



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY – SEPTEMBER 2017**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2018 1st Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in July 2017, August 2017 and September 2017) 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 Anne Arundel County, MD; Frederick County, MD; Loudoun County, VA; NBTMD; DATA; NSVRC; BMC; 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 published the July 2017 edition of the Commuter Connections Resource Directory.

COG/TPB staff held TDM system training during the quarter on the following dates:

- July 12, 2017 – Northern Shenandoah Valley Regional Commission
- July 27, 2017 – City of Alexandria
- August 16, 2017 – GW RideConnect

COG/TPB staff met with Netlift staff on July 24, 2017 to discuss possible synergy between their program and Commuter Connections.

COG/TPB staff coordinated and held an STDM Work Group meetings on July 11th and September 12th.

COG/TPB staff coordinated and held a Commuter Connections Subcommittee meeting on July 18th. Highlights from the meeting included: the appointment and approval of a Vice Chair Nominating Committee, the presentation and endorsement of a Commuter

Connections Flextime Incentive White Paper, an update on Clean Air Partners activities, an update on the FY2017 Employer Recognition Awards event, a briefing on VRE's 25th anniversary, a briefing on the draft FY2015 – FY2017 TERM Analysis Report and establishment of a comment period, an update on the 2017 Car Free Day event, and the presentation of the 4th Quarter CCWP Budget Report.

A Commuter Connections Subcommittee Vice Chair Nominating Committee conference call was coordinated and held on August 11th. A conference call was held with TransLoc representatives on August 14th to discuss their program services. COG/TPB staff coordinated and participated in a MPO TDM Peer Exchange group meeting on August 23rd. COG/TPB staff participated in a conference call with Netlift representatives on August 29th.

A Commuter Connections Subcommittee meeting was coordinated and held on September 19th. Highlights from the meeting included: the announcement and approval of the results of the new Subcommittee Vice Chair, the change of the Chair, a briefing on recent activities of the TPB's Long Range Task Force, an update on the substantive updates to the draft FY2015-FY2017 Commuter Connections TERM Analysis Report and establishment of a comment period, a briefing on the I-395 Express Lanes extension project, an update on outreach activities for Car Free Day, an overview of TPB's current Enhanced Mobility solicitation for transportation projects, a review of the timeline of the development of the FY 2019 CCWP and highlights of the program as well as a briefing on the Commuter Connections Strategic Plan, a briefing of the FY2017 CCWP 4th quarter final budget report, the FY2017 CCWP 4th Quarter Progress Report, and the FY2017 CCWP Annual Progress Report.

COG/TPB staff secured a Vice Chair for the Ridematching Committee. A Ridematching Committee meeting was coordinated and held by COG/TPB on September 19th. Highlights from the meeting included:

- Upcoming Fairs and Promotions
- TDM System Update
- Mobile Applications Update
- GIS Update
- Client Site Status/Roundtable
- July 2017 Commuter Connections Resources Directory
- Quarterly Progress Report

COG/TPB staff coordinated a meeting of the Flextime Incentive Work Group on August 30, 2017.

COG/TPB staff met with representatives at the US Census Bureau on September 28th to discuss Commuter Connections programs.

COG/TPB staff worked on promoting the SchoolPool program through an updated flyer and an email blast to school administrators.

## **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 daily maintenance processes for the Commuter Connections TDM Software System. This included making changes to graphics displayed on match letters, monitoring the web and database servers, moving data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, producing email lists, and making backups.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports. Producing reports and distributing them electronically saves paper and reduces costs.

At the end of September 2017, COG and its members served 16,805 commuters registered in ridematching. This is a decrease of 1,630 over the quarter, from 18,435 at July 1, 2017. Year over year there was a decrease of 2,136 from 18,941 in the system at September 30, 2016.

COG/TPB staff met with Media Beef representatives twelve times during the quarter. Additionally, there were five meetings in July, on the 3rd, 10th, 17th, 24th and 31st. Also, four more meetings were held in August, on the 7th, 14th, 21st, and 28th. In September, there were three meetings, on the 11th, 18th, and the 25th. Discussion centered primarily on CarpoolNow.com (dynamic ride matching), the Commuter Connections app for mobile devices, incenTrip integration (formerly called "iPRETii"), and new items for development in FY2018. The highest priorities were CarpoolNow.com (dynamic ride matching), the Commuter Connections app for mobile devices, iPRETii integration, and the schedule for FY2018.

COG/TPB staff participated in six conference calls regarding the incenTrip project with University of Maryland and Media Beef during the quarter. Conference calls were held July 31st; August 3rd, 21st, and 28th; and September 11th and 25th. Topics discussed were integrating UMD's incenTrip functionality with the TDM system. The UMD incenTrip software will implement an incentives program to entice commuters to change their travel plans when unusual traffic congestion is expected. Commuter Connections continued to work on the flextime rewards program. UMD continued developing APIs for Commuter Connections to use to obtain alternate routes for our customers. A demo is expected to be ready by the end of October.

