



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2008**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

Staff completed the transition for client sites from the old CCRS software to the new TDM System during the month of July 2008. The architecture of the TDM System no longer requires COG staff to travel to local client sites for installations, re-installations and trouble shooting.

In July and August, Commuter Operations Staff continued to work with Ridematching Coordinators on the software transition. Also, during the months of July and August 2008, the Commuter Operations Center provided support to an exceptionally high volume of technical support requests, totaling eighty (80) requests.

There were an increase number of support requests for September 2008. Commuter Operations Staff hosted a large group, classroom-style training session on Monday, September 29, 2008 at COG. The session was well attended with many enthusiastic participants. Most attendees reported the benefits from the training session and that they had a better understanding of the functionality of the new TDM System. The most common suggestion from attendees was to shorten the session. The Commuter Operations Staff will plan additional training sessions as the need arises or on the request of the state funding agencies.

A Ridematching Committee meeting was held on September 16th. Highlights from the meeting included: a review of upcoming fairs and promotions, an update on the TDM software system project, a review of the status of error reporting, a call for transit data, and a roundtable discussion on any hot topics.

The State TDM Work Group met on July 8th and September 9th.

A Commuter Connections Subcommittee meeting was held on July 15th. Highlights from the meeting include: establishment of a Vice Chair Nominating Committee, approval of the FY 2007 Bike To Work Day Report, review of the Draft FY 2007 GRH Customer Satisfaction Survey Report, an update on the Web-based Ridematching Software, a briefing on the Employer Recognition Awards event and upcoming feedback session, an update on the Car Free Day Event and the release of the Draft FY 2008 4th Quarter Budget Report.

The Commuter Connections Subcommittee Vice Chair Nominating Committee met via conference call on July 22nd to select the next Subcommittee Vice Chair.

A Commuter Connections Subcommittee meeting was held on September 16th. Highlights from the meeting included: the announcement of the new Subcommittee Vice Chair, Willie Epps, Jr. with Prince George's County, the release of the FY 2007 GRH Customer Satisfaction Survey, a briefing on the regional TDM Evaluation Project, a briefing on the Draft Carpool Incentive Project Study, a briefing on the Employer Recognition Awards Work Group feedback, an update on the development of the 2010 Commuter Connections Work Program, and the distribution of the Fourth Quarter FY 2008 budget and the FY 2008 Annual Report.

Staff met with consultant representatives on July 25th regarding the BRAC Project at Ft. Meade.

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 daily maintenance processes for Commuter Connections TDM Software System. This included monitoring the web and database servers and Oracle database backups.

D. Commuter Information System

GIS staff assisted in processing, exporting and testing street network data for the bicycle routing website and point of interest (landmarks, park and ride, and rental car locations) for the new TDM system.

COG/TPB staff continued to process updated transit data for CCRS.

E. TDM Software System Project

Work began on Phase III of the TDM System project. Special event ridematching, and incentive tracking module, and data collection module are the main areas that are being focused on.

Staff and the consultant continued testing and making upgrades to Phase II project tasks including the Employer Outreach database access, the outer jurisdiction web page design and functions, as well as fixes to the bicycle routing module. Narrative will include the status of the implementation of Phase III of the TDM Software System project.

A training session for all ridematch software users was held on September 29th.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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 monitored and maintained the GRH database and server.

B. Process Trip Requests and Provide Trips

Between the months of July and September, there were 2,529 GRH applications received. A total of 1,788 applicants were registered (1,772 new applicants and 16 previous "one-time exception" users) and 2,490 commuters were re-registered. During the same time period, the GRH program provided 764 GRH trips. One hundred and six (106) of these trips were "one-time" exceptions accounting for fourteen percent (14%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by "other". As of September 30th, a total of 18,230 commuters are currently registered in the GRH database.

Staff met with Diamond Transportation Services to discuss the daily operations of the GRH program on January 29th and March 26th. Staff worked to secure a cab provider in the Spotsylvania/Stafford County region.

III. MARKETING

A. TDM Marketing and Advertising

A portion of the direct mail campaign was sent out during the first few weeks of July 2008 as part of the 400,000 mailer sent to households with persons age 35-54 and an annual income above \$75,000.

The Commuter Connections summer Newsletter was distributed in August. Development began on the Fall edition.

A letter notifying all 33,000 members of the Commuter Connections database was mailed out in August notifying them of the new Ridematching software. The letter required customers to activate their online account, verify their account information and establish a permanent password.

On September 2, Commuter Connections held a press event at COG to officially launch the new regional ridematching software, announce CarFree Day and the newly released State of the Commute Report. Each of the highest ranking TPB members from each state were on hand as speakers which included Charles A. Jenkins, Frederick County Commissioner; David Snyder, Falls Church Council Member; and Phil Mendelson DC Council Member. Lon Anderson, AAA Mid-Atlantic Director of Public Affairs also spoke. After the remarks a demo of the new ridematching software took place. Several news outlets attended the press event and just about every major media picked up our press release.

