



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY- MARCH 2014**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2014 Third Quarter Progress Report PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

COG/TPB staff followed up with new applicants from the District of Columbia, Arlington, VA and the rural locations in Maryland (for MTA) and Virginia. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in January 2014, February 2014 and March 2014) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

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

COG/TPB staff had two follow-up conference calls with staff from the City of Alexandria and met internally to discuss changes to the TDM software system to incorporate the City’s Commute Challenge project.

COG/TPB staff met with the City of Alexandria and internally to discuss changes to the TDM software system to incorporate the City’s Commute Challenge project. The project was successfully completed and launched during the quarter.

COG TPB staff attended a national Shared Use Mobility Summit meeting on January 14th.

COG/TPB staff coordinated STDM Work Group meetings that were held on January 14th, February 11th, and March 11th.

COG/TPB staff hosted and participated in a TDMI Board meeting on January 14th.

COG/TPB staff attended and gave a presentation on LEED at the TRB TDM Committee meeting on January 15th.

COG/TPB staff participated in a TRIPTAC Peer Group meeting on January 16th.

Commuter Connections Shared Use Rideshare Services Mobility Task Force meetings were held on January 17th and February 26th.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on January 21st. Highlights from the meeting included:

- Endorsement of the 2013 Bike to Work Day Event Report
- Endorsement of the FY 2015 Commuter Connections Work Program and 2013-2014 Commuter Connections Strategic Plan
- A briefing on the 2013 Bike to Work TERM Analysis draft report
- A briefing on the FY 2013 Guaranteed Ride Home Customer Satisfaction Survey draft report
- A briefing on the TPB's recently adopted Regional Transportation Priorities Plan (RTPP)
- An update on the Commuter Connections Shared Use Rideshare Mobility Task Force activities
- Distribution and discussion of the 2nd quarter FY 2014 CCWP budget report

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on March 18th. Highlights from the meeting included:

- A briefing on the TPB's Regional Green Streets Policy
- An endorsement of the 2013 Bike to Work TERM Analysis draft report
- An endorsement of the FY 2013 Guaranteed Ride Home Customer Satisfaction survey
- An update on activities of the Commuter Connections Shared Use Mobility Rideshare Task Force
- An update on activities for the 2014 regional Bike to Work Day event
- An update on the status of the FY 2015 Commuter Connections Work Program

- Presentation of the 2nd quarter FY 2015 CCWP Progress Report

A Ridematching Committee meeting was held on March 18, 2014.

Highlights from the meeting included:

- Upcoming Fairs and Promotions
- Updates on the TDM System
- Updates on the TDM Mobile Application
- Client Site Status/Roundtable
- January 2014 Commuter Connections Resource Directory

COG/TPB staff coordinated and held an MPO TDM Peer Exchange Group meeting on February 26th.

COG/TPB staff continued to work on the update to the Federal ETC TMP Handbook and worked with NCPC on design and text changes.

COG/TPB staff continued to work on updated the regional TDM Resources Directory.

COG/TPB staff presented the final draft of the FY 2015 CCWP to the TPB Technical Committee and to the TPB for review in February and final approval in March.

COG/TPB staff attended the COG Regional Taxicab Regulators meeting on March 26th.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

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

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving data among jurisdictions and agencies, creating mailing labels, setting up access for new ridematching coordinators, and making backups.

As the development contractor fixed bugs and made enhancements, COG/TPB staff integrated the changes into the program and then built and

tested the software. Once approved, staff deployed the new versions for public use and monitored the server logs.

COG/TPB staff met with Mediabeef representatives six times during the quarter. The most important meeting topics were implementation of new features like queues of applicants and web pages customized for employers, the TDM app for mobile, customizing match letters, ways to remove duplicate employer records from the Oracle database, SchoolPool, and improving ride matching algorithms.

COG/TPB staff updated some links on the TDM web site to point to the new Commuter Connections web site.

COG/TPB staff merged Mediabeef's code for the Vanpool Incentives pages into the main program and then built, tested and deployed to the production web site.

COG/TPB staff completed updating the TDM System's maps from Google API Version 2 to Version 3. This enables the web site to display certain maps that are used less frequently than the ridematching map, such as "Calculate Distance" map and the special events ridematching map.

COG/TPB staff designed and implemented enhancements to the TDM system for Alexandria's Local Motion 2014 Commuter Challenge, a friendly "competition" among Alexandria employers and their commuting employees. The software for the Challenge consisted of several enhanced web pages that handle registration, logging trips, administering a small survey, and some enhanced reports. This collection of code was designed to make the user experience more enjoyable and enabled the Challenge administrators to award prizes.

