



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER - DECEMBER 2012**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2013 Second Quarter 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 October 2012, November 2012 and December 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 Fairfax County, Virginia 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.

COG/TPB staff briefed the TPB Technical Committee on October 5th on a grant application to the Federal Transit Administration (FTA) to implement web-based transportation option information to access the National Parks in the Washington metropolitan region.

COG/TPB staff participated in a Virginia Statewide Transit/TDM meeting on October 11th.

COG/TPB staff participated in a USDOT MAP-21 listening session on October 25th.

COG/TPB staff met with GSA staff on November 6th to discuss upgrades to the FederalETC.org web site.

COG/TPB staff completed work on a revised FederaETC.org web site which was programmed through responsive web design code.

COG/TPB staff presented the draft FY 2014 CCWP to the STSM Work Group on November 13th and to the Commuter Connections Subcommittee on November 20th. COG/TPB staff reviewed comments received by the Commuter Connections Subcommittee and the STDM Work Group for the FY 2014 CCWP and Strategic Plan.

STDM Work Group meetings were held on October 9<sup>th</sup>, November 13<sup>th</sup>, and December 11th.

COG/TPB staff attended a Transportation Demand Management Institute panel discussion on November 14th at the Behavior Energy and Climate Change Conference in Sacramento, CA.

A Commuter Connections Subcommittee was held on November 20th. Highlights from the meeting included the endorsement for release of the FY 2012 regional Bike to Work Day event report, a presentation on WMATA's Station Access Alternatives Study, a presentation on MAP-21 performance based requirements for planning and programming, a briefing on an application from Commuter Connections to the FTA for a web-based transportation option information for access to the national parks in the Washington metropolitan region, a presentation on the results from the 'Pool Rewards program through FY 2012, an update on the results from the regional Car Free Day event, a presentation on the development of the FY 2014 Commuter Connections Work Program, and a presentation of the 1<sup>st</sup> quarter budget and progress reports.

COG/TPB staff hosted and participated in a national MPO TDM Peer Exchange Group conference call meeting on November 28th.

COG/TPB staff participated in a Transportation Demand Management Institute meeting on December 3rd.

COG/TPB staff met with Cynthia Fondriest on December 5th to discuss DDOT's construction projects TMP's.

COG/TPB staff attended the COG Annual meeting on December 12th.

A Ridematching Committee meeting was held on December 18th. Highlights from the meeting included: introduction of new rideshare program coordinators, a roundtable on upcoming transportation fairs and promotions, an update on the use of the Commuter Connections Special Event ridematching module, a demonstration on the upgraded version of the regional TDM software system, an update of the 'Pool Rewards vanpool module pertaining to data collection in the TDM software system, and a client roundtable discussion on hot topics regarding 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@mwkog.org) and the queued commuters

in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

### **C. Transportation Information Software, Hardware, and Database Maintenance**

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

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

COG/TPB staff met with Base Technologies seven times during the second quarter. Topics included how the TDM software computes VMT and VMR, security enhancements, management of employer records, ways to expand the 'Pool Rewards program to include vanpools, the 2013 GRH Applicant Survey project, possibilities for implementing a bug fix for commuters' smoking preferences, and the redesign of the overall system.

COG/TPB staff held a Base Technologies TDM software system user's group meeting on December 5th.

COG/TPB staff installed Oracle Database on a new server and overhauled it. The new database server became the production server on December 19th, 2012. At the same time, staff completed a number of enhancements. First, the commuter ridematching code has been rewritten to be simpler and faster. Ridematching coordinators should notice an increase in speed in matching. Second, COG/TPB staff also loaded new transit data (primarily local bus stops) into the new Oracle database. This data appears on the match letters in the commute options section. Third, staff implemented a bug fix for the smoking preferences in a commuter's ridematching profile. The program now lets a commuter or a ridematching coordinator set values for smoking preferences. It stores these values in the database and displays them on the appropriate pages.

COG/TPB staff made a number of enhancements to the TDM system to enable users to set a value for employer jurisdiction when a new employer record is created. The user interface to search by jurisdiction has been added to the program.

COG/TPB staff fixed bugs in the TDM system that made it impossible for Traffic, Charlottesville, and Delaware administrators to search for employer records by jurisdiction.

COG/TPB staff met with PRTC on October 15th to discuss the additional of a vanpool/NTD reporting module in the TDM software system.