Development continued apace on the CarpoolNow software for mobile devices. This app enables drivers and riders to form carpools on demand. A registered user driving a vehicle can inform the server that (s)he is interested in picking up a rider. Persons who need rides use the same software to notify the server of their status. The server will handle communication between the users and attempt to match them.

Work commenced on an incentive program to stir interest in the Commuter Connections CarpoolNow site. The plan is to give drivers an incentive to pick up riders by offering to pay \$10 for trips originating, ending, or passing through the Howard County, Baltimore region subject to certain restrictions. For example, the trip must take place during peak commuting times. A document detailing the design and the scope of work was submitted to COG by the development contractor.

A new landing page for CarpoolNow was designed by ODonnell & Company. Media Beef continued to fix bugs. Howard County staff worked to build a list of likely customers for marketing. Expectations are that the software will be completed and marketing will begin in October.

#### **D. Commuter Information System**

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. To view the latest version, visit <http://maps.mwcog.org>.

COG/TPB staff continued work on an interactive web map especially for bicycling. Staff collected and analyzed data that will go into the map. Staff further developed a small version of the web mapping application. During the quarter, almost all the navigable paths in the District of Columbia have been put on the map. Staff have also used their Garmin units to save breadcrumb trails of their rides. The web mapping application was demonstrated at the September Ridematching Committee meeting. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for 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 provided coupons to commuters who renewed their GRH membership.

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

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

## **B. Process Trip Requests and Provide Trips**

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 728 GRH applications received. A total of 690 applicants were registered (667 new applicants and 23 previous “one-time exception” users) and 1,449 commuters were re-registered. During the same time period, the GRH program provided 582 GRH trips. Thirteen (13) of these trips were “one-time” exceptions accounting for 2% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Child Care.” As of September 30th, a total of 8,188 commuters are currently registered in the GRH database.

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

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

COG/TPB staff worked on obtaining and processing final FY2017 invoices from ride providers.

COG/TPB staff continued collecting information for FY2018 contract amendments for each of the ride providers.

COG/TPB staff held a conference call with Diamond Transportation, Inc. representatives on August 23rd to discuss the FY2018 GRH daily operations contract and budget.

COG/TPB staff approved Smart Ride as ride provider in Southern Maryland.

COG/TPB staff met with Diamond Transportation staff on September 27th to discuss GRH program operations and invoicing.

## **III. MARKETING**

### **A. TDM Marketing and Advertising**

The summer newsletter was created and distributed in both email and hard copy form to the regional employer database, committee members, and TDM stakeholders. The federal ETC update was distributed in PDF form to the federal ETC community through GSA, and placed onto the Federal ETC website. An electronic version of the summer newsletter was sent via email blast. The fall newsletter timeline schedule and article suggestions were developed.

Jeannie Fazio, from the Maryland Transit Administration was presented with a plaque and thanked for her service as Chair of the FY17 Regional TDM Marketing Group. Sharon Affinito from Loudoun County Commuter Services was announced as the new

Chairperson for FY18, and the FY18 Vice Chairperson was announced as Antoinette Rucker, of the Washington Metropolitan Area Transit Authority (WMATA). The FY17 marketing workgroup was formed and includes Antoinette Rucker, WMATA; Thornette Leacock, Prince George's Department of Transportation; and Katy Nicholson, Potomac and Rappahannock Transportation Commission.

COG/TPB staff and the contractor developed the draft FY18 Marketing Communications Plan and Schedule document, and it was posted onto SharePoint for comments. The final version was presented during the September 19th Regional TDM Marketing Group meeting.

Bi-weekly conference calls were held with ODonnell Company and its subcontractors between July and September 2017 to discuss work program activities for the FY18 regional TDM Marketing campaign. In addition, COG/TPB staff maintained daily correspondence with the marketing contractor. COG/TPB staff also participated in Earned Media conference calls with ODonnell Company and Arch Street Communications. COG/TPB staff worked on renewing the Scope of Work and contract budget with ODonnell Company for the Commuter Connections TDM Marketing project. COG/TPB staff processed invoices related to the FY17 regional TDM Marketing campaign.

COG/TPB staff reviewed written concepts for the FY18 spring Regional TDM Marketing campaign. The fall FY 2018 regional TDM mass marketing campaign will use radio ads that were originally produced for the spring FY17 campaign. The media plan includes a mix of news, music, sports, and Hispanic radio stations, plus social media. Planning stages for the spring FY 2018 marketing campaign were reviewed, and several written concepts were presented at the Regional TDM Marketing Group meeting on September 19th. The state funding agencies reviewed and commented on creative designs developed for the spring marketing campaign. Following that meeting, the was modified, and the marketing workgroup members were asked to review, rank and comment on the materials. Purchase orders were processed for the fall media campaign.

