



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY - MARCH 2019**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2019 3rd Quarter Progress Report

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in January 2019, February 2019 and March 2019) 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 Howard County, MD; Frederick County, MD; Loudoun County, VA; NBTMD; PRTC; and Charlottesville Rideshare. 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 continued work on the draft FY2020 CCWP. Staff incorporated comments from the November Commuter Connections Subcommittee and subsequent comment period. Staff also incorporated language from TPB Resolution (R10-2019) which tasks Commuter Connections with aspirational TDM activities connected to *Visualize 2045*. Staff then presented the document to the STDM Work Group on January 8th for approval. The updated draft document was also presented to the Commuter Connections Subcommittee on January 15th where it was endorsed for release. COG/TPB staff presented the document to the TPB Technical Committee on February 1st in preparation for the TPB meeting in February. COG/TPB staff presented the draft FY2020 CCWP to the TPB on February 22nd. The document was released for public comment in February. Staff integrated comments, when appropriate, into the document following the public comment period. Finally, COG/TPB staff presented the final draft of the FY2010 CCWP to the TPB Technical Committee on March 1st, and to the TPB on March 20th. The TPB voted to approve the CCWP as documented in Resolution TPB R16-2019.

COG/TPB staff continued to monitor feedback submitted by users testing incenTrip. A follow-up reminder was sent to the Commuter Connections members on January 11th. Notable feedback was forwarded to UMD.

COG/TPB staff began planning for the incenTrip Rewards Work Group. The group was announced at the March 19th Ridematching Committee meeting and will seek to recommend customizations to the incenTrip that will be applied by UMD prior to the summer launch.

COG/TPB staff coordinated and held STDM Work Group meetings on January 8th, February 12th, and March 12th.

COG/TPB staff participated in a conference call with staff from DATA to review SchoolPool operations and use policy on January 18th.

COG/TPB staff published the January 2019 edition of the Commuter Connections TDM Resource Directory in early February 2019.

A Commuter Connections Subcommittee meeting was coordinated and held on January 15th, 2019. Highlights from the meeting included:

- 2018 Bike to Work Day Draft Event Report endorsement
- FY2020 CCWP and 2018-2019 Strategic Plan endorsements
- Long Range Plan TDM Initiative
- Presentation of the FY2018 – FY2020 Commuter Connections TDM Evaluation Framework Revised Methodology Document
- Presentation of the FY2018 GRH Customer Satisfaction Survey
- Briefing on the FY2019 2nd Quarter CCWP Budget Report

COG/TPB staff participated in a panel presentation and discussion during the Transportation Research Board's annual meeting in Washington, DC titled "Incorporating Sustainability into Planning" on January 15th.

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on February 27th.

COG/TPB staff participated in the TEAD Kick-off event in collaboration with the University of Maryland on February 28th.

COG/TPB staff participated in a NOVA Transit call on March 12th regarding the WMATA platform shutdown.

COG/TPB staff met with AEM Corporation on March 14th to discuss a casual carpooling FHWA project.

A Commuter Connections Subcommittee meeting was coordinated and held on March 19, 2019. Highlights from the meeting included:

- FY2018 – FY2020 Commuter Connections TDM Evaluation Framework Revised Methodology Document endorsement

- Endorsements of the FY2018 GRH Customer Satisfaction Survey reports for the Washington DC and Baltimore regions
- WMATA Station Platform Work Summer 2019 presentation
- 2017/2018 Regional Travel Survey update
- TDM Evaluation Project update
- 2019 Bike to Work Day Event update
- FY2020 CCWP and 2018-2019 Strategic Plan update
- FY2019 2nd Quarter CCWP Progress Report briefing

A Ridematching Committee meeting was coordinated and held by COG/TPB on March 19th. Highlights from the meeting included:

- TDM System Update & Mobile Applications update
- TDM System & Follow-up Best Practices discussion
- January 2019 TDM Resource Directory update
- Quarterly Progress Report briefing

COG/TPB staff meet with MDOT staff on March 22nd to discuss the incenTrip project.

COG/TPB staff participated in a Metro Platform shutdown Communications conference call on March 27th.

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. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, and the Regional Bicycle Guide. 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

Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance routines for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving accounts and data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ride matching coordinators, producing email lists, and making backups of the Oracle database.

COG/TPB staff continued producing reports as PDF files. Staff ran and audited reports for the monthly purge process, the biweekly end user reports, and the monthly vanpool incentives reports.

At the end of March 2019, COG and its members served 17,715 commuters registered in ridematching. This is a decrease of 621 registrants during the quarter, down from 18,336 at the end of December 2018. Year over year there was an increase of 50 from 17,665 in the system at the end of March 2018.

COG/TPB staff met with Media Beef representatives ten times during the quarter. Meetings were held in January on the 7th, 14th, and 28th; in February on the 4th, 11th, and 25th; and in March on the 4th, 11th, 18th, and 25th. The contractor and COG staff used the meeting time to design and implement the Guaranteed Ride Home survey that is conducted every three years, plans for expanding GIS capabilities (i.e. "Commuter Connections GIS Depot"), new artwork (logos) for match letters, ad source tracking within the TDM system, improving the Flextime Rewards program by creating an enhancement to enable logging commutes using location-based services (i.e. "Verified Commute Logging"), the CarpoolNow mobile app, the Commuter Connections mobile app, and maintenance.