A Regional TDM Marketing Group Meeting was held on September 16th. The following documents were distributed to the group: FY08 Second Half Marketing Campaign Summary Final Report; FY09 Washington Metropolitan Region TDM Guide and Strategic Marketing Plan Draft Report; FY09 Marketing Communications Brief Final Report. The contractor presented plans and a time line for the FY09 marketing campaign. Creative from the Spring 2008 campaign will be utilized during the fall campaign. New creative will be developed for the Spring 2009 campaign with feedback from a marketing workgroup. Staff called for volunteers to serve as part of the FY09 Marketing Workgroup.

B. Bike to Work Day

The first 2009 Bike to Work Day meeting of the year was held on September 10, 2008. Highlights from the meeting included a slide show from the 2008 event, summary reports from each of the pit stop managers, results of the 2008 Employer Challenge, and a presentation of the 2008 Bike to Work Day Draft Report.

C. Employer Recognition Awards

On July 29th, Commuter Connections held a web conference meeting to review the Employer Recognition Awards program. The review examined all aspects of the program including application and selection process and the details and costs of hosting the event. The meeting allowed attendees to provide input and suggestions on any aspect of the process. The

findings of the review were delivered in a briefing at the Commuter Connections Subcommittee meeting on September 16, 2008.

D. Carpool Incentive Demonstration Project Study

A work group meeting was held on July 29th to discuss the various scenario's with regards to the Carpool Incentive study. COG/TPB Staff reviewed the objectives and goals of the study as well as the top congested corridors in the region that were being considered for further review. Work continued in August and September to review the corridors as well as review the model inputs and update the information as needed. A draft report was prepared and presented at the September 16th Commuter Connections Subcommittee meeting. A comment period on the findings and recommendations was established

E. Car Free Day

On September 22, as part of a worldwide celebration of car-free alternatives, approximately 5,500 Washington region residents joined others throughout the world in celebrating independence from gasoline and solo driving for international "CarFree Day". The event asked people to pledge to leave their cars at home and instead ride a train, bus, bicycle, subway, walk, telework or go "car-lite" and carpool.

During the month of August and into September, Commuter Connections staff communicated with network members in regard to their participation the CFD event. Activities and events were placed onto the CarFree Day web site, www.carfreemetrodc.com. Web updates were coordinated through a District Department of Transportation contractor.

CarFree Day Steering Committee meetings were held in July and September in preparation for the event. The committee provided feedback on marketing materials developed by Commuter Connections to promote CarFree Day including a logo, poster and radio spot. The theme selected was "Uncar for a Day" with a car-lite caveat. The radio spot was aired on four area stations over four week period leading up to September 22nd. Commuter Connections also ordered 2,500 buttons and made them available to Steering Committee members to help promote the event.

Other marketing included donated ad space on Metro and Montgomery County Ride On buses as well as Montgomery County bus shelters. Poster art was resized for all transit signage to provide visual consistency with the larger campaign.

The pledge form offered an opt-in field for cell phone numbers. Commuter Connections sent text email reminders which read "Thanks for

pledging to go CarFree on September 22. Get a friend to pledge at <http://www.carfreemetrodc.com>".

COG/TPB staff briefed the TPB Technical Committee on the Car Free Day event on September 5th. The Commuter Connections Subcommittee was briefed on the Car Free Day event on September 16th and the TPB was briefed on the event on September 17th.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

The 2007 State of the Commute public report was completed and released in August. Draft reports of the FY 2008 TERM Analysis Report, regional Carshare Survey report, and regional Vanpool Driver survey report were presented during the TDM Evaluation Group meeting on July 15th.

Staff met with MDOT representatives and their consultants on July 18th to review recent TERM results to be included in a statewide report.

C. Program Monitoring and Tracking Activities

The FY 2008 fourth quarter progress report was completed and distributed. COG/TPB staff worked on completing the FY 2008 Annual Progress Report. The report was released at the September 16th Commuter Connections Subcommittee meeting.

The changes in methodology for the annual Employer Customer Satisfaction Survey as well as the implementation of the survey were discussed during the July 15th TDM Evaluation Group meeting.

The FY 2008 2nd half of the year Campaign Summary and lead analysis was completed and distributed at the September 16th Regional TDM Marketing Group meeting.

The FY07 Guaranteed Ride Home Customer Satisfaction Survey Report was approved at the September 16, 2008 Commuter Connections Subcommittee meeting.

A TDM Evaluation Group meeting was held on July 15th. Highlights from the meeting include: briefings on the draft 2008 TERM Analysis Report, regional Carsharing Survey, and regional Vanpool Driver survey, a discussion on the methodology for the Employer Satisfaction survey and the FY 2009 Placement Rate Study.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

Several jurisdictions reported difficulty in logging into the ACT! database system. After checking with technical support the issue was resolved. Staff continued conducting database sweeps for faulty information and duplicate records. A new layout to reflect the new TERM analysis period was completed.

B. Employer Outreach for Bicycling

The Bicycling to Work Guides were re-printed.

C. Live Near Where You Work Program

Staff worked to check on information on LNYW events held in the ACT! Database. Staff also reviewed the existing collateral for updates. Staff worked with Prince George's County and DATA on the possibility of holding LNYW events during FY 2009.