COG/TPB staff continued updates to the FY18 Regional TDM Resource Guide and Strategic Marketing Plan. A draft version of the report was presented during the September 19th Regional TDM Marketing Group meeting.

A Regional TDM Marketing Group meeting was held on September 19th. Highlights from the meeting included presentations on Commuter Connections' regional TDM marketing activities, Potomac and Rappahannock Transportation Commission, and the I-66 Express Lanes. Other agenda items included a change of Chairpersons, and the FY17 Draft Resource Guide and Strategic Marketing Plan. Final documents were issued for both the 2nd Half FY17 Regional TDM Marketing Campaign Summary and the FY18 Marketing Communications Plan and Schedule.

COG/TPB staff attended the following events during the first quarter of FY18:

- September 12th National Institutes of Health – Bethesda, MD



- September 27th U.S. Dept. of Health and Human Services – Rockville, MD

COG/TPB staff continued to update the CC website with news articles, publications, construction projects, press releases, and upcoming events. COG/TPB staff changed the Featured Member of the Month on the CC website each month. COG/TPB staff monitored and reported to senior staff on analytics data from the paid social media campaigns. COG/TPB staff replaced the newsletter with the summer 2017 version on the CC website.

COG/TPB staff removed 13 publications and added 3 new case studies to the Commuter Connections website. COG/TPB staff added the 2016 State of the Commute report to the Commuter Connections website.

COG/TPB staff updated the CC Facebook page with new content and updates with associated hashtags. COG/TPB staff monitored Google Analytics website traffic reports and compiled reports for review by senior staff and contractors. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff updated and replenished various Commuter Connections brochures as needed.

COG/TPB staff finalized and published a Flextime Incentives White Paper which had been presented to the Commuter Connections Subcommittee on July 18th. A Flextime Incentive work group meeting was held on August 30th to discuss the eligibility and participation guidelines for the incentive program.

## **B. Bike to Work Day**

The Bike to Work Day web site and social media pages were updated with photos from the Bike to Work Day Employer Challenge luncheon held at The World Bank. Marketing material images and content were included into the 2017 Bike to Work Day event draft report.

A Bike to Work Day Steering Committee meeting was held on September 13th. Michelle Valeri from Capitol Hill BID was recognized with a plaque for her service as the 2017 event Committee Chairperson. Mark Sofman, Montgomery County Commuter Services was welcomed as the new Chairperson of the Bike to Work Day 2018 event Steering Committee. Other agenda topics for the meeting included a 2017 event slideshow, a briefing on the 2017 employer challenge event, pit stop manager event recaps, and the 2017 BTWD draft event report. Friday May 18th was established as the date of the 2018 Bike to Work Day event.

COG/TPB staff updated website with new sponsor logos and corresponding website links. COG/TPB staff updated contact information for Bike to Work Day pit stop organizers to ensure accurate contact information was present on the website. COG/TPB staff deleted past raffle winners and added the 2017 winner to the Bike to Work Day website.

COG/TPB staff posted status updates as need and responded to social media user inquiries. COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB uploaded applicable news articles and press releases to the BTWD website.

COG/TPB staff sent a reminder announcement to the Bike to Work Day Steering Committee regarding photos and recaps from the 2017 event.

### **C. Employer Recognition Awards**

Thank you letters were sent out to speakers from the June 2017 awards event held at the National Press Club. The awards video, program booklet, winner seals and photos were posted to the Commuter Connections web site, and social media sites.

Program booklets from the awards ceremony were distributed to TPB members at their July meeting. All vendor invoicing was finalized and the 2017 Employer Recognition Award winners were featured in the Commuter Connections Summer newsletter.

### **D. 'Pool Rewards**

The marketing contractor drafted the FY18 'Pool Rewards fall media plan. COG/TPB staff reviewed and commented on media plan recommendations.

Reviewing, processing, and registering of eligible 'Pool Reward applicants for both carpools and vanpools continued. Trip logging was monitored for program participants and payments were processed for both carpools and vanpools.

COG/TPB staff began collecting and analyzing data for NTD reporting purposes.

### **E. Car Free Day**

The 2017 Car Free Day poster took on a new approach, and contained the message "Drop it for a Day", with a visual of a hand dropping car keys. The call to action directed area workers, residents and students to go online at [carfreemetrodc.org](http://carfreemetrodc.org) and take the pledge to use transportation alternatives on September 22, 2017. The Car Free Day Committee Chairperson briefed the TPB Technical Committee on Car Free Day activities at their July 7th meeting. COG/TPB staff briefed the Commuter Connections Subcommittee and the Bicycle and Pedestrian Committee on Car Free Day activities at their July 18th meetings. A Car Free Day proclamation signing took place at the July 19<sup>th</sup> National Capitol Region Transportation Planning Board (TPB) meeting with TPB Chair and City of Rockville Mayor, Bridget Newton.