Media Beef deployed new code to track which sites direct commuters to the TDM system. Having access to this information will help COG's marketing efforts and increase the return on marketing costs.

Media Beef finished an enhancement that enables display of Capital Bikeshare locations on the ride match map. They are working on adjusting the symbology for large scale maps to provide a better visual experience for the user.

Media Beef finished an enhancement to the TDM system that performs address suggestion as the user types into address entry forms. This benefits both Commuter Connections and customers. It makes the process a little easier for customers by reducing the amount of input that has to be typed into the text entry user interface elements. For Commuter Connections, an item chosen from a list is much less likely to contain errors than when the user types all the input.

Media Beef completed work on bugs in the GRH trip request functionality. This feature enables commuters to submit requests for rides using the web site. There was glitch in the administrator's feature and some menus in the sidebar needed fixing.

Continuing to develop the Verified Trip Logging enhancement for the Commuter Connections mobile application was a top priority for Media Beef throughout the quarter. This enhancement will greatly ease the burden of trip logging for commuters participating in Flextime Rewards while also verifying their eligibility by using location-based services. Media Beef progressed to the debugging stage of the application through the quarter. COG/TPB staff routinely tested the app and made suggestions for improvements. By the end of March, the enhancement was in its final phase of development.

COG/TPB staff participated in four conference calls with University of Maryland and Media Beef regarding the incenTrip (Flextime Rewards) project. Staff attended two calls in February on the 16th and 26th and two calls in March on the 5th and 21st. The UMD incenTrip software makes predictions about travel time by analyzing traffic conditions.

Given coordinate pairs for any trip's origin and destination, the program can determine optimal times to embark on the trip. The TDM system consumes the incenTrip web service and displays the predictions nicely formatted in email messages sent to participants. Media Beef and UMD continued working on the way their programs will communicate among themselves at these meetings. UMD delivered graphics depicting user screens for interface design.

The Commuter Connections mobile apps continue to gain popularity. The Commuter Connections mobile app was downloaded 333 times throughout the quarter, bringing total downloads to 4,111 by the end of March. The CarpoolNow mobile app was downloaded 193 times throughout the quarter, bringing total downloads to 3,477 by the end of March.

D. Commuter Information System

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

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

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The web app helps the user find the safest, most enjoyable routes when traveling by bicycle in the Washington, DC Metropolitan Region. Staff continue to receive suggestions and new data for the map

COG/TPB staff commenced work on plans for expanding our GIS capabilities. Staff began gathering hardware and software requirements and designing the system, referred to as the "Commuter Connections GIS Depot." Staff began producing documentation of the design.

Staff analyzed the NAVTEQ/HERE Streets data and created a developer-only version of a transportation network for the region. There are some problems with certain turn restrictions and our software vendor is working toward resolving those. Staff continued producing documentation of the design and how to develop the products.

COG/TPB staff began work on a new geocoding service as part of expanding our GIS capabilities. Using the NAVTEQ/HERE Streets data, staff began to build a web service capable of converting an input street address or point of interest to geographic coordinates. Staff added data for city, state, and county to each side of every street in a region stretching north and south from south central Pennsylvania to Hampton, Virginia and east and west from western Maryland to northern New Jersey.

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.

COG/TPB staff met with Diamond Transportation staff on January 30th to discuss GRH program operations and invoicing.

COG/TPB staff provided AAA coupons to commuters who renewed their GRH membership. Pizza Hut coupons were added in March.

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 723 GRH applications received. A total of 684 applicants were registered (660 new applicants and 24 previous “one-time exception” users) and 1,513 commuters were re-registered. During the same time period, the GRH program provided 573 GRH trips. Two (2) of these trips were “one-time” exceptions accounting for 01% 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 March 31st, a total of 7,632 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 explore provider options for Prince George’s County, MD.

III. MARKETING

A. TDM Marketing and Advertising

The winter 2019 newsletter and Federal ETC insert began with the development of a timeline, story ideas and a draft of articles which were later placed into layout format, and which underwent several stages of revisions. The winter newsletter and insert were finalized, printed and distributed to employers, committee members, and other TDM stakeholders. A pdf version was placed onto the Commuter Connections, and Federal ETC web sites respectively. The email version of the winter newsletter contained

several photos and a brief sentence or two on each article and sent to employers in HTML format. To read the full newsletter, recipients were directed through a link to the Commuter Connections web site. Work also began on the development of the spring 2019 newsletter and Federal ETC insert.

Staff contributed to planning efforts for the FY2019 Regional TDM Mass Marketing Project by providing feedback and edits to the Spring Umbrella Social Media Strategy and Spring Umbrella Earned Media Plan. Staff facilitated bi-weekly conference calls with the marketing contractor, O'Donnell Company, throughout the quarter to discuss continued planning and progress updates.

Radio scripts and creative were finalized for the FY2019 spring marketing campaign, which carried the themes of "Why Rideshare, Why Not?" for Rideshare, and "Don't Freak Out" for Guaranteed Ride Home. Voice talent was selected, scheduled and the newly produced radio spots were finalized. Both new campaigns launched in February and included ad placement on radio, Facebook, YouTube, Pandora, TV, digital, transit signage, direct mail, and sponsored native articles. Staff provided edits for native content articles on WTOP.com and video ads created by the Marketing Contractor. Visuals for the new campaigns were also placed onto the Commuter Connections website.

