



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY - SEPTEMBER 2012**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# July 2012 – September 2012 Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the January 2013 publication that will be prepared and distributed.

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 July 2012, August 2012 and September 2012) 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 the Rideshare Program of Charlottesville, VA and Rideshare Delaware.

COG/TPB staff also provided technical support to Frederick County, Maryland and North Bethesda TMD as well. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

STDM Work Group meetings were held on July 10th and September 11th. A Commuter Connections Subcommittee was held on July 17th. Highlights from the meeting included the establishment and approval of a Vice Chair Nominating Committee, a briefing on the region’s Complete Streets policy, a briefing on the update to the region’s Congestion Management Process document, an update on Clean Air Partners activities, an update on the 2012 Employer Recognition Awards project, an update on the Regional TDM Evaluation project, a Car Free Day event update, and a review of the 4th quarter CCWP draft budget report.

COG/TPB staff attended and presented information on Commuter Connections at a U.S. Coast Guard Commuter Planning Committee on July 19

in anticipation of their move to their new DHS Headquarters in Anacostia. COG/TPB staff participated in a Virginia Statewide Transit/TDM Plan Stakeholder meeting on July 24th. COG/TPB staff participated on a PRSA-NCC seminar entitled "Working with the Next Generation" on July 25th. COG/TPB staff attended the I-95 Express Lanes ground breaking ceremony in Dale City, Virginia on August 7th. The FY 2013 Commuter Connections Vice-Chair Nominating Committee conference call meeting was held on August 8th. COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange Group meeting on August 8th. COG/TPB staff participated in a PRSA-NCC Government & Public Affairs Committee conference call on August 28th. COG/TPB staff participated in an FHWA MAP-21 webinar regarding Transportation Alternatives on August 30th. COG/TPB staff met with World Bank representatives on September 6th to discuss the Commuter Connections programs. COG/TPB staff attended a Keep Tysons Moving meeting on September 21st.

In August, COG/TPB staff began work on the FY 2014 CCWP timeline, budget and bullet points for review by the STDM Work Group and Commuter Connections Subcommittee in September.

In September, COG/TPB staff began working on a web re-design for the Federal ETC web site.

A Commuter Connections Subcommittee meeting was held on September 18th. Highlights from the meeting included the announcement and approval of a new Vice Chair for the Subcommittee, the recognition of the outgoing Chair and a change of chairs, a presentation of the draft 2012 Bike to Work Day report with the establishment of a comment period, a presentation of the Bus on Shoulder feasibility project, a project update on VDOT's I-95 Integrated Corridor Management (ICM) project, a Car Free Day event update, a presentation of the FY 2014 CCWP timeline and outline, and a presentation on the FY 2012 4th quarter final budget and progress report as well as the FY 2012 Annual CCWP Progress Report.

A Ridematching Committee meeting was held on September 18th. Highlights from the meeting included the announcement of a new Committee Vice Chair, the introduction of new rideshare coordinators, a round table briefing on upcoming fairs and promotions, a presentation on use of commute logging in the TDM software system, a discussion on special events ridematching, a discussion and presentation on updates to the next TDM software system, and a roundtable discussion on hot topic issues pertaining to the TDM software system.

## **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@mwcog.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.

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers and making backups.

COG/TPB staff met with Base Technologies six times during the first quarter. Topics included a redesign of the system so the web pages can be viewed on different kinds of devices. This technology is known as Responsive Web Design. Other topics were those currently in progress such as security enhancements, upgrades to the TDM System, the bike routing system, and to review expanding the 'Pool Rewards program to include vanpools. Base Technologies also reported to COG/TPB staff on the enhancements for HRT Traffix and Rideshare Delaware that include programming a VMT calculator and building VMT reports.

Base Technologies finished implementing the administrator VMT/VMR reports. COG/TPB staff built and deployed new web code to the production server to enable them. COG/TPB staff documented the algorithms used and the constant values used (factors) in the calculations.

COG/TPB staff worked with Base Technologies to implement a formal procedure for working together to fix bugs and make enhancements to the TDM System. We are using Assembla's cloud solution that incorporates CVS for version control and bug reporting and management.