COG/TPB staff and contractor secured sponsors and discussed sponsorship opportunities with various businesses and organizations. A promotion with Chipotle Mexican Grill offered buy one get one free meals to those who took the Car Free Day pledge. Other sponsors contributed prizes for the regional raffle. The marketing campaign included radio, text messages, paid and boosted social media, and online/mobile ads on WTOP.com. Clean Air Partners produced a video for the Car Free Day web site, and embarked on a social media campaign to encourage pledges. An

earned media campaign secured interviews and encourage media outlets to place Car Free Day news stories. Bus signage was donated by Montgomery County Ride On, Metrobus, Arlington Transit, and Prince George's County. The Capital Area Car Free College Campus Challenge was held as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges. New this year, a key influencer blog, megbiram.com was commissioned to write about Car Free Day.

Emails blasts were sent out to employers, past Car Free Day participants and marketing opt-in commuters from the TDM system database. An earned media campaign secured interviews and encouraged media outlets to place Car Free Day news stories. A promotional video for Car Free Day was produced by COG/TPB staff, and featured the Committee Chairperson. Car Free Day Steering Committee meetings were held in July and September and provided a forum for planning, reporting, discussion, and feedback regarding the event. At the September 13<sup>th</sup> meeting, Tracy McPhail from the North Bethesda Transportation Center was thanked for having chaired the 2017 Committee, and was presented with a plaque for her service. Based on rotation order, it was announced that Mackenzie Jarvis from Fairfax County Commuter Services will take on the role for 2018.

More than 11,200 took the pledge to go Car Free or Car-Lite on September 22nd. The breakdown by mode is as follows: Bike 29%, Rail 22%, Bus 17%, Walk 16%, Telework 8%, and Pool 8%. The SOV group consisted of 36% of those who pledged, reducing nearly 77,000 vehicle miles for the day. Pledges were made by residents of the District 29%, Maryland 31.3%, Virginia 30.9%, and other states 8.8%.

COG/TPB staff monitored website activity and computer code to maintain accurate website functionality. COG/TPB staff changed the website masthead to the new 2017 version. COG/TPB staff posted a live broadcast of the proclamation signing to the Car Free Day Facebook account.

COG/TPB staff removed sponsors that no longer support Car Free Day and added new sponsor logos/website links. COG/TPB staff replaced the Try Transit Week logo with the new version and added a Chipotle advertisement on the Car Free Day homepage. COG/TPB staff added new press releases to the Car Free Day website. COG/TPB staff installed the Gravity Forms plugin and built a new opt-in form. COG/TPB staff implemented the Facebook paid ads and boosted posts for Car Free Day. COG/TPB staff added the new Car Free Day video to the Car Free Day website. COG/TPB staff added a countdown clock to the Car Free Day Facebook page to remind followers of the sign-up deadline.

COG/TPB staff distributed an email reminder about the upcoming Car Free Day event and the Chipotle promotion. COG/TPB staff coordinated the printing and distribution of Car Free Day flyers to network members. COG/TPB staff coordinated a mailing to employers inclusive of a flyer and personalized cover letter. COG/TPB staff sent a Car Free Day press releases on August 22nd, September 12th and 20th. COG/TPB staff participated in Car Free Day media interviews.

COG/TPB staff met with representatives from the District of Columbia's Department of the Environment (DDOE) to discuss the Car Free Day project and the United Nation's World Health Organization (WHO) BreatheLife representatives on September 7th.

Car Free Day was held on September 22nd.

#### **F. CarpoolNow Mobile Application**

Media plan recommendations for the fall campaign were provided by the marketing contractor, and reviewed and discussed by COG/TPB staff. Howard County staff was corresponded with for feedback on ad creative, and radio scripts developed by the contractor.

### **IV. MONITORING AND EVALUATION**

#### **A. TERM Data Collection and Analysis**

COG/TPB staff selected a printer for the 2016 State of the Commute public report and "at-a-glance" pull-out sections. COG/TPB staff briefed the Bicycle/Pedestrian Committee on September 19th regarding highlights from the 2016 State of the Commute survey. The 2016 State of the Commute and draft public report and "at-a-glance" pull-out sections were received from the printer and distributed in September.

COG/TPB staff and LDA Consulting worked on a timeline and questionnaire updates for the FY2018 Placement Rate Study. Work on this year's placement rate survey began in September. COG/TPB staff produced database metadata for the survey consultant and code for storing and extracting data in Oracle for the development contractor.