COG/TPB staff wrote and provided an annual report of commuters' trip logs for 2013 to the Delaware RideShare program.

D. Commuter Information System

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides the park and ride lot map to the public. COG/TPB staff continued to collect geographic data for the park and ride lot map from local ridematching coordinators and GIS staff.

COG/TPB staff made some updates to the online park and ride lot map.

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

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

B. Process Trip Requests and Provide Trips

Between the months of January and March 2014, there were 64 GRH Baltimore applications received. A total of 68 applicants were registered. 98 commuters were re-registered. During the same time period, the GRH program provided forty-two (42) GRH trips. There were two “one-time” exceptions trips during this period or 5% of trips given. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Overtime”/“Child Care.” As of March 31st, a total of 722 commuters are currently registered in the GRH Baltimore program.

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

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

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

COG/TPB staff met with Diamond Transportation Services representatives on January 29th to discuss the status of the GRH program.

III. MARKETING

A. TDM Marketing and Advertising

The winter 2014 newsletter and Federal ETC insert began with development of a timeline, story ideas and a text draft of the articles, which was later converted into a layout form and underwent several stages of revisions. The newsletter and insert was then printed and distributed. A pdf version was also placed onto the Commuter Connections web site. The newsletter cover story was on the reduction of the pre-tax commuter

benefit amount. Work also began on the development of the spring newsletter and Federal ETC insert.

A Regional TDM Marketing Group meeting was held on March 18th, where the Final FY14 First Half Regional Marketing Campaign Summary report was distributed. The first draft of the FY14 Second Half Campaign Summary report was also distributed. Guest presentations included Sharon Affinito from Loudoun County Commuter Services who presented results of research on the department's brand identity; Antoinette Rucker from WMATA gave a presentation on outreach efforts for Metrorail's Silver Line; and Dan O'Donnell from O'DONNELL Company, who presented Commuter Connections' FY14 spring marketing activity.

The spring FY14 regional marketing campaign media buy, and earned media plan were finalized. Radio scripts were developed based on workgroup feedback and a selection process took place to hire the desired talent necessary to produce the radio ads. The campaign was launched in late February 2014 with new Rideshare radio spots. In March, the newly produced GRH radio spots began airing. The radio ads were also translated into Spanish for the campaign. The new campaign included ads for online and mobile platforms, placed onto Pandora radio and YuMe.

Customer support for Bulletin Board members was provided and the Commuter Connections web site and social networking sites were maintained. A fresh flash file for the home page was installed to reflect the new campaign creative. Campaign effectiveness was tracked through GRH and Rideshare applications, as well as call volumes and internet visits.

Advertising space was solicited from transit agencies throughout the region, and network partners responded generously. Signage was provided by Maryland Transit Administration on MARC trains, Prince George's County on bus shelters, interior bus cards from Arlington County, and exterior bus signs from Fairfax and Prince William Counties. A Commuter Connections advertisement appeared in March within the spring Relocation Guide of a newspaper distributed to military bases. Commuter Connections brochures were revised and replenished as needed. Yellow pages and online listings were renewed in hibu and military base guides. Coupons were provided to commuters who renewed their GRH membership from Madame Tussaud's.

Conference calls to discuss progress and conduct planning for the FY 2014 regional TDM Mass Marketing project were held with O'DONNELL Company on January 13th and 27th, February 10th and 24th, and March 10th and 24th.

COG/TPB staff met with representatives from Transurban on January 15th to discuss marketing for the I-95 HOT Lanes project, and provided VA MegaProjects with a recap of value add marketing efforts.

The final report of the FY 2014 Washington Regional TDM Strategic Marketing Plan and Resource Guide was published in print and online. The document outlines a strategy for Commuter Connections to increase awareness of drive alone alternatives; serves as a resource for current TDM products & services available in the region; and provides a snapshot of current and planned marketing activity occurring within the region for Commuter Connections and its various network members. It also contains summaries of TDM research from the last five years.

COG/TPB staff corresponded with the marketing workgroup members on selection of the 40th anniversary logo, designed by the contractor. The new logo was rolled out to appear on all materials, both in print and electronically.

COG/TPB staff met with representatives from Clean Air Partners on February 7th to discuss marketing opportunities for National Telework Week; and participated in the Naval Sea Systems Command Commuter Day, on February 19th.