COG/TPB staff fixed some errors in the matchletters the program generates and began studying other enhancements and bug fixes.

COG/TPB staff completed testing the enhancements to the TDM system for ridematching agencies in Charlottesville, Hampton Roads, and Delaware and then deployed the new code.

COG/TPB staff coordinated and participated in a Base Technologies TDM Software System User's Group meeting on August 15th.

### **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. The ArcGIS 10 Server for the Java Platform was installed for testing and is the new version of the GIS server software.

COG/TPB staff finished processing regional transit data obtained from WMATA. The end product is destined for the TDM System's Oracle database. This information is used to compute the customer's transportation options that appear on matchletters.

COG/TPB staff began processing the latest version of geographic data obtained from NAVTEQ.

COG/TPB staff continued testing sample address locators with ArcGIS for Server 10 for the Java Platform. COG/TPB staff is using ArcGIS 10.1 to build these address locators. Once testing is complete, COG/TPB staff will work with Base Technologies to have the TDM System consume the new geocoding service.

## **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**

COG/TPB staff monitored and maintained the GRH database and server.

Between the months of July and September, there were 1,172 GRH applications received. A total of 1,142 applicants were registered (1,131 new applicants and 11 previous "one-time exception" users) and 2,128 commuters were re-registered. During the same time period, the GRH program provided 548 GRH trips. Thirty-Six (36) of these trips were "one-time" exceptions accounting for 7% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of September 30th, a total of 11,206 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 met with Diamond Transportation Services staff on September 26th to discuss GRH daily operations.

### **III. MARKETING**

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

COG/TPB staff and its contractor produced and distributed the summer 2012 Commuter Connections newsletter and Federal ETC insert. The newsletter cover story was on the Employer Recognition Award winners. The fall 2012 newsletter process began with development of timeline and a written draft of articles.

COG/TPB staff recruited workgroup members. A Regional TDM Marketing Group meeting was held on September 18th where a new Vice Chair was announced and the final FY12 Second Half Regional Marketing Campaign Summary report was distributed. The final FY13 Marketing Communications Plan and Schedule was also issued at the meeting after being posted to SharePoint for comments. The draft FY13 Washington Metropolitan Resource Guide and Strategic Marketing Plan was distributed, which included first round updates from network members. Presentations included the 495 Express Lanes and Clean Air Partner marketing activities.

Commuter Connections brochures were updated and replenished, including the delivery and distribution of the new Park & Ride lot map. Customer support for Bulletin Board members was provided and the Commuter Connections web site was updated and maintained along with social networking sites. COG/TPB staff continued to track the effectiveness of the second half FY12 direct mail campaign through applications via business reply postage, as well as call volumes and internet visits during that time period.

COG/TPB staff managed planning and implementation of the fall FY13 regional marketing campaign, media buy, and earned media plan through the marketing and public relations contractors. The campaign will be kicked off in October 2012 and will include TV and radio for Rideshare and radio spots for GRH. The radio spots from the 2nd half of the year regional TDM marketing campaign during FY 2012 will be re-aired, including on a Hispanic station. Online banner ads for GRH were sized for the WWDC and WBIG radio station websites as part of value-added advertising.

Work began on the FY13 regional marketing campaign to be kicked off in February of 2013. Creative concepts for the second half of the fiscal year were developed and feedback was solicited from the marketing workgroup members for the new campaign.

A half page vertical advertisement was placed into a Relocation Guide to publish in October 2012 as part of a newspaper distributed at military base throughout the region.

Conference calls were held with O'Donnell Company on July 2nd, 16th, and 30th; August 13th and 27th; and September 10th and 24th to conduct planning and discuss progress on the FY 2013 regional TDM Mass Marketing project. A conference call meeting was held with O'Donnell Company on August 20th to discuss mobile application designs.

COG/TPB staff worked with AAA Mid-Atlantic on the Terrible Traffic Tuesday press release prior to Labor Day. COG/TPB staff also attended and participated in an Employee Transportation fair at the World Bank Group on September 20th.

**B. Bike to Work Day**

The Bike to Work Day web site was updated with bicycle raffle winner photos and photos of the Bike to Work Day Employer Challenge luncheon held at NIH. The logo for Bike to Work Day was updated for the 2013 event.