D. Program Administration

An Employer Outreach Committee meeting was held on July 15th. Highlights from the meeting include: review of the final 3rd quarter and draft 4th quarter conformity reports, a review of the preliminary results from the Employer Outreach TERM analysis, highlights from the recent sales support calls, a telework update, a Car Free Day event update, and a roundtable discussion on activities occurring in all of the sales territories..

Staff participated in DATA's Employer Outreach Roundtable meeting on September 9th and presented information on Commuter Connections programs services.

Staff met with several employers throughout the region to discuss commuting options and benefits (those employers were Naval Medical Center, B-line Medical, AARP, Cates Engineering, World Bank, American Psychological Association, and Keepers).

2. Jurisdictional Component Project Tasks

A. Local Agency Funding and Support

Local jurisdictions began implementing their respective Scopes of Work for the Employer Outreach TERM. Activity results are attached to this report.

VI. MARYLAND AND VIRGINIA TELEWORK

A. General Assistance and Information

Staff worked with the contractor, Telecommuting Advantage Group, to renew their contract.

Statements of Work were received and reviewed for the following companies for on-call telework assistance:

Ingenium Corporation
Marriott International
Ritz Carlton Hotels

VII. DC INFORMATION KIOSKS

Jurisdictional Project Component Tasks

A. Implementation of DC Kiosks

There was no activity to report for this project.

**Technical Assistance to Local Agencies
July- September 2008**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JULY 2008				
Loudoun County	Tue 7/1/2008 10:44 AM	Thu 7/3/2008 9:00 AM	Thu 7/3/2008 11:00 AM	CCRS applicants missing from database
Fairfax County	Tue 7/1/2008 2:02 PM	Thu 7/3/2008 9:00 AM	Thu 7/3/2008 11:00 AM	"Date List Updated" field not updating
Fairfax County	Tue 7/1/2008 2:27 PM	Thu 7/3/2008 9:00 AM	Thu 7/3/2008 11:00 AM	Address not geocoding
Fairfax County	Wed 7/2/2008 9:24 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Duplicate account not collapsing
Fairfax County	Wed 7/2/2008 10:16 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	TDM system: "Notes History" field date not updating
Fairfax County	Wed 7/2/2008 11:07 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Duplicate accounts not collapsing
Fairfax County	Wed 7/2/2008 11:15 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Duplicate accounts not collapsing
Fairfax County	Wed 7/2/2008 1:52 PM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Geocoding problems cited on 7/1/2008 now working
Fairfax County	Wed 7/2/2008 2:13 PM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Duplicate accounts, one coded as GRH2, change to GRH1
Fairfax County	Wed 7/2/2008 2:46 PM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Commuter Connections web site e-mail feature not working