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

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

version of geographic data obtained from NAVTEQ. This will be used in an enhancement to geocoding as well as our web maps.

COG/TPB staff completed loading the latest version of transit data obtained from WMATA into the new Oracle database. This new data began to appear on match letters December 19th.

COG/TPB staff used the new address locators that will provide geocodes from ArcGIS 10.1 Server to geocode all the employers in the database. Once the employers were located on the map, we were able to compute and assign values for jurisdiction for these employers in the Oracle database. Most employers now have a jurisdiction assigned. This data fix supports the enhancements and bug fixes in the TDM system's employer search logic.

## **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.

A new GRH Transit Reimbursement Voucher form was created and will be used as part of an automated process each month to eliminate a manual method of handling it.

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 1,101 GRH applications received. A total of 1,079 applicants were registered (1,065 new applicants and 14 previous "one-time exception" users) and 1,839 commuters were re-registered. During the same time period, the GRH program provided 624 GRH trips. Forty-three (43) 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 "Child Care." As of December 31st, a total of 11,690 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 continued to work on identifying a ride provider for Frederick County.

### **III. MARKETING**

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

The fall 2012 Commuter Connections newsletter was produced and distributed and along with the Federal ETC insert. The newsletter cover story was a case study on the National Geographic Society. The winter 2013 newsletter process began with development of a timeline and a written draft of the articles.

A Regional TDM Marketing Group meeting was held on December 18th and the draft FY13 First Half Regional Marketing Campaign Summary report was distributed. The final draft of the FY13 Washington Metropolitan Resource Guide and Strategic Marketing Plan was distributed. Guest presentations included 495 Express Lanes marketing activities and the Walk & Ride Challenge.

Customer support for Bulletin Board members was provided and the Commuter Connections web site was updated and maintained along with social networking sites. Campaign effectiveness continued to be tracked through GRH and Rideshare applications, as well as call volumes and internet visits.

The fall FY13 regional marketing campaign, media buy, and earned media plan were implemented. The campaign was kicked off in October 2012 and included TV and radio for Rideshare and radio spots for GRH. The radio spots from the previous fiscal year's regional TDM marketing campaign were re-aired, including on a Hispanic station. The radio campaign included a new special commuter report sponsored by Commuter Connections which began airing on WTOP radio starting the week of October 1, 2012, and continued for ten consecutive weeks. The pre-recorded approved segments aired each Wednesday through Friday.

Online GRH banner ads were served on WWDC and WBIG radio station websites as part of value-added advertising. COG/TPB staff participated in an interview with Hispanic station WILC on October 23rd. A Commuter Connections advertisement appeared in October within the fall Relocation Guide of a newspaper distributed to military bases.

A mass mailing promoting the Ridematching and GRH programs was sent to 500,000 households within the metropolitan Washington region in December. Recipients were households within the COG footprint, ages 25-54 with annual incomes above \$75,000. Mailers included a postage paid reply mechanism containing a Ridematching and GRH application form. Commuters were also encouraged to go online. Additional information on other options such as transit, SmarTrip, bicycling, telework, HOV Lanes etc. could also be requested.

Work continued on the new FY13 regional marketing campaign to be kicked off in February of 2013. Creative concepts for the second half of the fiscal year were further developed for the upcoming campaign launch.

Conference calls to conduct planning and discuss progress on the FY 2013 regional TDM Mass Marketing project were held with O'Donnell Company on October 22nd, November 5th and 19th, and December 3rd and 17th.

Commuter Connections attended Employee Transportation fairs at the National Naval Support in Bethesda on October 10th; Army Readiness National Guard in Arlington on October 26th; National Academies on November 1st; U.S. Coast Guard on November 15th; Four Seasons Hotel on November 20th; Defense Health Headquarters on November 28th, and the Mark Center on December 11th

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

The Sponsor Declaration form was updated for 2013 and sent to potential sponsors along with letters. Several sponsors sent back declaration forms including Marriott and ICF at the gold level, JBG Companies and Bike Arlington at the silver level, and Crystal City BID at the bronze level.

COG/TPB staff held discussions with potential new pit stops in the District, Maryland, and Virginia and met with staff from the Washington Area Bicyclist Association on October 10th to discuss plans for the 2013 Bike to Work Day event. Cost estimates were obtained for the 2013 Bike to Work Day T-Shirts.