B. Bike to Work Day

Steering Committee meetings were held on January 8th and March 12th. Topics from the meetings included sponsorships; printed marketing materials (posters/rack cards); banners; participation reports; and convoys. Updates were given by the pit stop managers on the progress of event planning and feedback was taken regarding the marketing materials. A net of seven new pit stops were added in 2014, for a total of 79.

The sponsor drive continued through January as discussions were held with potential organizations regarding Bike to Work Day opportunities for 2014. The drive was completed by early February with a total of \$44,675 in cash donations. Invoices were created for signed sponsor declaration forms and checks that were received were processed.

Updates were made to the event web site, including the setup of pages for new pit stops and Google maps. The site was also populated with 2014 sponsor logos. The web site, Twitter, and Facebook pages were refreshed with this year's salmon color theme and graphics. The 2014 Bike to Work Day event registration was launched in early March.

Event flyers and rack cards were developed for the 2014 event based on Committee feedback. The theme for 2014 is "Get your workout before you get your work in"; 44,000 rack cards, and 37,000 flyers, plus 500 flyers in Spanish were printed. The materials were distributed to all pit stops managers and other bicycling community stakeholders. Posters were also distributed through the Commuter Connections Employer Outreach database to employers throughout the region along with a letter asking employers to display the poster and encourage participation of employees.

A radio script was created and produced to begin airing in April on DC101, WBIG, and WITH radio. The stations also distributed rack cards

at various promotional events. T-shirt artwork was developed and a vendor was secured through a competitive bidding process. Banners were created for the pit stops, each containing the look and feel of the poster and with a custom area for pit stop location specifics. A calendar listing and pre-event press release were completed and distributed to media outlets as part of the Bike to Work Day earned media strategy.

C. Employer Recognition Awards

The National Press Club was selected through a competitive bidding process as the venue to host the 2014 Employer Recognition Awards event. Several companies also submitted estimates for development of the awards video.

To encourage nominations, an email blast was sent to Level 3 & 4 employers in the regional Employer Outreach database, with a link to the online awards nomination page. The Employer Outreach Committee was briefed at their January 21st meeting as a final reminder to encourage employers to submit award nominations.

Employer nominations were reviewed and qualified. Employer nominees were interviewed to clarify any information on the nomination forms. One-page summary reports were created of each nominee for the Selection Committee. The Awards Selection Committee was formed and the meeting was held on March 21st. The Committee was made up of various TDM professionals and stakeholders from throughout the region. TPB Chair and College Park Councilmember, Patrick Wojahn, served as Chair for the Selection Committee. Councilmember Wojahn was also invited to emcee the Employer Recognition Awards ceremony as well. Confirmation and thank you letters were sent to the Awards Selection Committee members. The contractor was provided with the ballots from the Selection Committee meeting and issued back the official results. A separate meeting was held internally among COG/TPB staff to discuss the Organizational and Sales Achievement award winners.

D. 'Pool Rewards

Various marketing strategies to promote 'Pool Rewards for FY 2014 were discussed between COG/TPB staff and the contractor. The media plan will include Comprint Military newspapers, Federal News radio and Hispanic radio. The contractor developed creative concepts of a 'Pool Rewards employer relocation kit, which will be presented to the Employer Outreach Committee in April.

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants for both carpools and vanpools. The FTA's National Transit Data Base report for the Vanpool program for 2013 was completed and filed.

E. Car Free Day

A Steering Committee meeting was held on March 12th. Topics included background on Car Free Day, a recap summary and analysis of the 2013 event, plus discussions on the 2014 pledge goal and marketing materials. The Committee agreed to keep the pledge goal at 10,000, the same as it was the prior year. In order to help boost attention and rejuvenate interest in the event, the Steering Committee agreed to change the poster graphics for Car Free Day 2014 by using a more aggressive approach.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

In January, the 2013 GRH Applicant Survey for the Washington DC region was prepared for final publication. COG/TPB staff continued to work on updating the Maryland Employer Telework survey questionnaire. COG/TPB staff presented the results from the 2013 BTWD TERM survey during the Commuter Connections Subcommittee meeting on January 21st and a comment period was established. COG/TPB staff reminded Employer Outreach Committee representatives to work on database clean-up in anticipation of the Employer Outreach TERM analysis and the regional Employer Customer Satisfaction survey. COG/TPB Staff prepared the final and draft Employer Outreach conformity verification reports for the first and second quarter of FY2014 and distributed them at the January 21st Employer Outreach Committee meeting. Monthly Employer Outreach sales activity reports were received from Arlington, Alexandria and the District of Columbia.