COG/TPB staff coordinated the delivery of the bike rack between prize winner, Afterschool Alliance and the manufacturer, Peak Racks. COG/TPB staff also provided marketing material images and content for inclusion into the 2012 Bike to Work Day event report.

A Bike to Work Day Steering Committee meeting was held on September 12th. Topics included the announcement of a new Steering Committee Chair, a 2012 event slideshow, a briefing on the 2012 employer challenge event, pit stop manager event recaps, and presentation of the 2012 BTWD draft event report with a comment period being established.

**C. Employer Recognition Awards**

Thank you letters were sent out to the five speakers from the FY 2012 awards event held on June 26th at the National Press Club. The video shown at the awards ceremony event, the awards program booklet, winner seals and photos were posted to the Commuter Connections web site.

Program booklets from the awards ceremony were distributed to TPB members at their July 18th meeting.

All vendors invoicing was finalized and the 2012 Employer Recognition Award Winners were featured in the Commuter Connections Summer 2012 newsletter.

In August, COG/TPB staff began working on the 2013 Employer Recognition Awards event timeline. The timeline was completed in September.

**D. 'Pool Rewards**

A 'Pool Rewards ad was created for a direct mailer sent by WBQB in Fredericksburg as part of value added advertising. The skyscraper banner ad on the Commuter Connections web site was updated to incorporate vanpools.

Messages were posted on Craig's List and on the Commuter Connections Rideshare Bulletin Board to encourage members to apply for 'Pool Rewards. Invoices were processed for the June advertising campaign.

Discussions were held with the Marketing Contractor on increasing participation in the 'Pool Rewards program; a possible employer contest is being considered.

COG/TPB staff continued reviewing, processing, and registering eligible 'Pool Rewards applicants.

**E. Car Free Day**

Updates were made to the Car Free Day web site for the September 2012 event, including activities, promotions and news about participating jurisdictions. COG/TPB staff communicated with sponsors to secure donated prizes and updated sponsor page with logos accordingly.

The Car Free Day poster was revised, printed and delivered to participating jurisdictions. The Theme was "Park It" and the poster depicted a car with activities written all over it that are family oriented things to do on Car Free Day. Draft radio scripts were developed and presented to the Steering Committee and revised, based on feedback. Voiceover talent was selected for the radio spot and a 60 second spot was produced and aired several weeks leading up to through September 21st. The radio spot aired on Clear Channel stations: WASH-FM, Hot 99.5, DC101, and BIG-FM. The radio stations sent email blasts and ran banner ads on their web site's home pages.

Bus signage was secured for Car Free Day from several jurisdictions; artwork was created reflecting the poster and then printed and installed at the various transit properties. Signage appeared on Fairfax Connector, Montgomery County Ride On, Metro, and Arlington Transit. An internet banner ad was created for placement onto the Metro website; the banner ad was also provided as free ad space, donated by WMATA.

Emails blasts were sent out to past Car Free and Bike to Work Day participants, employers and universities. Clean Air Partners also sent an email blast. Text messages were sent to those who opted in to receive them. Cell phone numbers were provided by 2,158, a third of all participants and a total of three text messages were sent out.



Social media accounts were updated to reflect graphics from the 2012 poster. Facebook postings and tweets were placed on a regular basis to keep the Car Free Day event relevant and to garner more friends and followers. A total of 3,112 people like us on the Car Free Day facebook page, up 40 percent since last year's event; and Twitter followers are up 37.5 percent.

Car Free Day Steering Committee meetings were held on July 11th and September 12th. Highlights from the meeting on July 11th included discussion and updates on the event web site, poster, and radio script as well as a briefing on the proclamation and a roundtable discussion was held on the various events and activities planned throughout the region. During the September Steering Committee meeting there was a briefing on transit signage for the event, extra posters and buttons were distributed and the radio ad and press releases were also reviewed. Special promotions for the event were discussed along with a roundtable of events and activities planned for Car Free Day by the jurisdictions.

Presentations about Car Free Day were made to the TPB Technical Committee on July 6th and the Commuter Connections Subcommittee meeting on July 17th and to the TPB on July 18th. At its July 18th meeting, the TPB adopted a proclamation to make Sept 22 Car Free Day and an enlarged proclamation was signed by TPB Chair Todd Turner. Several jurisdictions in turn adopted Car Free Day proclamations of their own.