Staff continued to review the draft FY2015 – 2017 TERM Analysis Report. Additional data from the Operations Center, Guaranteed Ride Home, Employer Outreach and Mass Marketing covering the January to June 2017 time period was delivered to LDA Consulting for inclusion into the report's calculations. The draft FY2015 – 2017 TERM Analysis Report was presented to the Commuter Connections Subcommittee on July 18th and a comment period was established. The updated draft report was presented to the Subcommittee on September 19th and a new comment period was established.

COG/TPB staff worked on the contract amendments with LDA Consulting for the regional TDM Evaluation project.

COG/TPB staff researched company information for the TERM analysis and delivered it to the consultant for analysis. During the quarter, monthly Employer Outreach sales activity reports were received from Arlington, Prince William, Fairfax, Loudoun, Frederick, Montgomery, Prince George's Counties and the District of Columbia as well as Tri-County Council and the City of Alexandria.

## **B. Program Monitoring and Tracking Activities**

COG/TPB staff prepared and completed the preliminary and final June 2017 CCWP monthly Executive Summary Report. COG/TPB staff began produced the FY2017 4th quarter progress report. COG/TPB staff produced the FY2017 CCWP Annual Progress Report.

COG/TPB staff continued collecting data for the fourth quarter FY2017 and first quarter FY2018 Employer Outreach conformity verification reports.

The effectiveness of advertising campaigns was tracked through call volumes and internet visits. This information was made available as part of the FY17 Second Half Marketing Campaign Summary final report, issued at the September 19th Regional TDM Marketing Group meeting.

GRH Customer Satisfaction Surveys were sent to Washington DC region commuters for trips occurring over the past month, and the data entry was completed in preparation for the FY2017 GRH Customer Satisfaction survey report.

Throughout the quarter COG/TPB staff continued to work with contractors (VHB) to plan updates to the COG survey database. A conference call was held with VHB representatives on August 31st to discuss the FY2018 scope of work and budget for the Employer Services Survey Data Tabulation project. COG/TPB met with VHB representatives on September 28th to discuss and plan for Employer Outreach survey data tabulation project tasks for FY2018.

COG/TPB staff continued gathering graphics, photos, and data for the BTWD 2017 Event Report. COG/TPB staff prepared and presented the Bike to Work Day report to the Bike to Work Day committee on September 13th and a comment period was established.

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***a) Regional Employer Database Management and Training***

Throughout the third quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software COG/TPB staff conducted and completed a data sweep of the ACT! database the week of July 17th. In August COG/TPB staff conducted and completed a data sweep of the ACT! database the week of August 14th. COG/TPB staff conducted a training session for Prince George's County on September 8th. COG/TPB staff conducted and completed a data sweep of the ACT! database the week of September 18th.

#### ***b) Employer Outreach for Bicycling***

Bicycling guides were distributed to employers by request, and at various events throughout the quarter.

## **2. Jurisdictional Component Project Tasks**

### ***a) MD Local Agency Funding and Support***

COG/TPB staff worked on FY2018 contract amendments with each of the Maryland jurisdictions. FY2018 contract amendments were executed with Frederick County and Tri-County Council for Southern Maryland. COG/TPB staff worked with Prince George's County on an FY2018 contract amendment. Montgomery County's FY2018 contract amendment has not been submitted.

A meeting was held with Prince George's County representatives on August 8th to discuss the Employer Outreach FY2018 contract and budget.

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

### ***b) DC, MD, and VA Program Administration***

COG/TPB staff collected the Spring sales support responses. Montgomery County's response is still outstanding. COG/TPB staff began working on the fall sales support questionnaire.

COG/TPB staff began research for the First/Last Mile Employer Outreach TDM sales training session which was set and held on September 26th.

COG/TPB staff added the three new Employer case studies produced in FY2017 to the Commuter Connections website. COG/TPB staff began working on identifying employers to showcase for the FY2018 case study series.

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

COG/TPB staff coordinated the July 18th Employer Outreach Committee. Topics covered were:

- Third and Fourth Quarter Conformity verification reports
- Employer Case Studies
- Training update and review
- Montgomery County's Fareshare Program
- ACT! database review and helpful hints
- Employer Outreach Roundtable

COG/TPB staff began preparing meeting materials in anticipation of the October Employer Outreach Committee meeting.

## **VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

### **A. General Operations and Maintenance**

COG/TPB staff provided GRH Rewards coupons to commuters who renewed their GRH membership.

GRH Customer Satisfaction Surveys were sent to Baltimore region commuters for trips occurring over the past month, and the data was reviewed in preparation for the GRH Customer Satisfaction survey report.

