



**QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2006**

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Local Agency Coordination and Technical Assistance

The End User client reports were sent out to all client members on a bi-weekly schedule for the months of July to September 2006.

Electronic purge letters were sent on August 30th and September 29th. Staff confirmed that the electronic purge process would function properly and were able to print paper purge letters for commuters with 'undeliverable address.' Staff will continue to work on edits to electronic purge notice based on client updates.

A Commuter Operations Center Subcommittee was held at COG on September 19th. Highlights from the meeting included: a change of chairpersons and information and input from meeting participants on upcoming transportation fairs, a presentation by staff on the status of street centerline and transit data updates to the CCRS, a presentation by staff on the Extranet, an update by staff on the status of on Regional TDM Software Project, a status report by staff on the update of the Landmark and Building Look-up Table, an update by staff on the electronic purge letters, an update by staff on the Commuter Connections Technical Assistance policy, an update on Monthly Progress Reports and a discussion by meeting participants on "Hot Topics" related to the CCRS.

Staff worked on re-development of the charts for Commuter Connections Quarterly Progress Report. New charts in the report will include: Ridematching services provided throughout the region and by each participating jurisdiction, technical assistance provided to local agencies including date reported, initial/resolve time, response and the nature of the problem.

Updates have been made to the Federal ETC web site, notably the posting of the Commuter Connections summer edition of the Federal ETC newsletter insert and links surrounding current events and news articles pertaining to Federal TDM activity.

Staff attended a Rideshare Fair at the National Science Foundation located in Arlington, VA on July 13th.

Staff attended a Commuter Fair at Raytheon located in Falls Church on July 25th.

Staff attended Transportation Fairs at Discovery One located in Silver Springs, MD on August 24th and at King Street Station in Old Town Alexandria on September 26th.

Staff hosted Customer Service Training at COG on July 10th. The trainer Gregg Gregory from National Seminars Group introduced participants to “The Basics of Knock-Your-Socks-Off “ Customer Service. The overall rating for the program was 5.60 out of 6.00, an excellent score, and judging from the comments, the participants thoroughly enjoyed the training. Staff provided helpful tips from the customer service manual to local clients once a week for 6 weeks following the training.

B. Transportation Information Services

Staff provided commuter traveler information on alternatives to the general public by telephone, Web site, electronically and through printed information. Statistics on this project are available by viewing the Quarterly Work Program Progress Report at the end of this document.

C. Transportation Information Software, Hardware, and Database Maintenance

Work continued on the selection of a consultant team to head the Regional TDM Software System Project.

Staff continued daily back-up processes for Commuter Connections Ridematching Software system and the FTP server.

Software engineering staff assisted in producing monthly purge letters and refining the software to increase reliability, speed up production, and reduce paper and postage costs. Staff customized electronic purge letters for five rideshare agencies. Staff assisted local rideshare agencies in working around corrupted database records, address geocoding problems, correcting database records when uploads were unsuccessful, report writing, producing park and ride lot statistics, and troubleshooting misbehavior by software on local computers.

D. Commuter Information System

Staff continued contacting local jurisdictions and transit agencies to obtain updated transit stop and street centerline files for the CCRS Spatial Data update. Almost all jurisdictions have been contacted and asked for data. Software was installed to convert U.S. Census Bureau’s 2005 FE TIGER/Line files to cover gaps in the local jurisdictions’ data.

GIS staff wrote, tested, and debugged 4 pieces of geoprocessing software for use in preparing updated street centerline data for CCRS. Almost all input data has been acquired from sources ranging from state agencies to local county GIS offices. GIS staff also obtained and tested a development environment for producing installer programs. The goal is to produce a Windows installer for the CCRS GIS data which will facilitate installation by end users.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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.

Staff monitored and maintained the GRH database and server. The daily scheduled back-up task ran without incident. Staff ran the new archiving feature developed by the software contractor for the first time. Staff also ran the history purge which resulted in shrinking the database by a surprising 97%!

Staff processed cab and car rental invoices, and transit vouchers.