The 2nd half FY2019 regional TDM mass marketing campaign launched in February 2019 and continued to run through the end of March using ads developed from the previous fiscal year. (The campaign is scheduled to run through June.) Rideshare advertising consisted of a mix of news/talk, music, sports, and internet radio stations, podcasts, social media, paid blogs, and digital. GRH advertising consisted of a mix of news/talk, music, and internet radio stations, podcasts, social media, paid blogs, and transit signage. Insertion orders and media invoices were processed.

A Regional TDM Marketing Group meeting was held on March 19, 2019, where the FY2019 First Half Regional TDM Marketing Campaign Summary final report was distributed. A draft of the FY2019 Second Half Campaign Summary report was also distributed. Guest presentations included Katy Nicholson from the Potomac and Rappahannock Transportation Commission who presented Prince William County's marketing and new branding; in addition, Dan O'Donnell from O'Donnell Company presented Commuter Connections' FY2019 spring marketing activity.

COG/TPB staff managed the marketing and public relations contractors daily. Purchase orders were processed, invoices paid, and listings were renewed with military guide publications throughout the region.

COG/TPB staff participated in an earned media strategy call with the contractors on March 14th.

COG/TPB staff finalized the FY2019 Regional TDM Strategic Marketing Plan and Resource Guide (SMP). The SMP was finalized in January and posted online for distribution; hard copies were distributed upon request. COG/TPB staff developed a

Commuter Connections Incentive Rack Card that highlights the variety of incentive programs currently offered.

The following events were attended during the third quarter of FY2019:

- U.S. Coast Guard transportation event in Washington, DC on March 7, 2019.
- The Pentagon rideshare fair in Arlington, VA on March 21, 2019

COG/TPB staff continued to update the Commuter Connections website with news articles, publications, construction projects, press releases, and upcoming events. Other notable website-related activities throughout the quarter include:

- Replaced the newsletter with the winter 2019 version;
- Updated content in the accordion sections and individual pages (e.g. the Bike Guide and thumbnail image);
- Added language to the brochures page about limiting orders to under 300;
- Added the *Lose the Commute* presentation;
- Posted the *2018 Bike to Work Day Event Report* and the *FY2019 Regional TDM Strategic Marketing Plan and Resource Guide (SMP)*;
- Troubleshoot an issue with the Commuter Cost Calculator;
- Updated the Privacy Policy and the Terms of Use;
- Updated plugins;
- Fixed broken links (e.g. CarpoolNow redirect link);
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff implemented and monitored paid social media campaigns for Guaranteed Ride Home and Rideshare programs. This primarily included updating the Commuter Connections Facebook and YouTube pages with new content and updates with associated hashtags. The Commuter Connections logo on Facebook was updated.

Staff actively monitored and reported on the performance analytics from social media accounts. These data were compiled into a new report created to examine social and digital media marketing trends for Commuter Connections: The *Commuter Connections Digital Marketing Report*. Website data compiled from Google Analytics is also included in the report. A report template was created and will be used to report Q4 data.

COG/TPB staff drafted and posted 3 Facebook posts about Bus to Work Day.

COG/TPB staff updated the logo on the Commuter Connections Facebook page.

COG/TPB staff started our first marketing campaign with Waze and reported updates.

B. Bike to Work Day

Bike to Work Day Steering Committee meetings were held on January 9, 2019 and March 13, 2019. Topics from the meetings included sponsorships, printed marketing materials (flyers/rack cards/posters), vinyl banners, and registration reports. Updates

were given by pit stop managers on their local event planning progress, and feedback was given by the Committee regarding the posters and T-shirt. Bike to Work Day pit stop managers from the previous year's local events were contacted to confirm renewal for 2019 and discussion was held with potential new pit stops to examine the plausibility of accepting them as official pit stops for the 2019 event. A net gain of 15 new local events brings the total pit stop count for 2019 to 115.

The sponsor drive continued through January and discussions were held with potential companies and organizations regarding Bike to Work Day sponsorship opportunities for 2019. The drive was completed by early February, netting a total of \$50,700 in cash donations. Invoices were generated and sent to sponsors.

A total of 100,000 Bike to Work Day flyers, rack cards, large posters, plus flyers translated into Spanish were printed and distributed to pit stop managers and employers throughout the region. The Bike to Work Day T-shirt art was created and finalized, and size allocations were determined based on pit stop manager survey feedback.

Banner art was created for the pit stops, each containing the look and feel of this year's graphics, along with a custom area for pit stop location and time specifics. Registration for the Bike to Work Day event was officially launched with a COG issued press release on March 12, 2019.

COG/TPB staff maintained and updated the www.BikeToWorkMetroDC.com website. Notable activities include:

- Updated the 2019 BTWD Logo and sponsorship logos (including the homepage image rotation);
- Changed the color scheme of the website to match the 2019 colors;
- Added ten new pitstops and geocoded pit stops to maps;
- Updated point of contact information for new pit stop managers;
- Replaced the sponsor declaration form;
- Activated the registration page;
- Uploaded new flyers;
- Updated plugins;
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB distributed a t-shirt size survey to the Bike to Work Day pit stop managers.