In February, COG/TPB staff continued to work on updating the Maryland Employer Telework questionnaire. COG/TPB staff finalized the results from the 2013 BTWD TERM survey for presentation in March. COG/TPB staff continued to prepare the final draft Employer Outreach conformity verification report for the second quarter of FY2014. Monthly Employer Outreach sales activity reports were received from Arlington, Alexandria and the District of Columbia.

In March, COG/TPB staff finalized the 2013 Bike to Work Day TERM Analysis Report and presented it to the Commuter Connections Subcommittee on March 18th for endorsement. The Maryland Employer Telework survey questionnaire was finalized. COG/TPB staff met with LDA Consulting on March 13th to discuss the information needed for the draft TERM Analysis Report. COG/TPB staff selected a contractor for the 2013 State of the Commute general public report and began work on organizing the report. COG/TPB staff prepared the final and draft Employer Outreach conformity verification reports for the second and

third quarters of FY2014. Monthly Employer Outreach sales activity reports were received from Arlington, and Tri-County Council, Frederick, and the District of Columbia.

B. Program Monitoring and Tracking Activities

In January, COG/TPB staff sent a Customer Satisfaction survey via email to commuters who used GRH in January 2014, and physical survey cards for December trips. COG/TPB staff also analyzed the responses. COG/TPB staff presented the FY13 GRH Customer Satisfaction Survey draft report at the Commuter Connections Subcommittee meeting on January 21st. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. Preliminary Employer Outreach conformity verification data was collected for the third quarter of FY2014 and data collected was finalized for the second quarter. COG/TPB staff completed the December FY 2014 CCWP Monthly Executive Summary report. COG/TPB staff completed the 2nd Quarter CCWP Progress report. Preliminary data was collected for the third quarter of FY2014. The data was collected for the finalization of the 2nd Quarter FY2014 conformity report. COG/TPB staff continued working on enhancements to the Employer Outreach survey archive database.

In February, COG/TPB staff worked on finalizing the FY13 GRH Customer Satisfaction Survey report for presentation on March. The FY 2014 Employer Customer Satisfaction Survey questionnaire updated was completed and the survey was launched to over 4,000 employers in the regional Employer Outreach ACT! Database. COG/TPB staff sent a Customer Satisfaction survey via email to commuters who used GRH in February 2014, and physical survey cards for January trips. COG/TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. Preliminary Employer Outreach conformity verification data was collected for the third quarter of FY2014. COG/TPB staff completed the January FY 2014 CCWP Monthly Executive Summary report. COG/TPB staff coordinated with TERM evaluation consultant on Employer Outreach data. COG/TPB staff began processing the FY2014 Employer Outreach Customer Satisfaction Survey. COG/TPB staff met with VHB representatives on February 28th to discuss the Employer Outreach archived database project.

In March, the effectiveness of advertising campaigns was tracked through call volumes, internet visits and applications for GRH and Rideshare. The final FY14 First Half Regional Marketing Campaign Summary report was distributed at the March 18th Regional TDM Marketing Group meeting and contained such data along with comparisons to the previous fiscal year. The first draft of the FY14 Second Half Regional Marketing Campaign Summary report was also distributed.

For each GRH trip taken, an online Customer Satisfaction Survey via email was sent to commuters who used the service in March 2014, and physical survey cards were sent for February trips.

COG/TPB staff finalized and published the FY13 GRH Customer Satisfaction Survey report, after receiving approval at the March 18th Commuter Connections Subcommittee meeting. The fiscal year 2013 response data was recorded and analyzed from the 22 percent of surveys that were completed. The vast majority, 91% of the survey respondents were pleased with the overall GRH service. Written responses were entered on more than two-thirds of the returned surveys, the overwhelming majority of which contained compliments. Compliments outweighed criticism nearly five to one. For every category, good or above ratings were given by 88% or more of the respondents. Average response wait was 16 minutes and 91% waited 30 minutes or less. The draft report was presented to the Commuter Connections Subcommittee in January and a comment period was set. The final report was adopted in March.

Work continued on collected surveys for the FY 2014 Employer Outreach Customer Satisfaction survey.

COG/TPB staff ordered incentive giveaways for the FY 2014 Employer Customer Satisfaction Survey. Preliminary data was collected for the Employer Outreach third quarter conformity verification report.