Between the months of July and September, there were 1,634 GRH applications received. A total of 1,523 applicants were registered (1,491 new applicants and 32 previous “one-time exception” users) and 1,644 commuters were re-registered. During the same time period, the GRH program provided 677 GRH trips. Fifty-nine (59) of these trips were “one-time” exceptions accounting for nine percent (9%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of the GRH trip reasons followed by child care. As of September 30th, a total of 16,585 commuters are currently registered in the GRH database.

Staff worked on renewing the GRH Operations contract and the contracts with the taxi cab and car rental agencies.

Programming staff assisted IT with migration to a newer Windows server to host the GRH database.

III. MARKETING

A. TDM Marketing and Advertising

In June, a direct mailer was delivered to approximately 1,000 Level 2 employers in the region as well as some Level 1 employers. The direct mail piece was a 7x7" three dimensional self-mailer which focused on the concept of offering commuter benefits as a tool for improving employee recruitment and retention. The headline stated "While you can't beam your employees to work, you can make them beam." The mailer also had a supporting letter insert, which was tailored to each jurisdiction and contained more specifics about the types of free services made available through the local Commuter Connections employer outreach program. The promotion included a \$50.00 Visa® gift card incentive and employers were directed to a special landing page, which allowed them to set up an appointment with their local Commuter Connections Employer Outreach Representative. During Quarter 1 of FY07, the Employer Outreach reps have secured nine appointments with employers as a result of the promotion. Follow up efforts will continue into Quarter 2.

Staff met with OneBigPlanet representative. OneBigPlanet is an online rewards/loyalty membership program used by companies to attract and/or retain customers. The benefit to members is access to discounts on restaurants, movies, and a variety of products and services from over 100,000 merchants nationwide. The program can be used in marketing campaigns to attract new customers into the Commuter Connections Guaranteed Ride Home program. Or it can be used as incentive/thank you to renew GRH membership. The incentive program was presented to a workgroup who felt that other vendors may need to be considered should procurement procedures require such action to be taken.

A presentation was given at the July 19, 2006 TPB meeting to brief Board members about the ninth annual Commuter Connections Employer Recognition Awards program held on June 28, 2006. The awards ceremony took place at the National Press Club and honored outstanding employers in the region who have taken positive steps to reduce traffic congestion and improve air quality. A captioned photo from the awards ceremony also appeared in the July-August TPB news.

Issued Commuter Connections Summer 2006 newsletter. Articles included the following:

- Employer Honored for Helping Employees Improve Commutes
- Guaranteed Ride Home – Customers Smile About Service
- Employer Trends Favor Commuter Assistance

- Online bulletin Board Makes Finding Rideshare Partners Easy
- MARC Riders Keep an Eye on Trains
- Air Quality Reaches Unhealthy Levels- 2006 Ozone Action Season

Posted commuter news links to Commuter Connections web site along with other routine maintenance, updates and enhancements including administration of the Bulletin Board.

Created a new Telework Case Study section for the Commuter Connections web site which highlights examples of private, public and non-profit employers in the region. Employers include companies from the District of Columbia, Maryland and Virginia. Each write-up touches on the following areas:

- The Telework Experience
- Challenges & Investment
- Program Outlook
- Helpful Resources
- Success Tips

“Biking to Work in the Washington” area guides were reviewed by the Bicycle and Pedestrian Subcommittee for updates, to be included in the next printing.

Held Regional TDM Marketing Group meeting on September 19, 2006. Main topics included presentations by Commuter Connections, Clean Air Partners and Pulsar Advertising. The final FY07 second half marketing campaign summary report was issued, along with a draft of the Washington Metropolitan Region TDM Resource Guide and Strategic Marketing Plan.

The search for a marketing firm continued as presentations were made by top finalists to the RFP Technical Selection Committee.

Staff prepared for re-launch of Commuter Connections Extranet site. Secured logins for all committee members.

Software development staff made enhancements to the code for the extranet to enable the administrator to add, update, and delete user accounts using typical user interface conventions. A problem that made navigation difficult for users who belong to multiple groups has been fixed.

B. Bike to Work Day

A Bike to Work Day Steering Committee kick-off meeting was held on September 13, 2006. The focus of the meeting was a review of the May 2006 event highlights and included a slideshow of pit stops photos. Mimi Murray of Fairfax County has been appointed as the new chair of the committee. Staff issued the 2007 Bike to Work Day draft report.