C. Employer Recognition Awards

To boost nominations, an email blast was sent to Level 3 & 4 employers throughout the region. Due to the federal shutdown, the call for nominations deadline, originally February 1, 2019 was extended though the end of the month. The extended deadline was posted on the Employer Recognition Awards page of the Commuter Connections website; an update email was also sent to the Commuter Connections email listing. The

marketing contractor discussed potential award nominees with the Employer Outreach sales representatives during exploratory phone calls.

Employer nominations were reviewed and qualified, and nominees were interviewed to clarify any ambiguous or omitted information on the submitted nomination forms. One-page summary reports were created of each nominee for Selection Committee review. The Awards Selection Committee was formed, and the meeting was held on March 22, 2019. The Committee was made up of various TDM professionals and stakeholders throughout the region. TPB Vice Chairman and City of Frederick Alderman, Kelly Russell, served as Chair for the Selection Committee. A third-party moderator conducted the meeting, collected anonymous silent ballot forms, tabulated and issued back the official results. Confirmation and thank you letters were sent to the Awards Selection Committee members. A separate meeting was held internally among COG/TPB staff to discuss the Employer Services Organization and Sales Achievement awards.

Cost estimates were obtained for invitation printing, photography services, awards trophies and various giveaway item choices were proposed by the marketing contractor. The invitation and envelope art were created, and a deposit check was sent to the National Press Club for the June 21, 2019 Awards Ceremony.

D. 'Pool Rewards

A boosted post was placed on Facebook to promote the use of 'Pool Rewards Inside the Beltway along I-66, and the extra \$100 bonus incentive for Outside the Beltway. In addition, a value-add radio spot ran on three CBS-owned stations.

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools. Program participant trip logging was monitored and incentive payments during the quarter were distributed as follows:

- Staff processed 19 payments for 'Pool Rewards vanpools for the 3-month period from December – February.
- There were ten incentive payments to general 'Pool Rewards carpool participants
- There were two incentive payments to Virginia Carpool Incentive I-66 carpool participants; an additional carpool is currently participating in the program
- There were no incentive payments to I-395 Virginia Pool Rewards Incentive carpool participants.

COG/TPB remained in communication with FTA regarding data reporting for the FY2018 National Transit Database (NTD) report. After several updates to the data, no open issues remain as of March 31, 2019.

E. Car Free Day

The first Steering Committee meeting for 2019 was held on March 13, 2019. A comprehensive recap draft report of the 2018 event was developed and distributed,

which highlighted the various marketing and promotional aspects of the fall event. Topics of discussion for Car Free Day 2019 included setting a pledge goal of 10,000, establishing the dates for Car Free Day to be from September 21 to 23, 2019, and calling it Car Free Days.

F. CarpoolNow Mobile Application

COG/TPB staff continued discussing and developing the media strategy for the CarpoolNow 2019 spring campaign in consultation with the marketing contractor. A media plan was adopted that includes social media posts, radio ads, and breakfast events hosted by iHeart radio stations at various locations affected by the summer Metro shutdown in Alexandria. Staff are exploring additional locations in Maryland and the District.

G. Flextime Rewards

COG/TPB staff finalized the Flextime Rewards incentive program strategy and expect to launch the campaign once technology improvements (i.e. Verified Trip Logging) are complete.

COG/TPB staff screened monthly entries into the Flextime Rewards incentive program. There were no eligible entries for December, January, or February. (Note winners are selected in the subsequent month; March's winner will be selected in April.)

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of January 14th, February 11th, and March 18th.

In January, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County and the District of Columbia. There were outstanding reports from Prince William, Prince George's, Loudoun, Montgomery, and Fairfax Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

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In January, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax County, Loudoun County, and the City of Alexandria.

In February, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax County, the District of Columbia, and the City of Alexandria.

In March, COG/TPB staff fulfilled Employer Outreach data requests from Prince George's County, the District of Columbia, and Tri-County Council for Southern Maryland.

Throughout the quarter COG/TPB staff oversaw the employer site survey coordination.

COG/TPB staff and the TDM Evaluation Consultant, LDA Consulting, finalized updates to the FY2018 – FY2020 Commuter Connections TDM Program Elements draft Revised Methodology Framework. The draft document was presented at the January 15th Commuter Connections Subcommittee meeting. The document was subsequently posted to SharePoint for a comment period concluding on February 12th. Staff integrated comments into the final document and presented it to the Commuter Connections Subcommittee on March 19th. The document was endorsed by the Committee and subsequently published and posted to the Commuter Connections website.

COG/TPB staff and the TDM Evaluation Consultant, LDA Consulting, finalized the State of the Commute (SOC) questionnaire and prepared the survey for distribution. Staff coordinated with the Regional Travel Survey to avoid survey fatigue among eligible respondents. Once the distribution lists were finalized, staff and contractor developed a postcard for the 2019 SOC Survey, prompting residents to take the online survey. Two waves of postcards were sent to 180,000 households throughout the region. Over 7,000 workers had completed the survey as of March, far above the goal of 6,000 respondents. Staff attribute the large conversion rate to the \$250 Amazon gift cards being raffled and the community-focused language on the postcard.

COG/TPB staff managed the TDM System Contractor (Media Beef) and TDM Evaluation Contractor (LDA Consulting) in the updates and programming of the 2019 Guaranteed Ride Home Survey. This project included survey design, data storage and retrieval, and user interface. Media Beef took the design and implemented the survey in the code of the TDM system. COG/TPB staff extracted survey candidate commuter records from the Oracle database for creating email and postal mailing lists. COG/TPB staff and LDA Consulting performed testing to ensure proper flow of control and that data was stored according to the specified formats. The survey is expected to be deployed in early April.