COG/TPB staff coordinated with LDA Consulting on Employer Outreach data needed for the TERM evaluation.

COG/TPB staff completed the February FY 2014 CCWP Monthly Executive Summary report.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

COG/TPB staff instituted updates to the Employer Outreach regional template in ACT! To incorporate Transit Screens, the Bike Benefit and Capital Bikeshare.

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

In February, COG/TPB staff conducted a training seminar on February 5 with Montgomery County outreach staff.

B. Employer Outreach for Bicycling

No major activities to report for this period.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

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

B. DC, MD, and VA Program Administration

In January, COG/TPB staff finalized the case studies for Booz Allen and Europ Assistance from FY 2013.

COG/TPB staff coordinated and moderated the Employer Outreach Committee meeting held on January 21st. Topics covered in the meeting were: First quarter and second quarter FY14 conformity; Employer Satisfaction Survey; DC Employer mandated transit benefits; Loudoun County customer satisfaction survey results; monthly reporting for employer outreach; and a training update.

Throughout the quarter, COG/TPB staff continued work on the case studies for FY14.

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

In February, COG/TPB staff completed work on the case studies for FY13 and submitted them for public release.

In March, a training session was held on the 25th. The session covered Transit Fringe Benefits (including the Bike Benefit). Presenters from third party administrators were also a part of the session. COG/TPB staff initiated research into training sessions set for June.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2014. The program has now been operational for three 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 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.

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

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

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

COG/TPB staff met with Diamond Transportation Services representatives on January 29th to discuss the status of the GRH Baltimore program.

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****JANUARY - MARCH 2014**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 2013
Total applicants/info provided:	5,450	5,332	17,070
Rideshare applicants	2,650	2,119	7,172
Matchlists sent	2,649	4,125	14,290
Transit applicants/info sent	91	53	300
GRH applicants	805	2,327	6,239
Bike to work info requests	15	11	49
Telework info requests	12	11	49
Internet users	21,487	16,072	65,467
Internet applicants	4,502	4,300	13,806
New employer clients	402	201	653
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2013
Continued placements	937	749	2,535
Temporary/one-time placements	136	108	367
Daily vehicle trips reduced	519	415	1,404
Daily VMT reduced	14,224	11,374	38,496
Daily tons NOx reduced	0.0054	0.0043	0.0147
Daily tons VOC reduced	0.0029	0.0023	0.0078
Daily tons PM2.5 reduced	0.00018	0.00014	0.00048
Daily tons PM2.5 NOx reduced	0.0059	0.0047	0.0160
Daily tons GHG reduced	7.0502	5.6375	19.0808
Daily gallons of gas saved	715	572	1,934
Daily commuter costs saved	\$2,418	1,934	6,544

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
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	165	220	155
Locals Rideshare Apps (New and Re-apps)	2,485	1,899	2,589
Matchlists Requested	2,624	4,125	5,121
Transit Applicants/Info Sent	91	53	111
GRH Washington Applicants	805	814	1,179
GRH Washington Rides Provided	556	526	733
GRH Baltimore Applicants	64	124	116
GRH Baltimore Rides Provided	40	41	43
Telework Info Requests	12	11	17
Phone/Fax	0	0	0
Internet	4,502	4,300	5,450
Employer Applicants	0	0	0
Total Hits on website	21,487	16,072	29,849
TOTAL INPUT	32,831	28,185	45,363

TDM SERVICES

**ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	5	18
Matchlists Sent	4	5	60
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	17	14	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	11	5	17
Employers Contacted (New)- Visit	4	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	340	118	184
Employers Contacted (Follow up)- Visit	0	3	13
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	3
Level 2	0	2	3
Level 3	0	0	7
Level 4	0	0	3

TDM SERVICES

**ARLINGTON
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	12	16
Matchlists Sent	80	35	136
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	29	26	22
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	3	1
Employers Contacted (New)- Phone	11	12	1
Employers Contacted (New)- Visit	17	11	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,279	960	174
Employers Contacted (Follow up)- Visit	21	20	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	6	16
Level 2	1	2	1
Level 3	0	4	7
Level 4	4	0	1

TDM SERVICES

**ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	10	19
Matchlists Sent	66	121	188
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	36	41	45
GRH Baltimore Applicants	4	2	1
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	11
Matchlists Sent	11	5	42
Transit Applicants and Info Sent	1	2	3
GRH Washington Applicants	14	5	19
GRH Baltimore Applicants	4	12	24
Telework Information Requests	0	1	3
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