As part of the Car Free Day earned media campaign, the first press release was sent on August 15th regarding the web site launch. Several other press releases were sent in September regarding high gas prices and prizes. COG/TPB staff participated in interviews about Car Free Day on News Channel 8 TV on September 4th, and WUSA Channel 9 TV on September 24th. Radio interviews took place on September 19th with Metro Networks and WFLS - Fredericksburg. Metro Networks is distributed to twenty affiliate radio stations. A number of prominent news outlet such as WTOP's Sprawl and Crawl and the Washington Post's Dr. Gridlock had articles about Car Free Day on web sites and in print. A plethora of blogs and social media postings wrote and commented on Car Free Day as well.

A Google Analytics report was generated inclusive of statistics from the Car Free Day web site. Nearly 18,000 visits were made by 14,945 unique visitors. Total pageviews were 41,426, and the average number of pages per visit was 2.31, with an average duration of 2 minutes and 13 seconds.

Nearly 6,600 took the pledge to go Car Free or Car-Lite on September 22nd. The breakdown by mode is as follows: Transit 35%, walking 32%, bicycle 26% and carpool 7%. The SOV group was made up of 2,780 people (42%) who pledged. Of the SOV group, 77,998 miles were reduced, which were the majority (54%) of the total miles reported as saved or reduced.

## **IV. MONITORING AND EVALUATION**

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

COG/TPB staff met with LDA Consulting on July 3rd to discuss the regional TDM Project parameters for FY 2013. COG/TPB staff met with the entire LDA Consulting team by conference call on July 23rd to discuss the Evaluation Framework Methodology document update, the 2013 State of the Commute Survey, and the 2013 GRH Applicant Survey. COG/TPB staff reviewed the draft questionnaire for the 2013 State of the Commute Survey. COG/TPB staff reviewed the outline for the 2012 – 2014 TDM Evaluation Project Framework Methodology Report.

In July, COG/TPB Staff prepared and distributed the final and draft verification statements for the third and fourth quarters of FY2012 at the July 17th Employer Outreach Committee meeting. Monthly sales activity reports were received from Montgomery, Arlington Counties, and the District of Columbia.

In August, COG/TPB Staff prepared the final verification statement for the fourth quarter of FY2012 and began preparing the draft verification statement for the 1st quarter FY 2013. Monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as the District of Columbia.

In September, COG/TPB Staff continued to prepare the final verification statement for the fourth quarter of FY2012 and for the 1st quarter FY 2013. Monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as Tri-County Council for Southern Maryland.

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

The effectiveness of advertising campaigns was tracked through call volumes, internet visits and applications for GRH and Rideshare. The final FY12 2nd Half Regional Marketing Campaign Summary document was distributed and contained the compiled data.

For each GRH trip taken, a Customer Satisfaction Survey via email was sent to commuters who used the service between July and September 2012, and physical survey cards were sent for June through August trips. The collected response data was recorded and analyzed.

COG/TPB staff prepared and distributed the June FY 2012 CCWP Executive Summary report as well as the July and August FY 2013 Executive Summary reports. COG/TPB staff also prepared and distributed the 4th Quarter FY 2012 CCWP Progress Report and the FY 2012 CCWP Annual Progress Report.

COG/TPB staff worked with VHB on their contract renewal. COG/TPB staff worked also worked with VHB to archive Employer survey data from the City

of Alexandria and DATA. COG/TPB staff worked on the Employer survey parameters and analysis changes resulting from the sale of Zoomerang to Survey Monkey. Staff also participated in a webinar sponsored by Survey Monkey on August 30th. The purpose of the webinar was to outline the major differences between Zoomerang and Survey Monkey.

COG/TPB staff finalized the first draft of the 2012 Bike to Work Day report which was presented to both the Bike to Work Day Steering Committee and to the Commuter Connections Subcommittee for review and feedback in September.

In July, the data was collected for the finalization of the Employer Outreach 4th Quarter verification report. COG/TPB staff worked with the contractor to archive Employer survey data from the City of Alexandria and DATA.