B. Program Monitoring and Tracking Activities

COG/TPB staff collected data for various FY2019 Employer Outreach conformity verification statements. The final First Quarter Employer Outreach Conformity Verification Statement was presented at the January 15th Employer Outreach Committee meeting; the draft Second Quarter Employer Outreach Conformity Verification Statement was also presented. Staff continued collecting data for the second quarter report and began collecting data for the third quarter statement.

COG/TPB staff continued to work with contractors (VHB) to implement updates to the COG Employer Survey database. VHB submitted mockups for various data visualizations and GIS mapping insights that utilize data from survey responses. Staff submitted feedback for improving these mockups prior to the testing phase of implementation. VHB then began programming the new GIS Map Functionality and Data Visualizations using data from the Employer Survey Database and the ACT! Regional Employer Database, along with other publicly available data. Staff provided a copy of the database backup so VHB could build the new tools.

COG/TPB staff collected data documentation from the Employer Outreach activity reports throughout the quarter.

The 2019 Employer Outreach Satisfaction Survey was sent to contacts within the ACT! Regional Employer Database. COG/TPB staff managed the TDM Evaluation Contractor, LDA Consulting, in monitoring the survey's progress. Several reminder announcements were sent to encourage greater survey conversion rates. The incentive for taking the survey was increased from \$50 Amazon gift cards to ten \$100 Amazon gift cards. Approximately 300 responses were recorded as of March.

COG/TPB staff completed work on the Bike to Work Day 2018 Event Report and presented the final draft of the report to the Commuter Connections subcommittee on January 15th. The report was endorsed for release and published and posted to the Commuter Connections website.

Advertising campaign effectiveness was tracked through call volumes and internet visits throughout the quarter.

The FY2019 First Half Regional TDM Marketing Campaign Summary final report and draft FY2019 Second Half Regional TDM Marketing Campaign Summary draft report were distributed at the March 19, 2019 Regional TDM Marketing Group meeting. Each contained data showing the degree of effectiveness of the marketing campaigns based on tracked call volumes, internet visits, and GRH and Rideshare applications for the period.

The FY2018 GRH Customer Satisfaction Survey report for the Washington, DC region was presented at the January 15, 2019 Commuter Connections Subcommittee meeting. After an open comment period, the final version was endorsed for release during the March 19, 2019 Commuter Connections Subcommittee meeting. The report was published and posted to the Commuter Connections website. Of 2,317 surveys distributed in fiscal year 2018, 335 or 14 percent of surveys were completed. The overwhelming majority, 97% of survey respondents were satisfied with the overall GRH service. Written responses were provided by 71% of the respondents, the majority of which (62%) contained compliments. Compliments outweighed criticism more than 8 to 1. For every program category, good or above ratings were given by 92% or more respondents. Lastly, the average response wait was 13 minutes and 94% waited 30 minutes or less.

COG/TPB staff sent the GRH Customer Satisfaction Survey to Washington, DC region commuters who used the service throughout the quarter.

COG/TPB staff completed and distributed the final January, February, and March 2019 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 2nd Quarter CCWP Progress Report for FY2019. The report was distributed at the March 19, 2019 Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) Regional Employer Database Management and Training

Throughout the quarter COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software.

COG/TPB staff finalized a comment/response document regarding the memo granting WMATA access to the ACT! Regional Employer Database for a three-month pilot period. The document was presented at the January 15th Employer Outreach Committee meeting, where upon the three-month pilot period for WMATA commenced. COG/TPB staff then met with WMATA representatives for a training session on the database on January 29th. Partnering with WMATA to reach employers in the greater Washington region is a direct activity related to the Visualize 2045 Aspirational Initiatives adopted by the TPB in late 2018. WMATA's activity in the database will be monitored throughout the pilot period whereupon a discussion to formalize their membership will be had at the April Employer Outreach Committee meeting.

COG/TPB staff coordinated with COG/ITS staff on upgrades for the ACT! database software, which include a new User Agreement message that is now displayed upon login to the database.

b) Employer Outreach for Bicycling

Bicycle guides were distributed at various events throughout the quarter, as well as upon request. The PDF version of the Bike Guide was updated on the website with language reflecting WMATA's new bike policy on Metrorail.

2. Jurisdictional Component Project Tasks

a) MD Local Agency Funding and Support

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

The amendment for Montgomery County was fully signed and executed in February.

b) DC, MD, and VA Program Administration

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. Staff also coordinated with WMATA's SmartBenefits program sales staff.

COG/TPB staff coordinated, facilitated, and presented at the January 15th Employer Outreach Committee meeting. Topics covered in the meeting:

- Final First Quarter FY2019 and Draft Second Quarter FY2019 Conformity Verification Statements;
- Sales Training Update and Review;
- Greater Washington Partnership Presentation;
- WMATA – ACT! Database Coordination;
- Earth Day Preparations

COG/TPB staff continued to work on finalizing three employer case studies in preparation for the April 16th Employer Outreach Committee meeting.

COG/TPB staff updated the "Flexible Solutions for A Better Commute" brochures for printing and distribution.