A Bike to Work Day Steering Committee meeting was held on November 14th. Topics included the BTWD 2012 Final Draft Event report, 2013 rider goal which was set at 14,000, sponsorship drive, color theme, and new pit stop suggestions.

## **C. Employer Recognition Awards**

A nomination brochure for the 2013 Commuter Connections annual Employer Recognition Awards was developed with feedback from the workgroup. The brochure was distributed during the first week of December to Level 3 & 4 Employee Transportation Coordinators and to a separate list of CEO's and Presidents. An HTML email was sent out to employers as well. The nomination brochure and application form were also made available online.

## **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 applications for 'Pool Rewards. The GRH/Rideshare mass mailing sent in December also carried a message reminding residents that they may be eligible to participate in 'Pool Rewards.



Discussions were held with the marketing contractor on increasing participation in the 'Pool Rewards program; the outcome will include a contest for employers. A draft of the 'Pool Rewards Employer Contest flyer was created and included a purchased a stock photo.

Applications from commuters to join the 'Pool Rewards program were reviewed, and if deemed eligible were processed for approval. COG/TPB staff reported vanpool data to the FTA's National Transit Database for FY 2012.

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

On October 17th the Transportation Planning Board was briefed about the regional Car Free Day event and on November 20th the Commuter Connections Subcommittee was also briefed. Results indicated that nearly 7,000 people pledged to go car free or car-lite for Car Free Day. With a little extra planning for the weekend, it was possible to balance the demands of family life while reducing or eliminating drive alone car trips. A photo of the grand prize winner was posted onto the event web site, Facebook and Twitter. The grand prize iPad was donated by Base Technologies and won by James Miller of Takoma Park who has a car free lifestyle and uses a combination of transit, carpooling and walking to get around.

A pledge data analysis summary was compiled which indicated that 42% of Car Free Day participants were normally SOV drivers. These individuals reduced 77,998 miles or 54% of the total miles reported by all participants. The top three jurisdictions where participants resided were D.C., Fairfax and Montgomery County.

## **IV. MONITORING AND EVALUATION**

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

In October COG/TPB Staff prepared and distributed the final Employer Outreach verification statement for the fourth quarter in FY 2012 and the draft verification statement for the first quarter of FY2013. Monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland.

COG/TPB staff continued reviewing and adjusting the draft questionnaire for the 2013 State of the Commute Survey. COG/TPB staff continued reviewing the outline for the 2012 – 2014 TDM Evaluation Project Framework Methodology Report. COG/TPB also began discussions regarding the draft GRH Applicant survey questionnaire.

A TDM Evaluation Group meeting was held on October 16th. Highlights from the meeting included a briefing on the FT 2013 planned data collection activities and timeline for the Commuter Connections TERMS, a briefing on the planned updates to the FY 2012 – FY 2014 Commuter Connections TERM Analysis Framework Methodology Document, a discussion on the proposed changes to the 2013 State of the Commute

survey, and a discussion on changes to the methodology for the 2013 GRH Applicant Survey for both the Washington and Baltimore metropolitan regions.

In November, COG/TPB Staff continued reviewing the Employer Outreach draft verification statement for the 1st quarter of FY2013. COG/TPB staff met with VHB staff on November 6th and November 30th to discuss and review the Employer Commute survey project. Monthly Employer Outreach sales activity reports were received from Montgomery, Frederick, Arlington, and the District of Columbia.

COG/TPB staff and the contractor continued to work on finalizing the 2013 State of the Commute survey questionnaire for both the landline and cell phone approaches. COG/TPB staff and the contractor also worked to finalize the 2013 GRH Applicant survey for the Washington DC region.

A TDM Evaluation Group meeting was held on November 20th. Highlights from the meeting included: a briefing on the planned enhancements to the FY 2012 – FY 2014 Commuter Connections TERM Framework Methodology document, a review of the questionnaire for the 2013 GRH Applicant survey being conducted on both the Baltimore and Washington DC metropolitan regions, and an update on the 2013 State of the Commute survey questionnaire changes.

Work continued by COG/TPB staff and the contractor on preparing a draft document based on the outline provided for the FY2012-2014 Framework Evaluation Methodology document.

COG/TPB staff met with VHB staff on November 6th and November 30th to discuss and review the Employer Commute survey project.