Fairfax County	Wed 7/2/2008 3:17 PM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Information entered not saving
Fairfax County	Thu 7/3/2008 10:10 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Data not populating
Fairfax County	Thu 7/3/2008 10:31 AM	Thu 7/3/2008 11:27 AM	Thu 7/3/2008 1:27 PM	Duplicate accounts
Rappahannock-Rapidan	Thu 7/3/2008 12:50 PM	Thu 7/3/2008 2:06 PM	Thu 7/3/2008 5:00 PM	Commuters not appearing in database, valid address not being accepted, question RE: old records
Northern Neck	Thu 7/3/2008 2:26 PM	Mon 7/7/2008 3:58 PM	Mon 7/7/2008 3:58 PM	"Manage Commuter" page not available
Fairfax County	Mon 7/7/2008 9:47 AM	Tue 7/8/2008 5:27 PM	Wed 7/9/2008 12:27 PM	Addresses not geocoding
Fairfax County	Mon 7/7/2008 10:23 AM	Tue 7/8/2008 5:27 PM	Wed 7/9/2008 12:27 PM	Address not geocoding
Fairfax County	Mon 7/7/2008 10:45 AM	Tue 7/8/2008 5:27 PM	Wed 7/9/2008 12:27 PM	Duplicate accounts
Loudoun County	Tue 7/8/2008 11:34 AM	Tue 7/8/2008 5:27 PM	Wed 7/9/2008 1:27 PM	CCRS applicants missing from database
Loudoun County	Tue 7/8/2008 11:54 AM	Tue 7/8/2008 5:27 PM	Wed 7/9/2008 1:27 PM	Addresses being deemed invalid in database
Loudoun County	Tue 7/8/2008 3:21 PM	Tue 7/8/2008 5:40 PM	Wed 7/9/2008 1:27 PM	Incomplete account information
Fairfax County	Tue 7/8/2008 4:13 PM	Tue 7/8/2008 5:40 PM	Wed 7/9/2008 1:37 PM	Multiple accounts
Northern Neck	Tue 7/8/2008 4:41 PM	Tue 7/8/2008 5:40 PM	Wed 7/9/2008 1:37 PM	TDM system: "manage commuters" page down
Howard County	Wed 7/9/08 12:54 PM	Fri 7/11/2008 6:17 PM	Mon 7/14/2008 12:17 PM	Destination address field not saving, question RE: entering APP form
Fairfax County	Thu 7/10/2008 11:33 AM	Fri 7/11/2008 6:17 PM	Fri 7/11/2008 6:17 PM	Duplicate accounts
Fairfax County	Thu 7/10/2008 12:18 PM	Fri 7/11/2008 6:17 PM	Fri 7/11/2008 6:17 PM	Duplicate accounts
Howard County	Mon 7/14/2008 12:28 PM	Tue 7/15/2008 4:02 PM	Tue 7/15/2008 4:34 PM	Question RE: adjusting the required work destination address field
Howard County	Mon 7/14/2008 4:05 PM	Tue 7/15/2008 5:35 PM	Tue 7/15/2008 5:35 PM	Accessing accounts for submitted CCRS applications
GWRIdeConnect	Tue 7/15/2008 8:48 AM	Tue 7/15/2008 2:20 PM	Tue 7/15/2008 2:34 PM	Question RE: Mail-in GRH applications
Fairfax County	Fri 7/18/2008 11:53 AM	Fri 7/18/2008 4:11 PM	Fri 7/18/2008 4:11 PM	Question RE: GRH2 tags for non-ridesharing accounts
Fairfax County	Fri 7/18/2008 1:14 PM	Fri 7/18/2008 6:18 PM	Mon 7/21/2008 4:11 PM	Supervisor's name field not working
Howard County	Fri 7/18/2008 1:15 PM	Fri 7/18/2008 4:57 PM	Fri 7/18/2008 4:11 PM	Valid address being designated invalid
PRTC	Fri 7/18/2008 5:20 PM	Fri 7/18/2008 5:20 PM	Fri 7/18/2008 5:20 PM	Matchlist Request
PRTC	Fri 7/18/2008 5:20 PM	Fri 7/18/2008 5:20 PM	Mon 7/21/2008 4:11 PM	Match list not populating
ARTMA	Tue 7/22/2008 4:21 PM	Wed 7/23/2008 11:45 AM	Wed 7/23/2008 11:45 AM	IP address request
ARTMA	Wed 7/23/2008 9:45 AM	Wed 7/23/2008 11:54 AM	Wed 7/23/2008 11:56 AM	Request to resend eCommunicators from 7/1-7/17