The GRH Baltimore program continued to enroll new applicants during July through September 2017. The program has now been operational for six years.

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 provided coupons to commuters who renewed their GRH membership.

Data entry for the FY2017 GRH Customer Satisfaction survey was completed.

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

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

COG/TPB staff and LDA consulting discussed the timeline and steps needed to complete the FY2016 GRH Baltimore Survey Impact Analysis Report.

### **B. Process Trip Requests and Provide Trips**

Between the months of July and September 2017, there were 23 GRH Baltimore applications received. 48 commuters were registered during this period (46 registered and 2 one-time exceptions) while 65 commuters were re-registered. During the same time period, the GRH program provided thirty (30) GRH trips. Two (2) "one-time" exception was provided during this time period. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of September 30, 2017, a total of 461 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 held a conference call with Diamond Transportation, Inc. representatives on August 23rd to discuss the FY2018 GRH daily operations contract and budget.

COG/TPB staff continued collecting information for FY2018 contract amendments for each of the ride providers.

COG/TPB staff approved Smart Ride as ride provider in Southern Maryland.

COG/TPB staff met with Diamond Transportation staff on September 27th to discuss GRH program operations and invoicing.



**Table 1****National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****JULY - SEPTEMBER 2017**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2017</b>
<b>Total applicants/info provided:</b>	6,965	8,540	6,965
Rideshare applicants	2,977	4,275	2,977
Matchlists sent	6,513	6,242	6,513
Transit applicants/info sent	63	81	63
GRH applicants	728	2,555	728
Bike to work info requests	10	14	10
Telework info requests	5	12	5
<b>Internet users</b>	42,507	52,541	42,507
Internet applicants	4,735	6,463	4,735
<b>New employer clients</b>	399	315	399
Employee applicants	0	0	0

<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 2016</b>
<b>Continued placements</b>	1,052	1,511	4,227
<b>Temporary/one-time placements</b>	152	219	612
<b>Daily vehicle trips reduced</b>	583	837	2,341
<b>Daily VMT reduced</b>	15,979	22,946	64,174
<b>Daily tons NOx reduced</b>	0.0061	0.0088	0.0245
<b>Daily tons VOC reduced</b>	0.0032	0.0046	0.0130
<b>Daily tons PM2.5 reduced</b>	0.00020	0.00028	0.00079
<b>Daily tons PM2.5 NOx reduced</b>	0.0067	0.0096	0.0267
<b>Daily tons GHG reduced</b>	7.9202	11.3735	31.8084
<b>Daily gallons of gas saved</b>	803	1,153	3,225
<b>Daily commuter costs saved</b>	\$2,716	3,901	10,910

**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  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	144	141	207
Locals Rideshare Apps (New and Re-apps)	2,833	2,758	4,068
Matchlists Requested	6,341	6,964	6,124
Transit Applicants/Info Sent	63	76	81
GRH Washington Applicants	728	675	943
GRH Washington Rides Provided	496	582	588
GRH Baltimore Applicants	23	26	44
GRH Baltimore Rides Provided	30	26	22
Telework Info Requests	5	10	27
Phone/Fax Applicants	0	0	0
Internet Applicants	4,858	4,675	6,463
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>42,507</b>	<b>42,857</b>	<b>52,541</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	10	12
Matchlists Sent	73	57	72
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	15	8	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	177	47
Employers Contacted (Follow up)- Visit	0	14	3
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	1	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	12	8	25
Matchlists Sent	36	73	137
Transit Applicants and Info Sent	3	0	4
GRH Washington Applicants	23	5	22
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	8	15	13
Employers Contacted (New)- Visit	0	8	16
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,461	1,753	1,642
Employers Contacted (Follow up)- Visit	51	56	64
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	11	7
Level 2	2	0	2
Level 3	1	2	2
Level 4	1	3	2

**TDM SERVICES**

**ANNE ARUNDEL  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	25	30
Matchlists Sent	162	186	152
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	18	25	49
GRH Baltimore Applicants	4	3	11
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

\*All new ARTMA and BWI data will be reported as Anne Arundel. Old BWI data will be converted to AA after guidance from the County.