In December, COG/TPB staff continued reviewing and preparing the final Employer Outreach verification statement for the first quarter of FY2013 and the draft statement for the second quarter. Monthly sales activity reports were received from Montgomery, Loudoun, Arlington, and Prince George's Counties as well as the District of Columbia and the City of Alexandria.

Pre-testing began on the landline portion for the 2013 State of the Commute survey and adjustment were made to the survey questionnaire based on timing. COG/TPB staff and the contractor continued to work on finalizing the 2013 GRH Applicant survey questionnaire for the Washington DC region. Work continued by COG/TPB staff and the contractor on preparing the draft FY2012-2014 Framework Evaluation Methodology document. COG/TPB staff held a meeting with LDA Consulting on the 2013 State of the Commute survey on December 11th and 21st.

A TDM Evaluation Group meeting was held on December 18th. Highlights from the meeting included: a status report on the 2013 State of the Commute data collection activities, a final review of the 2013 GRH Applicant survey questionnaire for the Washington DC and Baltimore metropolitan region's with a comment period established, and a briefing on the FY 2012 – FY 2014 Commuter Connections TERM Framework Methodology draft document with a comment period being established.

## **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 draft FY13 First Half Regional Marketing Campaign Summary report was distributed at the December 18th Regional TDM Marketing Group meeting and contained this data along with comparisons to the previous fiscal year.

For each GRH trip taken, an online Customer Satisfaction Survey via email was sent to commuters who used the service between October and December 2012, and physical survey cards were sent for September through November trips. The collected response data was recorded and analyzed. Preliminary findings from the FY12 Guaranteed Ride Home Customer Satisfaction Survey were presented at the December 18th Regional TDM Marketing Group meeting. Of the 3,339 surveys distributed in fiscal year 2012, 620 or 19% of surveys were completed. The vast majority, 96% of the survey respondents were pleased with the overall GRH service. Written responses were entered on two-thirds of the returned surveys, the vast majority of which (96%) contained compliments. Compliments outweighed criticism 9.5 to 1. Good or Excellent ratings were in the 90 percentile for each category. Average response time was 15 minutes, and 93% waited 30 minutes or less.

COG/TPB staff prepared FY 2013 CCWP Monthly Executive Summary reports for September, October, and November.

In October, the data was collected for the finalization of the 4th Quarter conformity report. COG/TPB staff reviewed comments received for the 2012 Bike to Work event draft report. COG/TPB staff coordinated with VHB for the Employer commute survey application. COG/TPB staff prepared the 1st quarter FY2013 Quarterly Progress Report. In November COG/TPB Staff continued collecting data for the finalization of the 1st quarter Employer Outreach draft verification statement. COG/TPB staff met with VHB staff on November 6th and November 30th to discuss and review the Employer Commute survey project. The Bike to Work Day event final draft was reviewed by the Bike to Work Day Steering Committee on November 14th and reviewed and endorsed for release by the Commuter Connections Subcommittee on November 20th. In December, COG/TPB staff collected data for the draft second quarter conformity report as well as data for the finalization of the first quarter conformity report.

## **V. EMPLOYER OUTREACH**

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

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

On October 22<sup>nd</sup>, COG/TPB staff held an ACT for web training session on for BTS and NBTMD staff. The regional ACT! Employer Outreach database was upgraded to the new SAGE ACT! Premium software on October 25th.

In November, COG/TPB Staff coordinated with COG/IT staff and Stewart Technologies on the ACT 2013 upgrade done in October for follow-up questions with employer outreach representatives. A training session was held for Prince George's representatives on November 13th.

On December 4<sup>th</sup>, COG/TPB staff conducted a training session for the City of Alexandria.

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

No major activities to report during this period.

**2. Jurisdictional Component Project Tasks**

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

For the quarter, Maryland jurisdictions continued their outreach efforts.

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

In October, COG/TPB staff worked on further case studies for publication. Coordination for the December 12th survey training session began. COG/TPB staff met with Delegate Jim Scott and Councilmember Dan Drummond on October 10th regarding the status of Telework in the region. COG/TPB staff coordinated with local Maryland jurisdictions on expanding TDM and employer Telework programs. COG/TPB staff worked with Tri-County Council staff on assisting SMECO with their LEED upgrade.

The October 15th Employer Outreach Committee was coordinated by COG/TPB staff and topics covered were: Conformity; Survey Monkey demonstration; Employer case studies; ACT! CRM training; Pool rewards contest; and, training review for FY2013.