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
North Bethesda	Wed 7/23/2008 1:50 PM	Thu 7/24/2008 2:16 PM	Thu 7/24/2008 4:16 PM	Question RE: matchlist generations
North Bethesda	Wed 7/23/2008 2:12 PM	Thu 7/24/2008 2:17 PM	Thu 7/24/2008 4:16 PM	No date attributed to matchletter
Fairfax County	Thu 7/24/2008 2:54 PM	Thu 7/24/2008 4:17 PM	Thu 7/24/2008 4:45 PM	Follow-up from 7/2/2008, e-mail sent from CC web site still not received
PRTC	Thu 7/24/2008 4:18 PM	Fri 7/25/2008 10:54 AM	Fri 7/25/2008 2:54 PM	Match list not populating
ARTMA	Fri 7/25/2008 12:47 PM	Fri 7/25/2008 3:39 PM	Fri 7/25/2008 3:39 PM	Duplicate accounts
North Bethesda	Fri 7/25/2008 2:38 PM	Fri 7/25/2008 3:42 PM	Fri 7/25/2008 3:42 PM	Question RE: follow-ups/expiration date
Fairfax County	Mon 7/28/2008 8:54 AM	Mon 7/28/2008 10:59 AM	Mon 7/28/2008 11:59 AM	Selections disappearing upon clicking "save"
Fairfax County	Tue 7/29/2008 9:46 AM	Tue 7/29/2008 11:57 AM	Tue 7/29/2008 12:57 PM	Question RE: lack of eCommunicator applications
Loudoun County	Tue 7/29/2008 3:18 PM	Tue 7/29/2008 3:48 PM	Tue 7/29/2008 3:48 PM	Login issues
ARTMA	Tue 7/29/2008 9:17 AM	Thu 7/31/2008 11:10 AM	Thu 7/31/2008 1:00 PM	Managing commuter error, APP form changes
Northern Neck	Wed 7/30/2008 10:11 AM	Thu 7/31/2008 11:10 AM	Thu 7/31/2008 1:00 PM	Managing commuter error
Northern Neck	Wed 7/30/2008 11:26 AM	Mon 8/11/2008 11:10 AM	Mon 8/11/2008 12:10 PM	Report request
BMC	Wed 7/30/2008 2:13 PM	Thu 7/31/2008 11:04 AM	Thu 7/31/2008 11:04 AM	Employer section issues
North Bethesda	Wed 7/30/2008 2:44 PM	Thu 7/31/2008 11:04 AM	Thu 7/31/2008 11:04 AM	Application entry question
Loudoun County	Wed 7/30/2008 3:20 PM	Thu 7/31/2008 11:50 AM	Thu 7/31/2008 12:58 PM	CCRS ID inquiry
ARTMA	Wed 7/30/2008 3:22 PM	Thu 7/31/2008 11:50 AM	Thu 7/31/2008 12:50 PM	Incorrect starting address being populated
ARTMA	Wed 7/30/2008 4:43 PM	Thu 7/31/2008 11:44 AM	Thu 7/31/2008 12:44 PM	Missing CCRS apps
PRTC	Wed 7/30/2008 8:03 AM	Thu 7/31/2008 10:21 AM	Thu 7/31/2008 11:21 AM	Geocoding/match lists generation errors
Montgomery County				
AUGUST 2008				
PRTC	Thu 8/7/2008 9:28 AM	Fri 8/8/2008 12:06 PM	Fri 8/8/2008 12:06 PM	Matchlist Request
North Bethesda	Fri 8/8/2008 12:57 PM	Fri 8/8/2008 3:25 PM	Fri 8/8/2008 3:25 PM	Update Employer Information
Fairfax County	Fri 8/8/2008 1:40 PM	Tue 8/12/2008 1:49 PM	Tue 8/12/2008 1:49 PM	Matches not appearing on map
ARTMA	Fri 8/8/2008 4:28 PM	Tue 8/12/2008 5:26 PM	Tue 8/12/2008 5:26 PM	User name assignment
North Bethesda	Tue 8/12/2008 10:38 AM	Tue 8/12/2008 5:26 PM	Tue 8/12/2008 5:26 PM	Forward App to Howard County
Fairfax County	Tue 8/12/2008 10:58 AM	Tue 8/12/2008 5:43 AM	Tue 8/12/2008 5:43 AM	Error received when requesting transit information
Fairfax County	Tue 8/12/2008 1:35 PM	Tue 8/12/2008 5:46 PM	Tue 8/12/2008 5:46 PM	Duplicate Record
North Bethesda	Tue 8/12/2008 2:28 PM	Tue 8/12/2008 5:46 PM	Tue 8/12/2008 5:46 PM	Suspicious Match results
North Bethesda	Tue 8/12/2008 2:37 PM	Tue 8/12/2008 5:47 PM	Tue 8/12/2008 5:47 PM	Duplicate Record
North Bethesda	Wed 8/13/2008 11:52 AM	Wed 8/13/2008 4:13 PM	Wed 8/13/2008 4:13 AM	Search Problem (Lee Ann Wharton)
ARTMA	Wed 8/13/2008 4:01 PM	Wed 8/13/2008 4:07 PM	Wed 8/13/2008 4:07 PM	Duplicate Records
Fairfax County	Thu 8/14/2008 2:16 PM	Fri 8/15/2008 2:53 PM	Fri 8/15/2008 2:53 PM	Missing eCommunicator Applications
BMC	Mon 8/18/2008 10:55 AM	Mon 8/18/2008 12:47 PM	Mon 8/18/2008 12:47 PM	Incorrect link for Commuter Connections TDM Application
PRTC	Tue 8/19/2008 11:27 AM	Mon 8/19/2008 1:39 PM	Tue 8/19/2008 5:27 PM	Incorrect Matches
Fairfax County	Wed 8/20/2008 2:26 PM	Wed 8/20/2008 4:26 PM	Wed 8/20/2008 4:26 PM	Incorrect APP Codes for Commuter
Fairfax County	Wed 8/20/2008 2:52 PM	Wed 8/20/2008 4:26 PM	Wed 8/20/2008 4:26 PM	Missing Employer Information
Fairfax County	Wed 8/20/2008 3:02 PM	Wed 8/20/2008 4:26 PM	Wed 8/20/2008 4:26 PM	Incorrect APP Codes for Commuter
Howard County	Thu 8/21/2008 9:12 AM	Thu 8/21/2008 9:12 AM	Thu 8/21/2008 9:12 AM	Cannot Delete Information from Commuter Record
Fairfax County	Thu 8/21/2008 11:06 AM	Thu 8/21/2008 12:00 PM	Thu 8/21/2008 12:00 PM	Incorrect APP Codes for Commuter
Fairfax County	Thu 8/21/2008 11:38 AM	Thu 8/21/2008 12:00 PM	Thu 8/21/2008 12:00 PM	Missing Contact Information
North Bethesda	Thu 8/21/2008 11:43 AM	Thu 8/21/2008 1:43 PM	Thu 8/21/2008 1:43 PM	Question about blast email