QUARTERLY REPORT (JAN - MAR 2014)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	6	10
Matchlists Sent	34	15	36
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	11	12	18
GRH Baltimore Applicants	6	7	12
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BWI BUSINESS PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	25
Matchlists Sent	15	35	149
Transit Applicants and Info Sent	0	1	7
GRH Washington Applicants	2	8	6
GRH Baltimore Applicants	17	56	44
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
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	85	197	124
Matchlists Sent	243	540	376
Transit Applicants and Info Sent	2	13	6
GRH Washington Applicants	74	104	72
GRH Baltimore Applicants	10	18	12
Telework Information Requests	0	2	1
Employers Contacted (New)- Phone	10	18	47
Employers Contacted (New)- Visit	6	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	593	711	376
Employers Contacted (Follow up)- Visit	6	1	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	6	0
Level 2	2	6	0
Level 3	0	3	47
Level 4	0	2	0

TDM SERVICES

**FAIRFAX
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	60	44	92
Matchlists Sent	291	204	732
Transit Applicants and Info Sent	3	3	14
GRH Washington Applicants	70	54	140
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	26	37	0
Employers Contacted (New)- Visit	22	20	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	324	296	0
Employers Contacted (Follow up)- Visit	40	32	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

**FDA
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	73	58	86
Matchlists Sent	112	124	193
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	38	15	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
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	21	92
Matchlists Sent	42	90	132
Transit Applicants and Info Sent	0	4	0
GRH Washington Applicants	26	34	57
GRH Baltimore Applicants	2	1	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	122	67	139
Employers Contacted (New)- Visit	1	5	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	70	58	82
Employers Contacted (Follow up)- Visit	5	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	2	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	194	235	220
Matchlists Sent	251	297	373
Transit Applicants and Info Sent	4	9	4
GRH Washington Applicants	100	83	134
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

**HARFORD
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	6
Matchlists Sent	5	9	15
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	6	9
GRH Baltimore Applicants	4	12	15
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

QUARTERLY REPORT (JAN - MAR 2014)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	19	19
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	26	31	29
GRH Baltimore Applicants	5	4	1
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

**LINK
QUARTERLY REPORT (JAN - MAR 2014)**

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

TDM SERVICES

**LOUDOUN
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	49	47	48
Matchlists Sent	146	916	235
Transit Applicants and Info Sent	4	2	4
GRH Washington Applicants	64	64	87
GRH Baltimore Applicants	0	0	0
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	84	82	131
Employers Contacted (Follow up)- Visit	10	7	7
Employers Contacted - Number of Potential (Follow up)	p	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

**MTA
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	4	2
Matchlists Sent	11	13	11
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	19	8
GRH Baltimore Applicants	2	3	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

**BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	5	24
Matchlists Sent	11	2	14
Transit Applicants and Info Sent	9	8	6
GRHWashington Applicants	5	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

**MONTGOMERY COUNTY
COUNTYWIDE
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	25	45
Matchlists Sent	108	115	225
Transit Applicants and Info Sent	14	4	4
GRH Washington Applicants	37	31	43
GRH Baltimore Applicants	0	1	0
Telework Information Requests	3	2	0
Employers Contacted (New)- Phone	127	44	79
Employers Contacted (New)- Visit	27	13	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,639	482	959
Employers Contacted (Follow up)- Visit	71	16	105
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	10	39
Level 2	1	2	1
Level 3	1	1	5
Level 4	1	0	1

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	2
Matchlists Sent	6	8	6
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	47	96	45
Matchlists Sent	50	75	81
Transit Applicants and Info Sent	39	2	3
GRH Washington Applicants	1	4	12
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
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	105
Matchlists Sent	5	2	49
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	N/A
Employers Contacted (New)- Visit	*See MC	*See MC	N/A
Employers Contacted - Number of Potential (New)	*See MC	*See MC	N/A
Employers Contacted (Follow up)- Phone	*See MC	*See MC	N/A
Employers Contacted (Follow up)- Visit	*See MC	*See MC	N/A
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	N/A
New TDM Programs Established			
Level 1	*See MC	*See MC	N/A
Level 2	*See MC	*See MC	N/A
Level 3	*See MC	*See MC	N/A
Level 4	*See MC	*See MC	N/A

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	16
Matchlists Sent	1	6	20
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	3	11
GRH Baltimore Applicants	4	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

**NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	5	7
Matchlists Sent	7	14	14
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	8	10	12
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	13	19
Matchlists Sent	16	11	66
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	8	13	20
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	6
Matchlists Sent	1	18	14
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	6	2
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	20	15
Matchlists Sent	67	98	82
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	2	11
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**PRINCE GEORGE'S
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	99	33	82
Matchlists Sent	67	70	117
Transit Applicants and Info Sent	4	1	16
GRH Washington Applicants	28	38	85
GRH Baltimore Applicants	3	4	3
Telework Information Requests	1	2	2
Employers Contacted (New)- Phone	10	4	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	110	201	134
Employers Contacted (Follow up)- Visit	2	1	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

**PRTC
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	119	147	136
Matchlists Sent	827	1,118	1,446
Transit Applicants and Info Sent	2	2	23
GRH Washington Applicants	122	103	190
GRH Baltimore Applicants	4	1	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	102	38	0
Employers Contacted (New)- Visit	4	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	98	15	0
Employers Contacted (Follow up)- Visit	7	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	9	25
Matchlists Sent	61	36	161
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	11	3	16
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	N/A	N/A	0
Employers Contacted (New)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (New)	N/A	N/A	0
Employers Contacted (Follow up)- Phone	N/A	N/A	0
Employers Contacted (Follow up)- Visit	N/A	N/A	0
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	0
New TDM Programs Established			
Level 1	N/A	N/A	0
Level 2	N/A	N/A	0
Level 3	N/A	N/A	0
Level 4	N/A	N/A	0

TDM SERVICES

**TRI-COUNTY
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	19	41
Matchlists Sent	86	98	148
Transit Applicants and Info Sent	2	0	6
GRH Washington Applicants	48	85	95
GRH Baltimore Applicants	4	1	0
Telework Information Requests	4	0	2
Employers Contacted (New)- Phone	32	24	4
Employers Contacted (New)- Visit	2	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	2	12
Employers Contacted (Follow up)- Visit	0	0	18
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	23	24	30
Level 2	0	0	6
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	50	46
Matchlists Sent	77	96	158
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	37	38	47
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**RIDESHARE DELAWARE
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	398	452	284
Matchlists Sent	126	175	181
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	1	0
GRH Baltimore Applicants	0	0	0
GRH RideShare Delaware	391	443	281
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**HAMPTON ROADS TRANSIT - TRAFFIX
QUARTERLY REPORT (JAN - MAR 2014)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	56
Matchlists Sent	0	0	96
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	0	0	56
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
 JANUARY - MARCH 2014**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	2	3	0	5
ARLINGTON (COG)	18	4	40	62
ARTMA	22	8	21	51
BALTIMORE CITY	3	2	0	5
BMC	16	3	0	19
BWI BUSINESS PARTNERSHIP	5	3	11	19
COG	15	4	63	82
DISTRICT OF COLUMBIA	121	25	99	245
FDA	73	8	9	90
FAIRFAX COUNTY	60	43	88	191
FREDERICK	9	13	99	121
GW RIDE CONNECT	194	914	1,360	2,468
HARFORD	1	2	2	5
HOWARD	18	6	3	27
LINK	0	0	0	0
LOUDOUN	49	18	66	133
MTA	5	0	2	7
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	9	16	67	92
Countywide	45	24	174	243
Friendship Heights/Rockville	3	0	15	18
North Bethesda TMD	47	25	158	230
Shady Grove	1	2	19	22
Silver Spring	2	22	17	41
NIH	2	2	2	6
NATIONAL GUARD REDINESS CENTER	3	13	6	22
NORTHERN NECK	1	1	1	3
NORTHERN SHENANDOAH	21	7	17	45
PRINCE GEORGE'S	99	367	8	474
PRTC	119	73	194	386
RAPPAHANNOCK-RAPIDAN	17	9	1	27
TRI - COUNTY	26	27	80	133
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	37	0	44	81
RIDESHARE DELAWARE	398	0	2	400
HAMPTON ROADS - TRAFFIX	0	0	0	0
TOTAL INPUT COMMUTER CONNECTIONS	1,006	1,644	2,622	5,272
TOTAL INPUT TDM NETWORK MEMBERS	435	0	46	481
TOTAL INPUT (CC + NETWORK)	1,441	1,644	2,668	5,753
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,650		