Staff solicited 2006 Bike to Work Day sponsors for an email promotional opportunity. Commuter Connections and WABA wanted to provide 2006 event sponsors with an opportunity to further promote their brands. This is being done to provide more value to event sponsors and to establish a continued relationship. An HTML email was sent by WABA to BTWD participants with simple "internet coupons" made up of special discounts or offers from sponsors of the event. The recipients of the email can either print the coupon and present it, or follow a link taking them to a page on the sponsor's web site, where they may find the coupon or special offer. The email included offers from Preferred Offices, City Bikes, Cannondale Bikes, Jandd Mountain Sports, DC Circulator, REI, WABA and Commuter Connections and was sent on August 30, 2006.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

An RFP was issued for the TDM Evaluation project on July 26, 2006. Proposals were due on September 7th and there were three received. The TDM Evaluation RFP Selection Committee reviewed the proposals and selected LDA Consulting as the winning bidder. Staff has been working on getting a contract sign and kicking off the project.

B. Program Monitoring and Tracking Activities

GRH customers are being surveyed via anonymous post paid reply cards on an ongoing monthly basis during the month following when the trip was taken. Data is being collected, inputted into an electronic record and reported through the GRH Customer Satisfaction survey report. The FY06 draft report will be issued in November 2006.

The final FY07 second half marketing campaign summary report was issued at the September 19, 2006 Regional TDM Marketing Group meeting. Web site visits to the Commuter Connections site are being monitored and captured on a monthly basis.

Staff collected and applied the jurisdictional database additions and corrections from the sales jurisdictions. Staff processed five commuter survey requests and received supporting documentation from the survey processing contractor.

Staff compiled and presented the draft 2006 Bike to Work Day Report during the September 13th Bike To Work Day Steering Committee meeting. The report will be finalized in November.

Staff completed the preliminary calculations for the FY2006 Employer Customer Satisfaction Survey and will present the findings at the October 17th Employer Outreach Committee Meeting.

Staff completed the FY 2006 CCWP Annual Report and distributed it at the September 19th Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

A. Regional Employer Database Management and Training

The monthly synchronizations were received from all of the jurisdictions for July. Six jurisdictions are still outstanding for the August reporting period.

Staff updated several groups for mailings and assisted Montgomery County's outreach staff in addressing ACT! database difficulties.

B. Employer Outreach for Bicycling

No activities to report at this time.

C. Live Near Where You Work Program

The workgroup met for its initial meeting on September 7, 2006. The group discussed the available programs locally and nationally. Other topics discussed were workforce housing and upcoming seminars for the local jurisdictions conducted by the HSPPS Department of COG. The group defined the Live Near Your Work as "providing convenient access to non-SOV trips to work with trip times less than the regional average".

The workgroup met again on September 27, 2006. The group reviewed the information given at the previous meeting and discussed other programs

available in the region. The group discussed the different applications of the program and how the marketing outreach would need to be tailored to the particular jurisdictions.

2. Jurisdictional Component Project Tasks

A. Local Agency Funding and Support

The monthly report submissions for July were received from all of the sales jurisdictions. The reports for August have been received from four of the sales jurisdictions. The District of Columbia, City of Alexandria, Frederick County, Fairfax County, Prince William County, and Loudoun County are still outstanding.

The Employer Outreach Committee meeting was held on July 18th, 2006. Topics discussed were: updates to the commuter survey, the final FY06 conformity verification statement, Individualized Marketing Project, and the Regional Telework Outreach update.

VI. TELEWORK

A. General Assistance and Information

Staff responded to 7 inquiries regarding Telework and distributed seven employer telework kits. Two of these contacts were referred to local Employer Outreach Sales representatives for further follow-up.

VII. INFOEXPRESS KIOSKS

1. Jurisdictional Project Component Tasks

A. Maintenance and Operation of Regional InfoEpxress Kiosks

Routine physical maintenance continued with each of the kiosk sites and the kiosk software design and content. Problems were reported at Ballston, Manassas, Reston, USDA. Union Station and Mitre kiosk issues were corrected. Staff imaged and deployed new kiosk software at Reston and Manassas. Staff collected monthly usage statistics for Info Express Kiosk reports. Communications and electrical power were reported at Reston, Fair Oaks, Manassas, Union Station and USDA.