**TDM SERVICES**

**BALTIMORE CITY  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	14	7
Matchlists Sent	55	35	83
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	11	6	16
GRH Baltimore Applicants	1	4	10
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**

**BMC**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	11	4
Matchlists Sent	21	49	40
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	7	18
GRH Baltimore Applicants	3	1	3
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  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	128	120	189
Matchlists Sent	417	426	512
Transit Applicants and Info Sent	2	2	11
GRH Washington Applicants	74	60	65
GRH Baltimore Applicants	7	2	9
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	6	46	94
Employers Contacted (New)- Visit	0	0	14
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	12	32	66
Employers Contacted (Follow up)- Visit	0	52	42
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	13	7
Level 2	1	5	31
Level 3	0	5	13
Level 4	0	1	0



**TDM SERVICES**

**DATA**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	14	16	18
Matchlists Sent	64	41	53
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

\*See FFX - EO numbers reported under Fairfax County

\*\*N/A - DATA joined the Commuter Connections network in April 2014

**TDM SERVICES**

**FAIRFAX**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	157	133	213
Matchlists Sent	935	808	887
Transit Applicants and Info Sent	3	1	5
GRH Washington Applicants	98	68	97
GRH Baltimore Applicants	0	2	1
Telework Information Requests	1	1	2
Employers Contacted (New)- Phone	147	211	10
Employers Contacted (New)- Visit	0	7	7
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	604	256	353
Employers Contacted (Follow up)- Visit	80	35	20
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	1
Level 3	16	0	0
Level 4	2	1	1

**TDM SERVICES**

**FDA**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	27	41
Matchlists Sent	224	199	323
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	24	40	44
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**FREDERICK**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	34	29	36
Matchlists Sent	415	376	368
Transit Applicants and Info Sent	4	1	3
GRH Washington Applicants	29	24	43
GRH Baltimore Applicants	0	4	2
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	11	28	49
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	15	34	54
Employers Contacted (Follow up)- Visit	3	9	8
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	0	0	1
Level 3	0	1	1
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	198	235	249
Matchlists Sent	524	390	327
Transit Applicants and Info Sent	1	3	5
GRH Washington Applicants	79	103	95
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	0	0
Matchlists Sent	1	6	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	3	6
GRH Baltimore Applicants	1	6	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HOWARD**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	27	21	37
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	16	28	32
GRH Baltimore Applicants	4	2	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LOUDOUN**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	69	67	77
Matchlists Sent	445	548	384
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	52	48	63
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	95	13	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	82	0
Employers Contacted (Follow up)- Phone	183	5	72
Employers Contacted (Follow up)- Visit	5	0	10
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	7
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**MTA**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	0	7
Matchlists Sent	29	6	28
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	5	9	9
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	16	13
Matchlists Sent	29	58	6
Transit Applicants and Info Sent	20	18	5
GRH Washington Applicants	1	2	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**MONTGOMERY COUNTY  
COUNTYWIDE  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	31	75
Matchlists Sent	315	92	236
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	32	24	54
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	3	1
Employers Contacted (New)- Phone	122	72	36
Employers Contacted (New)- Visit	0	0	9
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,090	1,318	2,057
Employers Contacted (Follow up)- Visit	18	12	59
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	2	37
Level 2	1	7	4
Level 3	0	0	1
Level 4	0	0	0

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	9	4
Matchlists Sent	19	38	11
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	5	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	81	151	46
Matchlists Sent	215	223	119
Transit Applicants and Info Sent	22	43	22
GRH Washington Applicants	1	5	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SHADY GROVE**

**JULY - SEPTEMBER 2017**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	16	12
Matchlists Sent	62	48	67
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	6	9	16
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
JULY - SEPTEMBER 2017**

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



**TDM SERVICES**

**NATIONAL GUARD REDINESS CENTER  
JULY - SEPTEMBER 2017**

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

**TDM SERVICES**

**NORTHERN NECK  
JULY - SEPTEMBER 2017**

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

**TDM SERVICES**

**NORTHERN SHENANDOAH  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	15	25
Matchlists Sent	303	99	115
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	3	9	5
GRH Baltimore Applicants	0	0	0
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**

**PRINCE GEORGE'S  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	67	52	42
Matchlists Sent	336	256	170
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	42	30	54
GRH Baltimore Applicants	1	1	1
Telework Information Requests	0	2	1
Employers Contacted (New)- Phone	0	24	69
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	119	85
Employers Contacted (Follow up)- Visit	0	60	36
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	0	0	1
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	119	129	187
Matchlists Sent	1,290	2,423	1,544
Transit Applicants and Info Sent	2	3	5
GRH Washington Applicants	121	93	137
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	5	7	10
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	1	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	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	17	23
Matchlists Sent	73	281	190
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	7	11	8
GRH Baltimore Applicants	0	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**