In August, the data was collected for the finalization of the 4th Quarter conformity report. COG/TPB staff began work and finalized the first draft of the 2012 Bike to Work Day report.

In September, the data was collected for the finalization of the 4th Quarter Employer Outreach verification statement and for the 1st Quarter in FY 2013 draft statement.

## **V. EMPLOYER OUTREACH**

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

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

In July, COG/TPB staff worked on the renewal the ACT! Premium for Web software licenses. Database maintenance was performed based on the Commuter Connection newsletter returns.

In August, COG/TPB Staff began work in data clearing for upcoming summer newsletter. The ACT! Premium for Web software was updated along with new user licenses.

In September, COG/TPB staff began reviewing the ACT! Premium for Web upgrade to determine a time period for the upgrade to the server.

#### **B. Employer Outreach for Bicycling**

No activities to report during this period.

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

#### **A. MD Local Agency Funding and Support**

Throughout the quarter, Maryland outreach representatives continued their outreach efforts.

## **B. DC, MD, and VA Program Administration**

In July, the FY 2012 employer case studies were published online and the final versions were distributed at the Employer Outreach Committee meeting on July 17th. COG/TPB staff worked with Maryland jurisdictions on their contract amendments. COG/TPB staff coordinated and held an Employer Outreach Committee meeting on July 17th. COG/TPB staff began research for the FY 2013 training sessions, the first being held on September 24th. Training topics were presented during the July 17th Employer Outreach Committee meeting.

In August, COG/TPB staff updated a new case study on Costar Realty Group. COG/TPB staff worked on contract renewals with Frederick County, Montgomery County, and Prince George's County. COG/TPB Staff finalized the sales support questionnaire. COG/TPB staff also worked on identifying a sales trainer for the Social Media Training session to be held in September.

In September, COG/TPB staff completed the CoStar case study. An Employer Outreach sales training session on social media was held on September 24th. COG/TPB staff began scheduling fall sales support calls.

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

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

The GRH Baltimore program continued to enroll new applicants during July through September 2012. The program has now been operational for two 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 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 July and September 2012, there were 126 GRH Baltimore applications received. A total of 120 applicants were registered (119 new applicants and 1 previous "one-time exception" users) and 93 commuters were re-registered. During the same time period, the GRH program provided 62 GRH trips. 5 of these trips were "one-time" exceptions accounting for 8% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by

“Overtime.” As of September 30, 2012, a total of 877 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 met with Diamond Transportation Services staff on September 26th to discuss GRH daily operations status and any outstanding program operational issues.

**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary  
JULY - SEPTEMBER 2012**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2012
<b>Total applicants/info provided:</b>	7,805	6,982	7,805
Rideshare applicants	3,605	2,547	3,605
Matchlists sent	5,497	5,405	5,497
Transit applicants/info sent	135	146	135
GRH applicants	3,270	2,560	3,270
Bike to work info requests	19	20	19
Telework info requests	23	24	23
<b>Internet users</b>	30,776	40,660	30,776
Internet applicants	6,403	5,083	6,403
<b>New employer clients</b>	32	268	32
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2012
<b>Continued placements</b>	1,274	648	1,274
<b>Temporary/one-time placements</b>	185	313	185
<b>Daily vehicle trips reduced</b>	706	228	706
<b>Daily VMT reduced</b>	19,350	6,682	19,350
<b>Daily tons NOx reduced</b>	0.0074	0.0031	0.0074
<b>Daily tons VOC reduced</b>	0.0039	0.0016	0.0039
<b>Daily tons PM2.5 reduced</b>	0.00024	0.00008	0.00024
<b>Daily tons PM2.5 NOx reduced</b>	0.0081	0.0029	0.0081
<b>Daily tons GHG reduced</b>	9.5909	3.2102	9.5909
<b>Daily gallons of gas saved</b>	972	336	972
<b>Daily commuter costs saved</b>	\$3,289	1,136	3,289