Staff removed kiosks located at Tysons Corner Center and Springfield Mall at the request of VDOT. Staff was also informed on July 19th by VDOT that they will no longer fund the InfoExpress kiosks under the Commuter Connections TERMS and that all kiosks in Northern Virginia would have to be removed by the end of this calendar year.

TDM SERVICES

**REGIONAL SUMMARY
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	966		
Locals Rideshare Apps (New and Re-apps)	2,779		
Matchlists Generated	3,748		
Transit Applicants/Info Sent	195		
GRH Applicants	1,634		
GRH Rides Provided	677		
Telework Info Requests	7		
Phone	33		
Internet	3,324		
Kiosk	0		
Employee Applicants	10		
Total Hits on website**	18,723		
TOTAL INPUT	32,096	0	0

** Includes data for July and September 2006 only. The data for August 2006 is unavailable.

**Technical Assistance to Local Agencies
July- September 2006**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
JULY 2006				
Fairfax County	Mon 7/17/2006 4:31 PM	Tue 7/18/2006 6:04 PM	Wed 7/19/2006 4:22 PM	ECOMM APPS sent on June 30 th not accessible
North Bethesda Fairfax County	Mon 7/17/2006 5:30 PM Fri 7/14/2006 12:05 PM	Tues 7/18/2006 10:12 AM Fri 7/14/2006 2:00 PM	Fri 7/21/2006 3:50 PM Fri 7/14/2006 4:49 PM Wed 7/19/2006 4:22 PM	Mailing labels for North Bethesda commuters # 5 APPS (190000 series) previously entered are not in database; APPForm Code 'C' not 'L' # 9 applicants entered from May 15 th to the 18 th did not make it into the system.
Bethesda	Wed 7/12/2006 12:48 PM	Wed 7/12/2006 3:27 PM	Fri 7/14/2006 2:29 PM	# 9 applicants entered from May 15 th to the 18 th did not make it into the system.
ARTMA	Mon 7/12/2006 11:02 AM	Mon 7/12/2006 12:15 PM	Wed 7/14/2006 2:29 PM	Edited "no match" letter
ARTMA	Wed 7/12/2006 3:09 PM	Wed 7/12/2006 3:57 PM	Fri 7/14/2006 10:45 AM	Retrieval of commuters to be purged in October'
AUGUST 2006				
ARTMA	Thu 8/31/2006 9:05 AM	Thu 8/31/2006 9:31 AM	Fri 9/29/2006 4:18 PM	Upload/Download Unsuccessful: internal problem with Heather's computer (Norton Firewall): 2 weeks to complete
Harford County	Thu 8/24/ 2006 2:13 PM	Thu 8/24/2006 2:40 PM	Thu 8/24/2006 3:10 PM	Error Message entering commuter address area: Error message for Origination
Montgomery County	Thu 8/24/2006 3:38 PM	Fri 8/25/2006 10:38 AM	Mon 8/28/2006 1:52 PM	Error message editing commuter last name
Bethesda	Wed 8/16/2006 11:10 AM	Thu 8/17/2006 1:15 PM	Thu 8/17/2006 1:15 PM	Corrupt Washcog.apr file; Arrange site visit. No call-back
PRTC	Wed 8/16/2006 10:15 AM	Wed 8/16/2006 1:06 PM	Fri 8/18/06 10:06 AM	Retrieval of Commuter Record
Fairfax County	Mon 8/14/06 4:32 PM	Tues 8/15/06 10:04 AM	Wed 8/23/06 3:43 PM	Follow up to previous request for #5 missing commuters in 190000 series.
Alexandria	Thu 8/10/ 2006 4:23 PM	Thu 8/10/ 2006 4:45 PM	Fri 8/11/2006 9:29 AM	Alexandria is not receiving CCRS Application Notice for commuter
Link	Mon 8/7/2006 11:15 AM	Mon 8/7/2006 12:36 PM	Wed 8/9/2006 2:32 PM	Error message for landmark: Avenue Error: "Wash COG: GeocodeALan....."
PRTC	Fri 8/4/2006 11:23 PM	Fri 8/4/2006 1:43 PM	Mon 8/7/2006 3:39 PM	Retrieval of commuter records
Fairfax County	Wed 8/2/2006 2:18 PM	Wed 8/2/2006 3:45 PM	Thu 8/3/2006 11:29 AM	Error message for Destination Alternate to run a Match Letter
Harford County	Wed 8/2/2006 12:10 PM	Wed 8/2/2006 4:08 PM	Mon 8/7/2006 3:27 PM	Error message: No geographic location for destination (Newark, DE)
SEPTEMBER 2006				
North Bethesda	Tue 9/26/2006 9:05 AM	Tue 8/31/2006 9:10 AM	Fri 9/29/2006 1:59 PM	Ross received call that #111 CCRS records were overwritten.
ARTMA	Fri 9/29/2006 9:05 AM	Fri 9/29/2006 10:10 AM	Fri 9/29/2006 4:18 PM	Upload/Download Unsuccessful: internal problem with Heather's computer (Norton Firewall): Complete by phone
Howard	Mon 9/25/2006 10:16 AM	Mon 9/25/2006 11:48 AM	Tue 9/26/2006 9:144 AM	Retrieval of Commuter Record
BMC	Wed 9/27/2006 4:30 PM	Wed 9/27/2006 4:55 PM	Wed 9/27/2006 4:55 PM	Corrupt Washcog.APR file; Sent new file
Fairfax	Wed 9/20/2006 11:00 AM	Wed 9/20/2006 11:00 AM	Wed 9/20/2006 3:30 PM	CCRS Training for Walter Daniels; Error message DDESERV or Destination Alternate & reporting issues with Esther Forbes
Loudoun	Thu 9/7/2006 11:15 AM	Mon 9/11/2006 1:35 PM	Thu 9/14/2006 11:25 AM	Retrieval of Commuter Record
Harford	Wed 9/13/2006 9:47 AM	Wed 9/13/2006 10:48 AM	Wed 9/13/2006 12:32 PM	Error Message entering commuter address area: Error message for Origination