In November, COG/TPB staff worked on further case studies for publication. COG/TPB staff attended and presented commute alternatives at the Canadian Embassy's "Green Embassies" event on November 14th. Coordination began for the upcoming sales training session on surveys to be held on December 12th. Work began to work on fall sales support telephone calls for Employer Outreach representatives in DC and Maryland.

In December, COG/TPB staff coordinated and helped moderate a training session on December 12th. The session covered surveys and how to administer, process, and how the survey is used for TERM analysis.

**VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

**A. General Operations and Maintenance**

The GRH Baltimore program continued to enroll new applicants during October through December 2012. The program has now been operational for two years and three months.

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

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

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

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

COG/TPB staff began discussion with the consultant in October regarding the 2013 GRH in-depth Applicant survey questionnaire. COG/TPB staff established a comment period for changes to the 2013 GRH Applicant survey for the Baltimore region presented at the November 20th TDM Evaluation Group meeting. COG/TPB staff continued to work with LDA Consulting in December to finalize the FY 2013 GRH Baltimore survey and established a new comment period for changes to the 2013 GRH Applicant survey for the Baltimore region presented at the December 18th TDM Evaluation Group meeting.

A new GRH Transit Reimbursement Voucher form was created and will be used as part of an automated process each month to eliminate a manual method of handling it.

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

Between the months of October and December 2012, there were 110 GRH Baltimore applications received. A total of 95 applicants were registered (94 new applicants and 1 previous "one-time exception" users) and 146 commuters were re-registered. During the same time period, the GRH program provided fifty (50) GRH trips. Four (4) 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 December 31, 2012, a total of 919 commuters are currently registered in the GRH Baltimore program.

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

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

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



**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary**

**OCTOBER - DECEMBER 2012**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2012
<b>Total applicants/info provided:</b>	7,745	7,805	15,550
Rideshare applicants	2,664	3,605	6,269
Matchlists sent	4,622	5,497	10,119
Transit applicants/info sent	163	135	298
GRH applicants	2,918	3,270	6,188
Bike to work info requests	13	19	32
Telework info requests	18	23	41
<b>Internet users</b>	36,774	30,776	67,550
Internet applicants	5,393	6,403	11,796
<b>New employer clients</b>	225	32	257
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2012
<b>Continued placements</b>	942	1,274	2,216
<b>Temporary/one-time placements</b>	136	185	321
<b>Daily vehicle trips reduced</b>	522	706	1,228
<b>Daily VMT reduced</b>	14,299	19,350	33,649
<b>Daily tons NOx reduced</b>	0.0055	0.0074	0.0129
<b>Daily tons VOC reduced</b>	0.0029	0.0039	0.0068
<b>Daily tons PM2.5 reduced</b>	0.00018	0.00024	0.00042
<b>Daily tons PM2.5 NOx reduced</b>	0.0060	0.0081	0.0140
<b>Daily tons GHG reduced</b>	7.0875	9.5909	16.6784
<b>Daily gallons of gas saved</b>	719	972	1,691
<b>Daily commuter costs saved</b>	\$2,431	3,289	5,720

**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  
OCTOBER - DECEMBER 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)	246	300	261
Locals Rideshare Apps (New and Re-apps)	2,418	3,305	2,345
Matchlists Requested	4,537	5,349	5,290
Transit Applicants/Info Sent	163	135	186
GRH Washington Applicants	1,101	1,172	1,272
GRH Washington Rides Provided	625	548	840
GRH Baltimore Applicants	110	126	144
GRH Baltimore Rides Provided	50	62	65
Telework Info Requests	47	23	29
Phone/Fax	2	1	1
Internet	5,634	6,340	5,596
Employer Applicants	0	0	0
Total Hits on website	36,774	30,776	31,107
<b>TOTAL INPUT</b>	<b>51,707</b>	<b>48,137</b>	<b>47,136</b>

\*Adjusted since FY2013 First Quarter report to account for other intake methods

**TDM SERVICES**

**ALEXANDRIA  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	3	14
Matchlists Sent	78	25	41
Transit Applicants and Info Sent	1	1	5
GRH Washington Applicants	19	18	24
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	2	2
Employers Contacted (New)- Phone	11	2	0
Employers Contacted (New)- Visit	5	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	118	274	0
Employers Contacted (Follow up)- Visit	4	6	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

\*Adjusted since FY2013 First Quarter report to account for data received after deadline.

