	56	42
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	2	7	7
Employers Contacted (New)- Visit	0	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	60	107	104
Employers Contacted (Follow up)- Visit	2	5	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	2	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	9	5
Matchlists Sent	45	54	28
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	3	7
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	5	7
Matchlists Sent	20	5	4
Transit Applicants and Info Sent	4	8	2
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	16	25
Matchlists Sent	188	98	112
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	27	33	28
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	8	0
Employers Contacted (New)- Phone	32	92	54
Employers Contacted (New)- Visit	0	0	51
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,661	1,518	801
Employers Contacted (Follow up)- Visit	59	67	95
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	4	0
Level 2	7	13	5
Level 3	23	0	1
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	3	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	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

**TRANSPORTATION ACTION PARTNERSHIP
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	108	35	131
Matchlists Sent	176	103	222
Transit Applicants and Info Sent	21	3	33
GRH Washington Applicants	2	1	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

SHADY GROVE

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	3	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	*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

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	4	10
Matchlists Sent	140	25	37
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	9	10	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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)
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	4	6
Matchlists Sent	14	8	20
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	3	4
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 REDINESS CENTER
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	4
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

**NORTHERN NECK
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	2
Matchlists Sent	2	0	15
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	19	23
Matchlists Sent	198	128	213
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	5	3
GRH Baltimore Applicants	0	4	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
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	63	96	36
Matchlists Sent	278	309	201
Transit Applicants and Info Sent	0	8	2
GRH Washington Applicants	38	46	51
GRH Baltimore Applicants	1	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	127	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	177	0	152
Employers Contacted (Follow up)- Visit	5	0	1
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	208	144	153
Matchlists Sent	1,247	1,360	1,279
Transit Applicants and Info Sent	2	6	6
GRH Washington Applicants	133	146	101
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	30	21	4
Employers Contacted (New)- Visit	0	0	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	7	5	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

**RAPPAHANNOCK-RAPIDAN
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	11	22
Matchlists Sent	222	118	158
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	7	9
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

APRIL - JUNE 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	53	27
Matchlists Sent	361	378	325
Transit Applicants and Info Sent	4	3	3
GRH Washington Applicants	60	38	38
GRH Baltimore Applicants	0	4	0
Telework Information Requests	4	4	3
Employers Contacted (New)- Phone	11	13	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	14	12	9
Employers Contacted (Follow up)- Visit	4	5	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	7
Level 2	3	2	3
Level 3	1	1	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
APRIL - JUNE 2019**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	28	0
Matchlists Sent	4	96	0
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	0	0	0
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
 APRIL - JUNE 2019**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	43	8	2	53
ARLINGTON (COG)	8	7	8	23
ANNE ARUNDEL	5	1	13	19
BALTIMORE CITY	3	1	4	8
BMC	6	1	2	9
COG	63	15	91	169
DOD/WHS	1	0	0	1
DATA	6	0	3	9
DISTRICT OF COLUMBIA	8	8	20	36
FDA	8	44	3	55
FAIRFAX COUNTY	52	12	6	70
FREDERICK	16	48	66	130
GW RIDE CONNECT	81	276	425	782
HARFORD	4	1	1	6
HOWARD	9	4	17	30
LOUDOUN	29	9	29	67
MTA	2	2	1	5
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	2	4	6	12
Countywide	2	2	2	6
Friendship Heights/Rockville	1	0	1	2
North Bethesda TMD	56	99	336	491
Shady Grove	0	0	0	0
Silver Spring	1	1	6	8
NIH	1	1	0	2
NATIONAL GUARD READINESS CENTER	0	1	1	2
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	4	5	8	17
PRINCE GEORGE'S	8	3	7	18
PRTC	47	7	55	109
RAPPAHANNOCK-RAPIDAN	10	3	4	17
TRI - COUNTY	10	25	41	76
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	14	0	10	24
TOTAL INPUT COMMUTER CONNECTIONS	486	588	1,158	2,232
TOTAL INPUT TDM NETWORK MEMBERS	14	0	10	24
TOTAL INPUT (CC + NETWORK)	500	588	1168	2256
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1074		

**Technical Assistance to Local Agencies
April – June 2019**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2019				
Loudoun County	Tue 4/9/2019 3:11 PM	N/A	N/A	Table 6a Submission
Transit	Wed 4/17/2019 3:16 PM	Fri 7/19/2019 2:37 PM	Fri 7/19/2019 2:37 PM	March Table 4a Request
May 2019				
Transit	Wed 5/1/2019 12:03 PM	Fri 7/19/2019 2:37 PM	Fri 7/19/2019 2:37 PM	March Table 4a Request
Transit	Thu 5/9/2019 10:18 AM	Fri 7/19/2019 2:41 PM	Fri 7/19/2019 2:41 PM	April Table 4a Request
Transit	Wed 5/15/2019 8:13 AM	Fri 7/19/2019 2:41 PM	Fri 7/19/2019 2:41 PM	April Table 4a Request
June 2019				
North Bethesda TMD	6/10/2019 10:05 AM	N/A	N/A	Table 6a Submission
Howard County	Tue 6/11/2019 10:06 AM	Tue 6/11/2019 10:10 AM	Tue 6/11/2019 10:12 AM	Staff Change Notice
Transit	Tue 6/18/2019 9:50 AM	Thu 7/11/2019 2:47 PM	Thu 7/11/2019 2:47 PM	May Table 4a Request
PRTC	Wed 6/19/2019 10:22 AM	Thu 7/11/2019 2:32 PM	In Progress	Missing Email Bug
Loudoun County	Thu 6/20/2019 4:20 PM	N/A	N/A	Table 6a Submission
Transit	Fri 6/21/2019 11:57 AM	Thu 7/11/2019 2:32 PM	In Progress	Missing Email Bug
Loudoun County	Fri 6/28/2019 12:52 PM	N/A	N/A	Table 6a Submission

FY 2019 April to June 2019	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	0	17	25	104	8	2	32	127	30	11
Telework - NEW	0	0	0	0	0	0	0	0	0	4
Employers Contacted (follow-up)	0	2554	137	724	21	60	1661	177	0	14
Telework - FOLLOWUP	0	0	0	0	0	0	0	2	0	6
Total Broadcast Contacts Letters, Flyers, Newsletter	0	8617	7501	800	0	188	33039	316	0	0
Total Sales Meetings	0	73	19	134	7	2	59	5	7	4
Total Employers Contacted	0	11261	7682	1762	36	252	34791	627	37	39
New Level 1 TDM Programs	0	10	43	46	0	0	3	0	0	2
New Level 2 TDM Programs	0	4	13	24	0	2	7	0	0	3
New Level 3 TDM Programs	0	0	8	12	2	0	23	0	0	1
New Level 4 TDM Programs	0	3	2	4	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	2
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0