TDM SERVICES

**ALEXANDRIA
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32		
Matchlists Sent	5		
Transit Applicants and Info Sent	13		
GRH Applicants	18		
Telework Information Requests	0		
Employers Contacted (New)- Phone			
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	34		
Employees Contacted (Follow up)- Visit	8		
Employees Contacted - Number of Potential (Follow up)	6,300		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	1		
Level 4	0		

TDM SERVICES

**ARLINGTON
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34		
Matchlists Sent	0		
Transit Applicants and Info Sent	16		
GRH Applicants	24		
Telework Information Requests	1		
Employers Contacted (New)- Phone	6		
Employers Contacted (New)- Visit	2		
Employers Contacted - Number of Potential (New)	120		
Employers Contacted (Follow up)- Phone	140		
Employers Contacted (Follow up)- Visit	0		
Employers Contacted - Number of Potential (Follow up)	400		
New TDM Programs Established			
Level 1	6		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**ANNE ARUNDEL
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	66		
Matchlists Sent	30		
Transit Applicants and Info Sent	19		
GRH Applicants	48		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**BALTIMORE CITY
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20		
Matchlists Sent	7		
Transit Applicants and Info Sent	17		
GRH Applicants	8		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

BMC

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34		
Matchlists Sent	4		
Transit Applicants and Info Sent	15		
GRH Applicants	14		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**COG - District of Columbia
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56		
Matchlists Sent	80		
Transit Applicants and Info Sent	25		
GRH Applicants	47		
Telework Information Requests	1		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	3		
Employees Contacted - Number of Potential (Follow up)	18,000		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

FAIRFAX

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	229		
Matchlists Sent	96		
Transit Applicants and Info Sent	65		
GRH Applicants	171		
Telework Information Requests	1		
Employers Contacted (New)- Phone	6		
Employers Contacted (New)- Visit	4		
Employees Contacted - Number of Potential (New)	240		
Employees Contacted (Follow up)- Phone	11		
Employees Contacted (Follow up)- Visit	5		
Employees Contacted - Number of Potential (Follow up)	300		
New TDM Programs Established			
Level 1	4		
Level 2	0		
Level 3	0		
Level 4	1		