**TRI-COUNTY**

**JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	28	23	45
Matchlists Sent	291	214	264
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	42	45	56
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	5	30	19
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	5	8	43
Employers Contacted (Follow up)- Visit	0	5	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	5	9
Level 2	1	2	2
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	40	14
Matchlists Sent	209	190	92
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	38	39	1
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  
JULY - SEPTEMBER 2017**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	690	553	661
Matchlists Sent	812	657	579
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	500	2	3
GRH Baltimore Applicants	5	0	0
GRH RideShare Delaware	684	551	628
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  
 JULY - SEPTEMBER 2017**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	14	4	24	42
ARLINGTON (COG)	12	5	5	22
ANNE ARUNDEL	22	8	7	37
BALTIMORE CITY	14	2	4	20
BMC	3	0	2	5
COG	104	10	120	234
DATA	14	0	11	25
DISTRICT OF COLUMBIA	24	6	19	49
FDA	24	129	3	156
FAIRFAX COUNTY	157	33	26	216
FREDERICK	34	110	163	307
GW RIDE CONNECT	198	1,009	2,341	3,548
HARFORD	1	1	0	2
HOWARD	27	3	19	49
LOUDOUN	69	20	73	162
MTA	5	1	3	9
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	25	30	93	148
Countywide	39	43	18	100
Friendship Heights/Rockville	10	4	6	20
North Bethesda TMD	81	158	578	817
Shady Grove	0	0	0	0
Silver Spring	17	30	7	54
NIH	2	1	2	5
NATIONAL GUARD REDINESS CENTER	1	0	0	1
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	25	10	1	36
PRINCE GEORGE'S	67	12	25	104
PRTC	119	54	165	338
RAPPAHANNOCK-RAPIDAN	11	4	5	20
TRI - COUNTY	28	143	179	350
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	39	0	78	117
RIDESHARE DELAWARE	690	0	64	754
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,147</b>	<b>1,830</b>	<b>3,899</b>	<b>6,876</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>729</b>	<b>0</b>	<b>142</b>	<b>871</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,876</b>	<b>1,830</b>	<b>4,041</b>	<b>7,747</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,977</b>		

FY 208

July to September 2017	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new Site Visits (prospects))	0	8	6	147	11	95	122	0	5	5
Telework - NEW	0	0	0	0	2	0	150	0	0	0
Employers Contacted (follow-up)	0	1461	12	11	15	183	2090	0	0	5
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	2
Total Broadcast Contacts Letters, Flyers, Newsletter	0	6077	1952	4000	3	0	12286	0	4	113
Total Sales Meetings	0	51	0	80	3	5	18	0	1	5
Total Employers Contacted	0	7597	1970	4238	34	283	14666	0	10	130
New Level 1 TDM Programs	0	4	5	0	0	2	1	0	0	3
New Level 2 TDM Programs	0	2	1	0	0	0	1	0	0	1
New Level 3 TDM Programs	0	1	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	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

**Technical Assistance to Local Agencies  
July – September 2017**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>July 2017</b>				
Frederick County	Mon 7/17/2017 8:15 AM	Tue 8/15/2017 12:03 PM	Tue 8/15/2017 12:03 PM	Table 4A Results for June & July
<b>August 2017</b>				
RSDE	Fri 8/11/2017 4:04 PM	Wed 8/16/2017 3:05 PM	Wed 8/16/2017 4:21 PM	Bug Reported in the "Commuter Detail New" Report
Frederick County	Tue 8/15/2017 11:14 AM	Tue 8/15/2017 12:03 PM	Tue 8/15/2017 12:03 PM	Table 4A Results for June & July
TJDC	Wed 8/16/2017 2:15 PM	Wed 8/16/2017 3:05 PM	Wed 8/16/2017 3:34 PM	Bug Reported in the "Commuter Detail New" Report
NSVRC	Thu 8/24/2017 8:49 AM	Thu 8/24/2017 10:48 AM	Thu 8/24/2017 10:48 AM	Question Regarding our Bi-Weekly Reports
NBTC	Wed 8/30/2017 10:15 AM	Wed 8/30/2017 10:25 AM	Wed 8/30/2017 10:25 AM	Question Exporting Reports to Excel
<b>September 2017</b>				
TJDC	Fri 9/1/2017 2:01 PM	Tue 9/5/2017 9:21 AM	Tue 9/5/2017 9:41 AM	Move Commuters to CC Database
NBTC	Wed 9/6/2017 9:05 AM	Wed 9/6/2017 12:25 PM	Wed 9/6/2017 12:25 PM	Request Call-In Number for RM Committee Meeting
DATA	Wed 9/6/2017 4:34 PM	Thu 9/7/2017 9:49 AM	Fri 9/8/2017 8:56 AM	Question about running a matchlist
Loudoun County	Wed 9/13/2017 3:59 PM	Thu 9/21/2017 11:12 AM	Thu 9/21/2017 1:44 PM	Fixed Geocoding Issue with Commuter's Work Address
Frederick County	Fri 9/15/2017 8:25 AM	Thu 9/21/2017 10:53 AM	Thu 9/21/2017 10:53 AM	Table 4A Results
AA County	Fri 9/22/2017 9:45 AM	Fri 9/22/2017 10:12 AM	Fri 9/22/2017 3:44 PM	Delete Commuter Account