**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 2012**

<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)	300	357	300
Locals Rideshare Apps (New and Re-apps)	3,305	2,190	3,136
Matchlists Requested	5,349	5,354	5,371
Transit Applicants/Info Sent	135	146	197
GRH Washington Applicants	1,172	2,560	1,754
GRH Washington Rides Provided	548	746	845
GRH Baltimore Applicants	126	199	181
GRH Baltimore Rides Provided	62	54	70
Telework Info Requests	23	24	33
Phone/Fax	0	0	0
Internet	6,403	5,083	3,198
Employer Applicants	0	0	0
Total Hits on website	30,776	40,660	28,873
<b>TOTAL INPUT</b>	<b>48,199</b>	<b>57,373</b>	<b>43,958</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	8	19
Matchlists Sent	25	44	60
Transit Applicants and Info Sent	1	4	4
GRH Washington Applicants	18	18	25
GRH Baltimore Applicants	0	2	0
Telework Information Requests	2	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**ARLINGTON  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	19	23
Matchlists Sent	132	95	103
Transit Applicants and Info Sent	3	1	5
GRH Washington Applicants	36	20	35
GRH Baltimore Applicants	1	0	1
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	4	9	0
Employers Contacted (New)- Visit	6	11	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	513	706	0
Employers Contacted (Follow up)- Visit	5	6	0
Employers Contacted - Number of Potential (Follow up)	4	0	0
New TDM Programs Established			
Level 1	3	7	0
Level 2	1	0	0
Level 3	0	8	0
Level 4	0	0	0

**TDM SERVICES**

**ARTMA (ANNE ARUNDEL)  
JULY - SEPTEMBER 2012**

<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	19
Matchlists Sent	195	126	84
Transit Applicants and Info Sent	6	3	2
GRH Washington Applicants	44	36	77
GRH Baltimore Applicants	2	2	3
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BALTIMORE CITY  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	3	3
Matchlists Sent	21	21	19
Transit Applicants and Info Sent	2	0	4
GRH Washington Applicants	22	11	26
GRH Baltimore Applicants	22	6	31
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BMC  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	10	25
Matchlists Sent	95	61	142
Transit Applicants and Info Sent	5	1	0
GRH Washington Applicants	26	19	39
GRH Baltimore Applicants	21	15	18
Telework Information Requests	1	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BWI BUSINESS PARTNERSHIP  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	23	36
Matchlists Sent	125	119	150
Transit Applicants and Info Sent	2	8	3
GRH Washington Applicants	13	6	30
GRH Baltimore Applicants	35	27	63
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	264	305	276
Matchlists Sent	687	822	632
Transit Applicants and Info Sent	18	18	24
GRH Washington Applicants	100	88	143
GRH Baltimore Applicants	16	7	13
Telework Information Requests	3	1	2
Employers Contacted (New)- Phone	0	26	0
Employers Contacted (New)- Visit	0	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	926	0
Employers Contacted (Follow up)- Visit	0	8	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	9	0
Level 2	0	0	0
Level 3	0	17	0
Level 4	0	1	0

**TDM SERVICES**

**FAIRFAX  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	89	64	178
Matchlists Sent	553	391	720
Transit Applicants and Info Sent	7	7	11
GRH Washington Applicants	141	110	192
GRH Baltimore Applicants	1	1	5
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	612	0
Employers Contacted (Follow up)- Visit	0	42	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  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	18	36
Matchlists Sent	22	59	66
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	9	30	55
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**FREDERICK  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	20	22
Matchlists Sent	222	170	115
Transit Applicants and Info Sent	4	5	2
GRH Washington Applicants	52	43	57
GRH Baltimore Applicants	2	0	2
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	0	183	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	94	0
Employers Contacted (Follow up)- Visit	0	3	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**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	216	272	317
Matchlists Sent	350	396	438
Transit Applicants and Info Sent	13	14	18
GRH Washington Applicants	129	143	169
GRH Baltimore Applicants	0	1	2
Telework Information Requests	3	1	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HARFORD  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	5	9
Matchlists Sent	41	27	54
Transit Applicants and Info Sent	2	2	4
GRH Washington Applicants	6	11	7
GRH Baltimore Applicants	12	9	18
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HOWARD  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	30	14	6
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	3	4	5
GRH Washington Applicants	37	42	57
GRH Baltimore Applicants	11	11	13
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**LINK**