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
Fairfax County	Thu 8/21/2008 1:29 PM	Thu 8/21/2008 1:29 PM	Thu 8/21/2008 1:29 PM	Incorrect APP Code for commuter
Fairfax County	Thu 8/21/2008 2:03 PM	Thu 8/21/2008 2:03 PM	Thu 8/21/2008 2:03 PM	Incorrect APP Code for commuter
Fairfax County	Thu 8/21/2008 2:53 PM	Thu 8/21/2008 2:53 PM	Thu 8/21/2008 2:53 PM	Incorrect APP Code for commuter
Fairfax County	Thu 8/21/2008 3:03 PM	Thu 8/21/2008 3:03 PM	Thu 8/21/2008 3:03 PM	Incorrect APP Code for commuter
Fairfax County	Fri 8/22/2008 1:36 PM	Fri 8/22/2008 1:36 PM	Fri 8/22/2008 1:36 PM	Duplicate Record
September 2008				
Montgomery County	Tue 9/2/2008 12:25 PM	Wed 9/3/2008 6:21 PM	Wed 9/3/2008 6:21 PM	Missing Employer Information
ARTMA	Wed 9/3/2008 6:21 PM	Wed 9/3/2008 3:54 PM	Wed 9/3/2008 3:54 PM	Missing eCommunicator Record
Fairfax County	Tue 9/2/2008 2:57 PM	Wed 9/3/2008 6:21 PM	Wed 9/3/2008 6:21 PM	Question about Commuter Record
ARTMA	Wed 9/3/2008 11:07 AM	Thu 9/4/2008 1:05 PM	Thu 9/4/2008 1:05 PM	Deselecting Program Association
Loudoun County	Wed 9/3/2008 3:35 PM	Thu 9/4/2008 4:37 PM	Thu 9/4/2008 4:37 PM	Incorrect telephone number for Loudoun County
Loudoun County	Wed 9/3/2008 4:11 PM	Wed 9/3/2008 6:21 PM	Wed 9/3/2008 6:21 PM	Missing Employer Information
Fairfax County	Thu 9/4/2008 2:33 PM	Thu 9/4/2008 2:39 PM	Thu 9/4/2008 2:39 PM	Missing eCommunicator Applicants
PRTC	Thu 9/4/2008 2:41 PM	Mon 9/8/2008 6:11 PM	Tue 9/9/2008 9:08 AM	Employer search error in TDM System
PRTC	Fri 9/5/2008 3:07 PM	Mon 9/8/2008 6:14 PM	Mon 9/8/2008 6:14 PM	TDM System Filter not correct/Ignoring Preferences
North Bethesda	Fri 9/5/2008 4:23 PM	Mon 9/8/2008 6:16 PM	Mon 9/8/2008 6:16 PM	Update Newsletter Mailing List
PRTC	Fri 9/5/2008 5:27 PM	Mon 9/5/2008 5:27 PM	Mon 9/5/2008 5:27 PM	Login no necessary to access the TDM System
Loudoun County	Mon 9/8/2008 11:50 AM	Mon 9/8/2008 6:26 AM	Mon 9/8/2008 6:26 AM	TDM System not geocoding commuter
ARTMA	Mon 9/8/2008 1:27 PM	Tue 9/9/2008 3:21 PM	Tue 9/9/2008 3:21 PM	Missing eCommunicator Record
ARTMA	Mon 9/8/2008 1:42 PM	Mon 9/8/2008 6:33 PM	Mon 9/8/2008 6:33 PM	Missing Employer Information
North Bethesda	Tue 9/9/2008 5:13 PM	Tue 9/9/2008 6:00 PM	Wed 9/10/2008 5:01 PM	Duplicate Records
BMC	Tue 9/16/2008 10:40 AM	Tue 9/16/2008 10:40 AM	Tue 9/16/2008 10:40 AM	TDM System link request
North Bethesda	Wed 9/17/2008 4:17 PM	Tue 9/30/2008 7:46 PM	Tue 9/30/2008 7:46 PM	Landmark appearing on all records
Fairfax County	Tue 9/23/2008 11:47 AM	Tue 9/30/2008 8:07 PM	Tue 9/30/2008 8:07 PM	Missing eCommunicator Record
Fairfax County	Wed 9/24/2008 9:34 AM	Tue 9/30/2008 8:08 PM	Tue 9/30/2008 8:08 PM	Address not geocoding in the TDM System
Fairfax County	Wed 9/24/2008 11:49 AM	Tue 9/30/2008 8:08 PM	Tue 9/30/2008 8:08 PM	Missing eCommunicator Record
Fairfax County	Thu 9/25/2008 3:34 PM	Tue 9/30/2008 8:08 PM	Tue 9/30/2008 8:08 PM	Commuter no longer eligible for GRH
PRTC	Fri 9/26/2008 10:42 AM	Tue 9/30/2008 7:59 PM	Tue 9/30/2008 7:59 PM	User Name unavailable interface issue
BMC	Mon 9/29/2008 2:00 PM	Tue 9/30/2008 7:57 PM	Tue 9/30/2008 7:57 PM	Incorrect geocodes for Park-N-Ride lots and landmarks
Loudoun County	Tue 9/30/2008 8:31 AM	Tue 9/30/2008 7:55 PM	Tue 9/30/2008 7:55 PM	Search radii incorrect when returning to search page
Fairfax County	Tue 9/30/2008 11:06 AM	Tue 9/30/2008 8:08 PM	Tue 9/30/2008 8:08 PM	Commuter queued for GRH
Fairfax County	Tue 9/30/2008 3:26 PM	Tue 9/30/2008 7:51 PM	Tue 9/30/2008 7:51 PM	TDM System not accessible