**TDM SERVICES**

**ARLINGTON  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	17	13
Matchlists Sent	38	132	69
Transit Applicants and Info Sent	0	3	1
GRH Washington Applicants	23	36	28
GRH Baltimore Applicants	1	1	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	50	4	1
Employers Contacted (New)- Visit	13	6	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	766	513	174
Employers Contacted (Follow up)- Visit	16	5	7
Employers Contacted - Number of Potential (Follow up)	0	4	0
New TDM Programs Established			
Level 1	37	3	0
Level 2	7	1	1
Level 3	3	0	0
Level 4	0	0	1

**TDM SERVICES**

**ANNE ARUNDEL  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	14	26
Matchlists Sent	212	195	203
Transit Applicants and Info Sent	5	6	4
GRH Washington Applicants	43	44	43
GRH Baltimore Applicants	6	2	2
Telework Information Requests	1	1	2
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BALTIMORE CITY  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	6	13
Matchlists Sent	63	21	63
Transit Applicants and Info Sent	4	2	8
GRH Washington Applicants	23	22	23
GRH Baltimore Applicants	20	22	13
Telework Information Requests	0	0	2
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**

**OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	22	15
Matchlists Sent	69	95	60
Transit Applicants and Info Sent	3	5	2
GRH Washington Applicants	26	26	21
GRH Baltimore Applicants	20	21	28
Telework Information Requests	0	1	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BWI BUSINESS PARTNERSHIP  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	24	23	20
Matchlists Sent	123	125	99
Transit Applicants and Info Sent	4	2	3
GRH Washington Applicants	7	13	7
GRH Baltimore Applicants	27	35	47
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
OCTOBER - DECEMBER 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	264	263
Matchlists Sent	550	687	661
Transit Applicants and Info Sent	16	18	25
GRH Washington Applicants	79	100	103
GRH Baltimore Applicants	12	16	18
Telework Information Requests	0	3	4
Employers Contacted (New)- Phone	71	0	4
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	441	0	108
Employers Contacted (Follow up)- Visit	4	0	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	0	2
Level 2	0	0	0
Level 3	62	0	1
Level 4	1	0	1



**TDM SERVICES**

**FAIRFAX  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	139	89	142
Matchlists Sent	627	553	668
Transit Applicants and Info Sent	11	7	12
GRH Washington Applicants	131	141	128
GRH Baltimore Applicants	0	1	1
Telework Information Requests	2	0	2
Employers Contacted (New)- Phone	36	0	0
Employers Contacted (New)- Visit	26	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	76	0	0
Employers Contacted (Follow up)- Visit	58	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	0	0
Level 2	0	0	0
Level 3	3	0	0
Level 4	0	0	0

**TDM SERVICES**

**FDA  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	13	10	2
Matchlists Sent	24	22	16
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	16	9	52
GRH Baltimore Applicants	0	1	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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	22	33
Matchlists Sent	69	222	225
Transit Applicants and Info Sent	1	4	5
GRH Washington Applicants	41	52	43
GRH Baltimore Applicants	0	2	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	101	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	57	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	1	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	228	216	226
Matchlists Sent	323	350	387
Transit Applicants and Info Sent	10	13	13
GRH Washington Applicants	125	129	135
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	3	4
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  
OCTOBER - DECEMBER 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	6	13
Matchlists Sent	13	41	78
Transit Applicants and Info Sent	2	2	4
GRH Washington Applicants	11	6	12
GRH Baltimore Applicants	6	12	19
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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	34	30	7
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	1	3	0
GRH Washington Applicants	38	37	43
GRH Baltimore Applicants	8	11	4
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**

**LINK**

**OCTOBER - DECEMBER 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	2
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LOUDOUN  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	37	67	50
Matchlists Sent	182	233	300
Transit Applicants and Info Sent	4	7	6
GRH Washington Applicants	73	83	72
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	3	19	1
Employers Contacted (New)- Visit	3	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	63	148	72
Employers Contacted (Follow up)- Visit	0	5	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**MTA**

**OCTOBER - DECEMBER 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	2	5
Matchlists Sent	14	10	16
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	9	11	13
GRH Baltimore Applicants	3	1	3
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**