**Technical Assistance to Local Agencies
January – March 2014**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JANUARY 2014				
RSDE	Thu 1/2/2014 11:07 AM	Thu 1/2/2014 4:48 PM	Thu 1/2/2014 4:54 PM	Purge Commuters
TJPDC	Thu 1/2/2014 3:14 PM	Thu 1/2/2014 4:52 PM	Thu 1/2/2014 5:27 PM	Map Update
TJPDC	Fri 1/3/2014 4:48 PM	Wed 1/8/2014 7:09 PM	Thu 1/9/2014 9:28 AM	Move Commuters to CC Database
Loudoun County	Tue 1/7/2014 9:06 AM	Wed 1/8/2014 7:09 PM	Wed 1/8/2014 7:09 PM	Issue with CC website
Frederick	Thu 1/9/2014 1:59 PM	Tue 1/14/2014 1:17 PM	Wed 2/5/2014 6:20 PM	Report Request
RSDE	Mon 1/13/2014 8:14 AM	Tue 1/14/2014 1:17 PM	Tue 1/14/2014 1:17 PM	Issue With CC Website
Montgomery County	Tue 1/14/2014 8:17 AM	Tue 1/14/2014 1:17 PM	Tue 1/14/2014 1:17 PM	Issue With CC Website
RSDE	Tue 1/28/2014 2:34 PM	Tue 2/4/2014 4:48 PM	Tue 2/4/2014 4:48 PM	Report Request
Frederick	Wed 1/29/2014 1:50 PM	Tue 2/4/2014 4:45 PM	Tue 2/4/2014 4:45 PM	Issue With CC Website
FEBRUARY 2014				
RSDE	Mon 2/3/2014 3:40 PM	Tue 2/4/2014 4:48 PM	Tue 2/4/2014 4:48 PM	Issue Connecting to CC Website
RSDE	Thu 2/6/2014 11:43 AM	Thu 2/6/2014 12:22 PM	Tue 2/4/2014 4:48 PM	Issue Locating Username
TJPDC	Thu 2/6/2014 2:38 PM	Thu 2/6/2014 5:21 PM	Thu 2/6/2014 12:22 PM	Move Commuters to CC Database
RSDE	Tue 2/18/2014 2:49 PM	Tue 2/18/2014 2:49 PM	Thu 2/6/2014 5:21 PM	Report Request
RSDE	Tue 2/18/2014 11:12 PM	Tue 2/18/2014 11:12 PM	Tue 2/18/2014 2:49 PM	Slow Network
TJPDC	Mon 2/24/2014 3:23 PM	Mon 3/3/2014 10:20 AM	Tue 2/18/2014 11:12 PM	Move Commuters to CC Database
MARCH 2014				
RSDE	Fri 3/7/2014 8:01 AM	Thu 3/13/2014 2:21 PM	Thu 3/13/2014 2:21 PM	Issue With CC Website
TJPDC	Tue 3/11/2014 5:01 PM	Thu 3/13/2014 2:21 PM	Thu 3/13/2014 2:21 PM	Move Commuter to CC Database
RSDE	Wed 3/12/2014 8:47 AM	Thu 3/13/2014 2:21 PM	Thu 3/13/2014 2:21 PM	Issue With CC Website
TJPDC	Tue 3/18/2014 12:14 PM	Wed 3/19/2014 11:59 AM	Wed 3/19/2014 11:59 AM	Issue With CC Website
TJPDC	Tue 3/18/2014 3:02 PM	Wed 3/19/2014 11:59 AM	Wed 3/19/2014 11:59 AM	Issue With CC Website
RSDE	Fri 3/28/2014 1:21 PM	Fri 3/28/2014 3:58 PM	Fri 3/28/2014 4:26 PM	Issue With CC Website

FY 2014

January to March 2014	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles
Employers Contacted (new) Site Visits (prospects)	11	11	7	26	122	0	127	10	102	32
Telework - NEW	0	0	0	0	79	0	3	0	0	4
Employers Contacted (follow-up)	340	1279	593	324	70	84	1639	110	98	12
Telework - FOLLOWUP	0	0	0	0	0	0	19	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	2256	6125	2675	440	338	196	21410	450	203	144
Total Sales Meetings	4	38	12	62	6	10	98	2	11	2
Total Employers Contacted	2611	7453	3287	852	615	290	23296	572	414	198
New Level 1 TDM Programs	0	5	10	0	0	0	0	0	0	23
New Level 2 TDM Programs	0	1	2	0	2	0	1	0	0	0
New Level 3 TDM Programs	0	0	0	0	0	0	1	1	0	0
New Level 4 TDM Programs	0	4	0	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0