TDM SERVICES

**REGIONAL SUMMARY
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	948	3,481	1,278
Locals Rideshare Apps (New and Re-apps)	1,995	1,072	3,999
Matchlists Requested	5,674	827	4,023
Transit Applicants/Info Sent	668	1,025	830
GRH Applicants	2,180	3,091	2,247
GRH Rides Provided	764	816	656
Telework Info Requests	149	13	0
Phone	3	3	2
Internet	4,630	2,754	3,401
Kiosk	N/A	N/A	N/A
Employer Applicants			32
Total Hits on website	36,075	47,691	20,667
TOTAL INPUT	53,086	60,773	37,135

TDM SERVICES

ALEXANDRIA

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	90	48
Matchlists Sent	15	3	5
Transit Applicants and Info Sent	6	23	18
GRH Applicants	30	61	42
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	10	40	0
Employers Contacted (New)- Visit	0	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	341	34	0
Employers Contacted (Follow up)- Visit	2	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	4	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	60	34
Matchlists Sent	28	0	0
Transit Applicants and Info Sent	9	16	21
GRH Applicants	37	41	29
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	3	3	13
Employers Contacted (New)- Visit	5	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	106	101	285
Employers Contacted (Follow up)- Visit	6	4	21
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	2	5
Level 2	0	1	1
Level 3	2	1	3
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
 JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	83	136	75
Matchlists Sent	215	5	14
Transit Applicants and Info Sent	27	40	16
GRH Applicants	75	103	61
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**BALTIMORE CITY
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	66	17
Matchlists Sent	98	4	4
Transit Applicants and Info Sent	9	29	13
GRH Applicants	17	43	14
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

BMC

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	36	24
Matchlists Sent	81	1	0
Transit Applicants and Info Sent	7	14	13
GRH Applicants	18	23	22
Telework Information Requests	5	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
JULY- SEPTEMBER 2008**

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

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	948	331	144
Matchlists Sent	1,783	47	84
Transit Applicants and Info Sent	268	116	57
GRH Applicants	713	216	801
Telework Information Requests	13	3	0
Employers Contacted (New)- Phone	0	0	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	43	10
Employers Contacted (Follow up)- Visit	6	0	5
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	2	0
Level 4	0	0	0

TDM SERVICES

FAIRFAX

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	421	545	312
Matchlists Sent	578	19	164
Transit Applicants and Info Sent	90	174	133
GRH Applicants	270	372	240
Telework Information Requests	21	2	0
Employers Contacted (New)- Phone	21	28	16
Employers Contacted (New)- Visit	10	11	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	61	64	28
Employers Contacted (Follow up)- Visit	10	12	18
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	2	9
Level 2	9	8	2
Level 3	10	23	10
Level 4	1	2	1

TDM SERVICES

FDA

JULY- SEPTEMBER 2008

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

TDM SERVICES

FREDERICK

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	58	177	66
Matchlists Sent	47	2	1
Transit Applicants and Info Sent	15	60	34
GRH Applicants	59	129	55
Telework Information Requests	4	0	0
Employers Contacted (New)- Phone	0	3	3
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	258	0
Employers Contacted (Follow up)- Visit	0	4	4
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

HARFORD

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	13	4
Matchlists Sent	44	11	13
Transit Applicants and Info Sent	4	5	7
GRH Applicants	4	9	4
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES**HOWARD****JULY - SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	65	86	37
Matchlists Sent	126	35	26
Transit Applicants and Info Sent	8	26	17
GRH Applicants	64	65	31
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

LINK

JULY- SEPTEMBER 2008

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

TDM SERVICES

LOUDOUN

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	156	212	124
Matchlists Sent	643	72	79
Transit Applicants and Info Sent	34	59	48
GRH Applicants	126	148	102
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	139	0
Employers Contacted (Follow up)- Visit	0	8	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	N/A	0
Matchlists Sent	85	0	0
Transit Applicants and Info Sent	7	N/A	0
GRH Applicants	10	N/A	0
Telework Information Requests	4	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/COUNTYWIDE/ROCKVILLE
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	216	333	251
Matchlists Sent	216	265	306
Transit Applicants and Info Sent	53	98	9
GRH Applicants	109	0	17
Telework Information Requests	11	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	24
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established	0		
Level 1	0	0	0
Level 2	0	0	0
Level 3	364	0	0
Level 4	0	0	0

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	See MC	0
Matchlists Sent	92	89	162
Transit Applicants and Info Sent	89	See MC	0
GRH Applicants	11	See MC	0
Telework Information Requests	1	See MC	0
Employers Contacted (New)- Phone	0	See MC	0
Employers Contacted (New)- Visit	0	See MC	0
Employers Contacted - Number of Potential (New)	0	See MC	0
Employers Contacted (Follow up)- Phone	0	See MC	0
Employers Contacted (Follow up)- Visit	0	See MC	0
Employers Contacted - Number of Potential (Follow up)	0	See MC	0
New TDM Programs Established			
Level 1	0	See MC	0
Level 2	0	See MC	0
Level 3	0	See MC	0
Level 4	0	See MC	0