**BETHESDA TRANSPORTATION SOLUTIONS  
OCTOBER - DECEMBER 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	19	26
Matchlists Sent	32	27	81
Transit Applicants and Info Sent	49	5	37
GRHWashington Applicants	3	5	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	51	65	68
Matchlists Sent	219	285	357
Transit Applicants and Info Sent	6	8	3
GRH Washington Applicants	46	71	64
GRH Baltimore Applicants	1	0	1
Telework Information Requests	1	2	0
Employers Contacted (New)- Phone	54	30	21
Employers Contacted (New)- Visit	27	17	30
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,393	2,712	710
Employers Contacted (Follow up)- Visit	61	43	41
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	0	12
Level 2	5	2	7
Level 3	0	2	1
Level 4	1	4	1

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	2	2
Matchlists Sent	43	8	14
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	151	31	117
Matchlists Sent	185	111	56
Transit Applicants and Info Sent	3	0	3
GRH Washington Applicants	12	5	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SHADY GROVE  
OCTOBER - DECEMBER 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	4	2
Matchlists Sent	80	14	16
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	1	2	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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	37	4	26
Matchlists Sent	27	18	5
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	16	9	6
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	11	18
Matchlists Sent	21	48	52
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	6	10
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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	16	23	40
Matchlists Sent	29	135	45
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	16	10	10
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  
OCTOBER - DECEMBER 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	0
Matchlists Sent	1	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	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  
OCTOBER - DECEMBER 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	19	27
Matchlists Sent	115	99	170
Transit Applicants and Info Sent	8	4	2
GRH Washington Applicants	11	8	21
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**

**PRINCE GEORGE'S  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	98	102	81
Matchlists Sent	142	81	120
Transit Applicants and Info Sent	11	5	10
GRH Washington Applicants	64	56	71
GRH Baltimore Applicants	5	0	4
Telework Information Requests	3	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	622
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	170	165	152
Matchlists Sent	989	1,491	1,068
Transit Applicants and Info Sent	9	17	13
GRH Washington Applicants	184	185	195
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	2
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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	27	15	19
Matchlists Sent	156	185	167
Transit Applicants and Info Sent	6	12	6
GRH Washington Applicants	12	14	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	2	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**TRI-COUNTY  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	50	39	39
Matchlists Sent	113	136	176
Transit Applicants and Info Sent	7	8	15
GRH Washington Applicants	61	73	101
GRH Baltimore Applicants	0	1	0
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	8	0	10
Employers Contacted (New)- Visit	6	0	3
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	18	0	6
Employers Contacted (Follow up)- Visit	9	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	10	0	2
Level 2	1	0	3
Level 3	0	0	2
Level 4	0	0	0

**TDM SERVICES**

**CHARLOTTESVILLE  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	48	58	57
Matchlists Sent	127	181	206
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	47	57	57
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  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	308	289	286
Matchlists Sent	226	434	285
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	1	0
GRH RideShare Delaware	307	287	285
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HAMPTON ROADS TRANSIT - TRAFFIX  
OCTOBER - DECEMBER 2012**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	44	99	153
Matchlists Sent	93	240	357
Transit Applicants and Info Sent	0	0	0
GRH Hampton Roads - Traffix Applicants	44	98	153
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  
 OCTOBER - DECEMBER 2012**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	20	3	21	44
ARLINGTON (COG)	9	3	45	57
ARTMA	24	12	38	74
BALTIMORE CITY	8	1	28	37
BMC	13	3	13	29
BWI BUSINESS PARTNERSHIP	24	33	50	107
COG	199	21	565	785
DISTRICT OF COLUMBIA	17	9	131	157
FDA	13	2	6	21
FAIRFAX COUNTY	139	37	204	380
FREDERICK	18	11	59	88
GW RideConnect	228	330	1,394	1,952
HARFORD	2	1	8	11
HOWARD	34	18	17	69
LINK	0	0	0	0
LOUDOUN	37	9	82	128
MTA	3	2	3	8
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	39	4	83	126
Countywide	51	116	724	891
Friendship Heights/Rockville	20	8	72	100
North Bethesda TMD	151	57	360	568
Shady Grove	65	2	233	300
Silver Spring	37	10	90	137
NIH	18	2	10	30
NATIONAL GUARD REDINESS CENTER	16	4	18	38
NORTHERN NECK	1	3	0	4
NORTHERN SHENANDOAH	19	7	20	46
PRINCE GEORGE'S	98	315	15	428
PRTC	170	43	197	410
RAPPAHANNOCK-RAPIDAN	27	12	5	44
TRI - COUNTY	50	36	249	335
<b>TDM NETWORK MEMBERS</b>				
CHARLOTTESVILLE	48	0	43	91
RIDESHARE DELAWARE	308	0	1	309
HAMPTON ROADS - TRAFFIX	44	0	151	195
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,550</b>	<b>1,114</b>	<b>4,740</b>	<b>7,404</b>
<b>TOTAL INPUT TDM NETWORK MEMBERS</b>	<b>400</b>	<b>0</b>	<b>195</b>	<b>595</b>
<b>TOTAL INPUT (CC + NETWORK)</b>	<b>1,950</b>	<b>1,114</b>	<b>4,935</b>	<b>7,999</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,664</b>		