**JULY - SEPTEMBER 2012**

<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	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	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**LOUDOUN  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	67	72	70
Matchlists Sent	233	353	328
Transit Applicants and Info Sent	7	6	6
GRH Washington Applicants	83	70	120
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	2	1
Employers Contacted (New)- Phone	19	6	21
Employers Contacted (New)- Visit	2	0	4
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	148	133	136
Employers Contacted (Follow up)- Visit	5	1	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	9	2
Matchlists Sent	10	21	22
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	11	10	13
GRH Baltimore Applicants	1	1	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	18	53
Matchlists Sent	27	40	77
Transit Applicants and Info Sent	5	29	36
GRHWashington Applicants	5	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	6	5
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 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	65	38	88
Matchlists Sent	285	217	283
Transit Applicants and Info Sent	8	3	9
GRH Washington Applicants	71	32	123
GRH Baltimore Applicants	0	1	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	30	56	0
Employers Contacted (New)- Visit	17	77	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,712	1,849	0
Employers Contacted (Follow up)- Visit	43	129	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	65	0
Level 2	2	15	0
Level 3	2	4	0
Level 4	4	2	0

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	0	3
Matchlists Sent	8	11	8
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**

**TRANSPORTATION ACTION PARTNERSHIP  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	31	149	126
Matchlists Sent	111	95	112
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	5	2	3
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 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	23	1
Matchlists Sent	14	35	5
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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

\*\*N/A - Shady Grove was added as a TMD during Q3, FY2011 by Montgomery County, MD

**TDM SERVICES**

**SILVER SPRING  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	5	26
Matchlists Sent	18	24	2
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	9	11	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	10	13
Matchlists Sent	48	24	25
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	6	13	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**NATIONAL GUARD REDINESS CENTER  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	23	34	44
Matchlists Sent	135	79	42
Transit Applicants and Info Sent	1	2	2
GRH Washington Applicants	10	9	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

\*National Guard Rediness Center joined Commuter Connections in September 2010.

**TDM SERVICES**

**NORTHERN NECK  
JULY - SEPTEMBER 2012**

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



**TDM SERVICES**

**NORTHERN SHENANDOAH  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	19	33	24
Matchlists Sent	99	154	139
Transit Applicants and Info Sent	4	3	2
GRH Washington Applicants	8	11	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRINCE GEORGE'S  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	102	14	106
Matchlists Sent	81	38	127
Transit Applicants and Info Sent	5	10	19
GRH Washington Applicants	56	60	127
GRH Baltimore Applicants	0	3	6
Telework Information Requests	1	1	5
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	128	0
Employers Contacted (Follow up)- Visit	0	4	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	165	159	164
Matchlists Sent	1,491	1,545	1,095
Transit Applicants and Info Sent	17	13	17
GRH Washington Applicants	185	161	255
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	1	6
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	29	22
Matchlists Sent	185	181	207
Transit Applicants and Info Sent	12	2	2
GRH Washington Applicants	14	15	24
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**TRI-COUNTY  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	39	23	50
Matchlists Sent	136	131	178
Transit Applicants and Info Sent	8	6	15
GRH Washington Applicants	73	56	110
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	1	3
Employers Contacted (New)- Phone	0	16	7
Employers Contacted (New)- Visit	0	10	1
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	8	3
Employers Contacted (Follow up)- Visit	0	5	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	2
Level 2	0	0	0
Level 3	0	2	0
Level 4	0	1	0

**TDM SERVICES**

**CHARLOTTESVILLE  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	58	54	80
Matchlists Sent	181	147	373
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	57	54	80
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 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	289	193	336
Matchlists Sent	434	506	382
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	3
GRH Baltimore Applicants	1	0	0
GRH RideShare Delaware	287	193	329
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