COG/TPB staff facilitated a sales training for Employer Outreach representatives that took place on March 25th titled "Having Employers Buy-in to TDM." The training was conducted by UrbanTrans. Attendees learned about prospecting for employers, buildings relationships with the right contact, developing a custom TDM work plan, etc. Attendees expressed gratitude and satisfaction for the training but also noted the need to secure more "advanced" TDM sales techniques in future trainings.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants during January through March 2019. The program has now been operational for seven 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 provided AAA coupons to Baltimore region commuters who renewed their GRH membership. Pizza Hut coupons were added in March.

The GRH Customer Satisfaction survey was emailed to Baltimore region commuters who used the service between January and March 2019. The FY2018 GRH Customer

Satisfaction Survey report for the Baltimore region was presented at the Commuter Connections Subcommittee meeting on January 15, 2019. After an open comment period, the final version was endorsed for release at the March 19, 2019 Commuter Connections Subcommittee meeting. The report was published and posted to the Commuter Connections website. Of 125 surveys distributed in fiscal year 2018, 9 percent responded. At 46 percent, unexpected emergency was the reason most stated for using the GRH service within the Baltimore region. The vast majority, 82 percent of survey respondents were pleased with the Overall GRH service. Written responses were received by 73% of survey participants and compliments outweighed criticism 5 to 1. The average wait time was 25 minutes, with 73 percent waiting 30 minutes or less.

COG/TPB staff sent the GRH Customer Satisfaction Survey to Baltimore/St. Mary's commuters who used the service throughout the quarter.

Radio scripts and creative were finalized for the FY19 Guaranteed Ride Home Baltimore region spring marketing campaign, using the theme of "Don't Freak Out". The campaign launched in February 2019 and included ad placement on radio, Facebook, and YouTube.

COG/TPB staff managed the TDM Technology Contractor (Media Beef) and TDM Evaluation Contractor (LDA Consulting) in the creation of the 2019 Guaranteed Ride Home Baltimore Survey. Media Beef generated a new version of the survey for testing based on comments from the TDM Evaluation Work Group. Staff participated in several rounds of testing throughout the quarter. Staff pulled a list of commuters eligible to receive the survey and sent the email addressed to LDA Consulting and Media Beef. The survey is expected to be deployed in mid-April.

B. Process Trip Requests and Provide Trips

Between the months of January and March 2019, there were 23 GRH Baltimore applications received. 21 commuters were registered during this period (21 registered) while 71 commuters were re-registered. During the same time period, the GRH program provided twenty-six (26) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Unscheduled Overtime." As of March 31, 2019, a total of 347 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 monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and removed excess accounts.

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

Table 1**National Capital Region Transportation Planning Board****Commuter Connections Program****Quarterly Activity and Impact Summary****JANUARY - MARCH 2019**

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2018
Total applicants/info provided:	8,229	4,612	20,749
Rideshare applicants	2,585	2,059	8,087
Matchlists sent	7,097	6,683	21,026
Transit applicants/info sent	59	29	133
GRH applicants	2,197	1,801	6,082
Bike to work info requests	6	1	9
Telework info requests	12	3	20
Internet users	29,950	28,630	97,715
Internet applicants	4,142	3,311	12,683
New employer clients	107	247	455
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2018
Continued placements	940	748	2,940
Temporary/one-time placements	135	108	421
Daily vehicle trips reduced	490	390	1,533
Daily VMT reduced	14,404	11,465	45,068
Daily tons NOx reduced	0.0033	0.0026	0.0102
Daily tons VOC reduced	0.0018	0.0015	0.0057
Daily tons PM2.5 reduced	0.00024	0.00019	0.00077
Daily tons PM2.5 NOx reduced	0.0035	0.0028	0.0109
Daily tons GHG reduced	5.8515	4.6590	18.3087
Daily gallons of gas saved	800	637	2,504
Daily commuter costs saved	\$2,953	2,350	\$9,239

NOTE: Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	251	211	145
Locals Rideshare Apps (New and Re-apps)	2,334	1,698	2,962
Matchlists Requested	4,581	6,463	6,487
Transit Applicants/Info Sent	59	29	130
GRH Washington Applicants	723	708	763
GRH Washington Rides Provided	573	535	639
GRH Baltimore Applicants	23	31	36
GRH Baltimore Rides Provided	27	29	47
Telework Info Requests	12	3	8
Phone/Fax	0	0	0
Internet	4,219	3,408	5,105
Employer Applicants	0	0	0
Total Hits on website	29,950	28,630*	41,605

***New wesbite migration**

TDM SERVICES

ALEXANDRIA

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	10
Matchlists Sent	99	72	74
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	11	10	7
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	15	10	1
Employers Contacted (New)- Visit	0	4	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	95	127	109
Employers Contacted (Follow up)- Visit	8	6	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	2
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	9	19
Matchlists Sent	126	102	129
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	16	11	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	6	8	9
Employers Contacted (New)- Visit	12	4	29
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,309	2,066	2,520
Employers Contacted (Follow up)- Visit	68	42	60
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	2	5
Level 2	1	3	1
Level 3	0	0	4
Level 4	0	1	0

TDM SERVICES

ANNE ARUNDEL

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	30	26
Matchlists Sent	195	201	252
Transit Applicants and Info Sent	0	1	3
GRH Washington Applicants	13	22	35
GRH Baltimore Applicants	2	2	2
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

**BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	24	21
Matchlists Sent	55	53	58
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	11	10	11
GRH Baltimore Applicants	5	10	8
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	16	14
Matchlists Sent	34	68	99
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	9	15
GRH Baltimore Applicants	10	7	13
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	237	197	129
Matchlists Sent	1,018	696	428
Transit Applicants and Info Sent	5	4	7
GRH Washington Applicants	49	64	53
GRH Baltimore Applicants	1	2	5
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	37	28	53
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	58	46	144
Employers Contacted (Follow up)- Visit	9	16	31
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	27	19	80
Level 2	7	11	9
Level 3	8	5	25
Level 4	4	3	7

TDM SERVICES

DOD/WHS

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	N/A	N/A
Matchlists Sent	1	N/A	N/A
Transit Applicants and Info Sent	0	N/A	N/A
GRH Washington Applicants	0	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	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

DATA

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	34	16
Matchlists Sent	47	91	45
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	3	5
GRH Baltimore Applicants	0	0	5
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	203	180	27
Matchlists Sent	905	881	217
Transit Applicants and Info Sent	6	3	0
GRH Washington Applicants	73	76	23
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	47	N/A
Employers Contacted (New)- Visit	0	15	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	0	297	N/A
Employers Contacted (Follow up)- Visit	0	55	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	18	N/A
Level 2	0	8	N/A
Level 3	0	9	N/A
Level 4	0	5	N/A

TDM SERVICES

FDA

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	26	29
Matchlists Sent	175	207	284
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	21	21	33
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	34	245
Matchlists Sent	328	396	518
Transit Applicants and Info Sent	2	0	4
GRH Washington Applicants	28	24	92
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	7	14	N/A
Employers Contacted (New)- Visit	0	0	N/A
Employers Contacted - Number of Potential (New)	0	0	N/A
Employers Contacted (Follow up)- Phone	52	19	N/A
Employers Contacted (Follow up)- Visit	6	11	N/A
Employers Contacted - Number of Potential (Follow up)	0	0	N/A
New TDM Programs Established			
Level 1	0	10	N/A
Level 2	0	2	N/A
Level 3	0	0	N/A
Level 4	0	0	N/A

TDM SERVICES

**GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	266	223	9
Matchlists Sent	605	438	25
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	120	98	12
GRH Baltimore Applicants	0	0	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	5	28
Matchlists Sent	7	68	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	6	21
GRH Baltimore Applicants	2	3	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	29	9
Matchlists Sent	0	0	25
Transit Applicants and Info Sent	3	1	0
GRH Washington Applicants	20	30	12
GRH Baltimore Applicants	2	3	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	99	77	91
Matchlists Sent	677	544	627
Transit Applicants and Info Sent	3	2	13
GRH Washington Applicants	56	45	60
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	7	3	2
Employers Contacted (New)- Visit	0	0	2
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	107	217	76
Employers Contacted (Follow up)- Visit	5	5	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	1
Level 2	1	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	9	6
Matchlists Sent	54	49	23
Transit Applicants and Info Sent	0	5	0
GRH Washington Applicants	3	9	10
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

**BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	14	9
Matchlists Sent	5	6	6
Transit Applicants and Info Sent	8	0	1
GRH Washington Applicants	1	1	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

**MONTGOMERY COUNTY
COUNTYWIDE
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	9	40
Matchlists Sent	98	108	151
Transit Applicants and Info Sent	3	1	13
GRH Washington Applicants	33	28	26
GRH Baltimore Applicants	0	0	0
Telework Information Requests	8	0	0
Employers Contacted (New)- Phone	92	100	67
Employers Contacted (New)- Visit	0	30	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,518	2,438	824
Employers Contacted (Follow up)- Visit	67	89	27
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	5	23
Level 2	13	1	4
Level 3	0	4	3
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	6
Matchlists Sent	3	12	63
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	35	29	74
Matchlists Sent	103	77	232
Transit Applicants and Info Sent	3	8	19
GRH Washington Applicants	1	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE

QUARTERLY REPORT (JAN - MAR 2019)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	3	13
Matchlists Sent	25	30	62
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	10	16	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	3	3
Matchlists Sent	8	18	14
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	7	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
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
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
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

**NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	26	16
Matchlists Sent	128	233	137
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	5	7	5
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
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	60	55
Matchlists Sent	309	263	245
Transit Applicants and Info Sent	8	0	14
GRH Washington Applicants	46	40	39
GRH Baltimore Applicants	1	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	21	75
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	3	101
Employers Contacted (Follow up)- Visit	0	0	1
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

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	144	157	157
Matchlists Sent	1,360	1,443	1,305
Transit Applicants and Info Sent	6	1	27
GRH Washington Applicants	146	121	144
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	21	8	8
Employers Contacted (New)- Visit	0	2	5
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	5	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	20	20
Matchlists Sent	118	137	165
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	7	6	10
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

QUARTERLY REPORT (JAN - MAR 2019)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	33	33
Matchlists Sent	378	260	317
Transit Applicants and Info Sent	3	0	7
GRH Washington Applicants	38	43	50
GRH Baltimore Applicants	0	0	0
Telework Information Requests	4	0	0
Employers Contacted (New)- Phone	12	8	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	12	8	14
Employers Contacted (Follow up)- Visit	5	5	11
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	6	0
Level 2	2	0	0
Level 3	1	1	3
Level 4	0	0	0