**Technical Assistance to Local Agencies  
October- December 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>OCTOBER 2012</b>				
TJPDC	Tue 10/2/2012 2:22 PM	Tue 10/9/2012 5:47 PM	Tue 10/9/2012 5:47 PM	Move commuter to Commuter Connections site
Rideshare Delaware	Wed 10/10/2012 1:30 PM	Wed 10/10/2012 4:07 PM	Wed 10/10/2012 4:07 PM	Move commuter to Rideshare Delaware
TJPDC	Mon 10/15/2012 4:18 PM	Tue 10/16/2012 9:29 AM	Tue 10/16/2012 9:29 AM	Move commuter to Commuter Connections site
Rideshare Delaware	Wed 10/17/2012 11:27 AM	Thu 10/18/2012 4:52 PM	Fri 10/19/2012 3:59 PM	VMT Reports Issue
TJPDC	Tue 10/30/2012 10:57 AM	Fri 11/2/2012 2:39 PM	Mon 11/5/2012 10:27 AM	Move commuter to Commuter Connections site
Frederick County, MD	Thu 10/25/2012 1:25 PM	Fri 11/2/2012 1:44 PM	Fri 11/2/2012 1:48 PM	Quarterly statistics
Frederick County, MD	Thu 10/25/2012 1:26 PM	Fri 11/2/2012 1:44 PM	Fri 11/2/2012 1:51 PM	Quarterly statistics
<b>NOVEMBER 2012</b>				
TJPDC	Thu 11/1/2012 4:12 PM	Fri 11/2/2012 2:39 PM	Mon 11/5/2012 10:27 AM	Move commuter to Commuter Connections site
TJPDC	Fri 11/30/2012 4:34 PM	Tue 12/4/2012 9:45 AM	Tue 12/4/2012 9:45 AM	Move commuter to Commuter Connections site
<b>DECEMBER 2012</b>				
TJPDC	Thu 12/6/2012 1:08 PM	Mon 12/10/2012 9:22 AM	Mon 12/10/2012 9:22 AM	Move commuter to Commuter Connections site
TJPDC	Tue 12/18/2012 2:05 PM	Thu 12/20/2012 4:36 PM	Thu 12/20/2012 4:42 PM	Move commuter to Commuter Connections site
Fairfax County, VA	Thu 12/27/2012 7:59 AM	Thu 1/3/2013 11:40 AM	Thu 1/3/2013 11:40 AM	Add Maheen Aziz to Commuter Connections distribution lists



**FY 2013**

<b>October to December 2012</b>	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)	11	50	71	36	101	3	54	0	0	8	0	0
Telework - NEW	0	0	0	0	5	0	3	0	0	4	0	0
Employers Contacted (follow-up)	118	766	441	76	57	63	1393	0	0	18	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	14	0	0	4	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	1920	5578	4119	259	125	159	16326	0	0	630	0	0
Total Sales Meetings	9	29	5	84	0	3	88	0	0	15	0	0
Total Employers Contacted	2058	6423	4636	455	288	228	17878	0	0	679	0	0
New Level 1 TDM Programs	2	37	6	12	0	0	12	0	0	10	0	0
New Level 2 TDM Programs	0	7	0	0	1	0	5	0	0	1	0	0
New Level 3 TDM Programs	0	3	62	23	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	1	1	0	0	1	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0	0	0
Expanded Telework Prgms	0	0	0	0	0	0	0	0	0	0	0	0