TDM SERVICES

**NORTHERN BETHESDA TMD
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	See MC	0
Matchlists Sent	233	124	169
Transit Applicants and Info Sent	4	See MC	0
GRH Applicants	10	See MC	0
Telework Information Requests	1	See MC	0
Employers Contacted (New)- Phone	0	See MC	0
Employers Contacted (New)- Visit	0	See MC	0
Employers Contacted - Number of Potential (New)	0	See MC	0
Employers Contacted (Follow up)- Phone	0	See MC	0
Employers Contacted (Follow up)- Visit	0	See MC	0
Employers Contacted - Number of Potential (Follow up)	0	See MC	0
New TDM Programs Established			
Level 1	0	See MC	0
Level 2	0	See MC	0
Level 3	0	See MC	0
Level 4	0	See MC	0

TDM SERVICES

**NORTHERN SHENANDOAH
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	71	29
Matchlists Sent	16	0	0
Transit Applicants and Info Sent	3	14	9
GRH Applicants	36	46	21
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

SILVER SPRING
 JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	N/A	0
Matchlists Sent	37	7	14
Transit Applicants and Info Sent	5	N/A	0
GRH Applicants	7	N/A	0
Telework Information Requests	9	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

NIH

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	N/A	0
Matchlists Sent	23	0	1
Transit Applicants and Info Sent	2	N/A	0
GRH Applicants	10	N/A	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**NORTHERN NECK
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	4	1
Matchlists Sent	30	0	0
Transit Applicants and Info Sent	0	3	0
GRH Applicants	4	3	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRINCE GEORGE'S
 JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	97	187	84
Matchlists Sent	62	11	8
Transit Applicants and Info Sent	31	75	59
GRH Applicants	100	135	72
Telework Information Requests	20	4	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	250	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	203	459	313
Matchlists Sent	221	3	15
Transit Applicants and Info Sent	59	146	94
GRH Applicants	163	352	281
Telework Information Requests	16	0	0
Employers Contacted (New)- Phone	0	3	100
Employers Contacted (New)- Visit	0	8	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	180	119
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	3	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
 JULY- SEPTEMBER 2008

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	431	444	280
Matchlists Sent	163	144	216
Transit Applicants and Info Sent	52	120	69
GRH Applicants	272	366	250
Telework Information Requests	14	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	92	43
Matchlists Sent	145	47	13
Transit Applicants and Info Sent	14	21	13
GRH Applicants	43	62	41
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**TRI-COUNTY
JULY- SEPTEMBER 2008**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	205	244	116
Matchlists Sent	443	158	64
Transit Applicants and Info Sent	23	84	40
GRH Applicants	129	199	105
Telework Information Requests	8	0	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	3	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JULY - SEPTEMBER 2008

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2008
Total applicants/info provided:	3,656	4,280	3,656
Rideshare applicants	3,419	3,999	3,419
Matchlists sent	5,673	4,023	5,673
Transit applicants/info sent	821	830	821
GRH applicants	2,324	2,247	2,324
Bike to work info requests	156	85	156
Telework info requests	149	0	149
Kiosk users	0	0	0
Kiosk applicants	0	0	0
Internet users	36,075	20,667	36,075
Internet applicants	4,982	3,501	4,982
New employer clients	136	287	136
Employee applicants	0	32	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2008
Continued placements	919	1,075	919
Temporary/one-time placements	510	597	510
Daily vehicle trips reduced	424	496	424
Daily VMT reduced	13,637	15,950	13,637
Daily tons NOx reduced	0.0101	0.0118	0.0101
Daily tons VOC reduced	0.0044	0.0052	0.0044
Daily gallons of gas saved	573	670	572
Daily commuter costs saved	\$2,359	2,759	2,360

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
JULY - SEPTEMBER 2008**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	8	0	54	62
ARLINGTON (COG)	7	1	2	10
ARTMA	35	0	264	299
BALTIMORE CITY	24	1	2	27
BMC	26	0	1	27
BWI BUSINESS PARTNERSHIP	3	0	8	11
COG - MD	353	1	394	748
COG - VA	589	0	737	1,326
COG - Other	852	0	238	1,090
DISTRICT OF COLUMBIA	181	0	167	348
FDA	0	0	0	0
FAIRFAX COUNTY	235	11	1,129	1,375
FREDERICK	12	0	34	46
GW RIDE CONNECT	275	1	545	821
HARFORD	9	0	5	14
HOWARD	35	0	33	68
LINK	0	0	14	14
LOUDOUN	73	1	299	373
MTA	21	0	9	30
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	39	2	123	164
Countywide	122	0	121	243
Friendship Heights/Rockville	34	0	39	73
North Bethesda TMD	11	2	269	282
Silver Spring	11	0	25	36
NIH	7	0	5	12
NORTHERN NECK	14	0	3	17
NORTHERN SHENANDOAH	3	0	1	4
PRINCE GEORGE'S	39	0	27	66
PRTC	53	0	291	344
RAPPAHANNOCK-RAPIDAN	19	0	93	112
TRI - COUNTY	129	75	94	298
TOTAL INPUT	3,219	95	5,026	8,340

TOTAL NEW & RE-APPLICANTS

3,314