TDM SERVICES

**CHARLOTTESVILLE
QUARTERLY REPORT (JAN - MAR 2019)**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	35	47
Matchlists Sent	96	135	155
Transit Applicants and Info Sent	0	0	0
GRH Charlottesville Rideshare Applicants	0	21	33
Telework Information Requests	N/A	N/A	N/A
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JANUARY - MARCH 2019**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	7	4	10	21
ARLINGTON (COG)	31	1	19	51
ANNE ARUNDEL	28	5	13	46
BALTIMORE CITY	16	2	1	19
BMC	8	2	5	15
COG	188	9	145	342
DOD/WHS	0	0	0	0
DATA	15	0	4	19
DISTRICT OF COLUMBIA	49	5	30	84
FDA	14	125	4	143
FAIRFAX COUNTY	203	29	13	245
FREDERICK	39	103	104	246
GW RIDE CONNECT	266	461	1,447	2,174
HARFORD	1	1	64	66
HOWARD	18	2	97	117
LOUDOUN	99	26	164	289
MTA	9	2	5	16
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	5	4	7	16
Countywide	16	5	10	31
Friendship Heights/Rockville	1	2	1	4
North Bethesda TMD	35	160	605	800
Shady Grove	0	0	0	0
Silver Spring	4	4	3	11
NIH	4	2	2	8
NATIONAL GUARD READINESS CENTER	0	1	0	1
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	19	5	0	24
PRINCE GEORGE'S	96	19	10	125
PRTC	144	40	181	365
RAPPAHANNOCK-RAPIDAN	11	2	5	18
TRI - COUNTY	53	185	264	502
TDM NETWORK MEMBERS				
CHARLOTTESVILLE	28	0	43	71
TOTAL INPUT COMMUTER CONNECTIONS	1,379	1,206	3,213	5,798
TOTAL INPUT TDM NETWORK MEMBERS	28	0	43	71
TOTAL INPUT (CC + NETWORK)	1,407	1,206	3,256	5,869
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,585		

**Technical Assistance to Local Agencies
January – March 2019**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2019				
Howard County	Tue 1/8/2019 9:23 AM	Thu 1/10/2019 3:13 PM	Thu 1/10/2019 3:13 PM	Question on Bi-weekly Reports
Loudoun County	Wed 1/9/2019 10:31 AM	Thu 1/10/2019 2:40 PM	Thu 1/10/2019 2:40 PM	Delete Duplicate Account
Transit	Wed 1/16/2019 8:57 AM	Wed 1/23/2019 11:32 AM	Wed 1/23/2019 11:32 AM	Table 4a Results
PRTC	Tue 1/22/2019 10:44 AM	Wed 1/23/2019 10:51 AM	Thu 1/24/2019 12:43 PM	Question on CCRS Application
TJDPCC	Wed 1/23/2019 12:04 PM	Thu 1/24/2019 12:25 PM	Thu 1/24/2019 2:10 PM	Report Request
Howard County	Thu 1/24/2019 9:23 AM	Thu 1/24/2019 12:19 PM	Thu 1/24/2019 2:06 PM	Access to TDM Reports Module
Transit	Thu 1/24/2019 4:14 PM	Thu 1/25/2019 11:20 PM	Thu 1/25/2019 11:20 PM	Reallocate CCRS Application
Transit	Thu 1/24/2019 4:22 PM	Thu 1/25/2019 11:20 PM	Thu 1/25/2019 11:20 PM	Reallocate CCRS Application
February 2019				
Loudoun	Fri 2/8/2019 12:24 PM	Wed 2/13/2019 11:25 AM	Wed 2/13/2019 11:25 AM	Answer Commuter Question
Loudoun	Fri 2/8/2019 3:50 PM	Wed 2/13/2019 11:15 AM	Wed 2/13/2019 11:27 AM	Answer Commuter Question
Transit	Mon 2/18/2019 11:06 AM	Thu 2/19/2019 10:10 AM	Thu 2/19/2019 10:10 AM	Table 4a Results
MDOT	Tue 2/26/2019 10:59 AM	Tue 2/26/2019 3:22 PM	N/A	Addition for the July 2019 Resource Directory
FFX County	Tue 2/26/2019 12:49 PM	Tue 2/26/2019 3:23 PM	N/A	Addition for the July 2019 Resource Directory
March 2019				
Loudoun	Tue 3/19/2019 11:05 AM	Tue 3/26/2019 3:32 PM	Thu 4/4/2019 12:52 PM	Issue with Commuter's Home Address

FY 2019

January to March 2019	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince Georges	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	15	6	37	0	7	7	92	0	21	4
Telework - NEW	0	0	0	0	0	0	60	0	0	4
Employers Contacted (follow-up)	95	2309	58	0	52	107	1518	0	0	12
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	12
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7201	4907	0	0	204	16849	0	0	0
Total Sales Meetings	8	80	9	0	6	5	67	0	5	5
Total Employers Contacted	118	9596	5011	0	65	323	18586	0	26	37
New Level 1 TDM Programs	0	5	27	0	0	0	4	0	0	1
New Level 2 TDM Programs	0	1	7	0	0	1	13	0	0	2
New Level 3 TDM Programs	0	0	8	0	0	0	0	0	0	1
New Level 4 TDM Programs	0	0	4	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	2	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0