\*RideShare Delaware joined the regional TDM Network in January 2011

**TDM SERVICES**

**HAMPTON ROADS TRANSIT - TRAFFIX  
JULY - SEPTEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	99	91	127
Matchlists Sent	240	237	398
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	98	90	125
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 2012**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	3	6	13	22
ARLINGTON (COG)	17	5	12	34
ARTMA	14	13	35	62
BALTIMORE CITY	6	1	3	10
BMC	22	1	5	28
BWI BUSINESS PARTNERSHIP	23	48	51	122
COG	245	34	186	465
DISTRICT OF COLUMBIA	19	2	55	76
FDA	10	3	13	26
FAIRFAX COUNTY	89	77	237	403
FREDERICK	22	20	108	150
GW RIDE CONNECT	216	899	1,905	3,020
HARFORD	6	11	4	21
HOWARD	30	12	10	52
LINK	0	0	0	0
LOUDOUN	67	19	78	164
MTA	2	1	1	4
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	19	10	41	70
Countywide	65	34	183	282
Friendship Heights/Rockville	2	4	15	21
North Bethesda TMD	31	39	122	192
Shady Grove	4	0	8	12
Silver Spring	4	69	139	212
NIH	11	2	7	20
NATIONAL GUARD REDINESS CENTER	23	12	32	67
NORTHERN NECK	1	3	2	6
NORTHERN SHENANDOAH	19	9	19	47
PRINCE GEORGE'S	102	839	6	947
PRTC	165	68	287	520
RAPPAHANNOCK-RAPIDAN	15	18	1	34
TRI - COUNTY	39	55	346	440
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	58	0	55	113
RIDESHARE DELAWARE	289	0	42	331
HAMPTON ROADS - TRAFFIX	99	0	0	99
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,291</b>	<b>2,314</b>	<b>3,924</b>	<b>7,529</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>446</b>	<b>0</b>	<b>97</b>	<b>543</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,737</b>	<b>2,314</b>	<b>4,021</b>	<b>8,072</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>3,605</b>		

**Technical Assistance to Local Agencies  
JULY - SEPTEMBER 2012**

<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 2012</b>				
Rappahannock-Rapidan	Mon 7/2/2012 4:25 PM	Mon 7/2/2012 4:25 PM	Mon 7/2/2012 4:25 PM	Park N'Ride lot data
TJPDC	Tue 7/10/2012 9:58 AM	Tue 7/10/2012 4:58 PM	Mon 7/16/2012 10:15 AM	Move to the Commuter Connections database
NBTMD	Mon 7/30/2012 10:54 AM	Mon 7/30/2012 12:14 PM	Mon 7/30/2012 12:25 PM	Correct commuter address
<b>August 2012</b>				
TJPDC	Wed 8/15/2012 3:19 PM	Wed 8/15/2012 5:31 PM	Mon 8/20/2012 4:14 PM	Move to the Commuter Connections database
<b>September 2012</b>				
TJPDC	Tue 9/4/2012 2:40 PM	Tue 9/4/2012 5:14 PM	Tue 9/4/2012 5:14 PM	Modifications to welcome email
Frederick County, MD	Fri 9/14/2012 2:47 PM	Mon 9/24/2012 4:05 PM	Mon 9/24/2012 4:05 PM	FastNotes Mailing labels
TJPDC	Mon 9/17/2012 3:17 PM	Mon 9/24/2012 4:02 PM	Mon 9/24/2012 4:02 PM	Move to the Commuter Connections database
Rideshare Delaware	Sun 9/23/2012 11:09 PM	Mon 9/24/2012 4:04 PM	Mon 9/24/2012 4:04 PM	Update username for commuter

FY 2013

July to September 2011	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ St. Charles	Telework	Metro
Employers Contacted (new) Site Visits (prospects)	0	7	0	0	0	19	30	0	0	0	0	0
Telework - NEW	0	0	0	0	0	0	12	0	0	0	0	0
Employers Contacted (follow-up)	0	787	0	0	0	148	2702	0	0	0	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	59	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	29565	0	0	0	0	22421	0	0	0	0	0
Total Sales Meetings	0	25	0	0	0	7	60	0	0	0	0	0
Total Employers Contacted	0	30384	0	0	0	174	25284	0	0	0	0	0
New Level 1 TDM Programs	0	4	0	0	0	1	0	0	0	0	0	0
New Level 2 TDM Programs	0	2	0	0	0	0	2	0	0	0	0	0
New Level 3 TDM Programs	0	0	0	0	0	0	2	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	4	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	1	0	0	0	0	0
Expanded Telework Prgms	0	0	0	0	0	0	0	0	0	0	0	0