TDM SERVICES

FREDERICK
 JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	57		
Matchlists Sent	4		
Transit Applicants and Info Sent	30		
GRH Applicants	44		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	1		
Employees Contacted - Number of Potential (New)	500		
Employees Contacted (Follow up)- Phone	34		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	2,100		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

HARFORD

JULY- SEPTEMBER 2006

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

TDM SERVICES

HOWARD

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38		
Matchlists Sent	43		
Transit Applicants and Info Sent	20		
GRH Applicants	31		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

LINK

JULY- SEPTEMBER 2006

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

TDM SERVICES

LOUDOUN

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	84		
Matchlists Sent	55		
Transit Applicants and Info Sent	26		
GRH Applicants	57		
Telework Information Requests	0		
Employers Contacted (New)- Phone	5		
Employers Contacted (New)- Visit	1		
Employees Contacted - Number of Potential (New)	100		
Employees Contacted (Follow up)- Phone	40		
Employees Contacted (Follow up)- Visit	4		
Employees Contacted - Number of Potential (Follow up)	400		
New TDM Programs Established			
Level 1	2		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**MONTGOMERY COUNTY
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	87		
Matchlists Sent	282		
Transit Applicants and Info Sent	82		
GRH Applicants	36		
Telework Information Requests	4		
Employers Contacted (New)- Phone	25		
Employers Contacted (New)- Visit	11		
Employees Contacted - Number of Potential (New)	730		
Employees Contacted (Follow up)- Phone	445		
Employees Contacted (Follow up)- Visit	48		
Employees Contacted - Number of Potential (Follow up)	1,700		
New TDM Programs Established			
Level 1	3		
Level 2	20		
Level 3	6		
Level 4	2		

TDM SERVICES

MTA

JULY- SEPTEMBER 2006

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

TDM SERVICES

NIH

JULY- SEPTEMBER 2006

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

TDM SERVICES

**NORTHERN NECK
JULY- SEPTEMBER 2006**

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

TDM SERVICES

NORTHERN SHENANDOAH
 JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16		
Matchlists Sent	0		
Transit Applicants and Info Sent	11		
GRH Applicants	12		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**PRINCE GEORGE'S
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	76		
Matchlists Sent	10		
Transit Applicants and Info Sent	49		
GRH Applicants	63		
Telework Information Requests	0		
Employers Contacted (New)- Phone	9		
Employers Contacted (New)- Visit	5		
Employees Contacted - Number of Potential (New)	300		
Employees Contacted (Follow up)- Phone	50		
Employees Contacted (Follow up)- Visit	10		
Employees Contacted - Number of Potential (Follow up)	600		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

PRTC

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	244		
Matchlists Sent	18		
Transit Applicants and Info Sent	70		
GRH Applicants	190		
Telework Information Requests	0		
Employers Contacted (New)- Phone	3		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	700		
Employees Contacted (Follow up)- Phone	28		
Employees Contacted (Follow up)- Visit	2		
Employees Contacted - Number of Potential (Follow up)	1,650		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

RADCO

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	303		
Matchlists Sent	179		
Transit Applicants and Info Sent	82		
GRH Applicants	246		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
JULY- SEPTEMBER 2006**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37		
Matchlists Sent	27		
Transit Applicants and Info Sent	12		
GRH Applicants	40		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	0		
Employees Contacted (Follow up)- Visit	0		
Employees Contacted - Number of Potential (Follow up)	0		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

TDM SERVICES

SILVER SPRING
 JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0		
Matchlists Sent	29		
Transit Applicants and Info Sent	0		
GRH Applicants	0		
Telework Information Requests	0		
Employers Contacted (New)- Phone	6		
Employers Contacted (New)- Visit	2		
Employees Contacted - Number of Potential (New)	130		
Employees Contacted (Follow up)- Phone	110		
Employees Contacted (Follow up)- Visit	6		
Employees Contacted - Number of Potential (Follow up)	300		
New TDM Programs Established			
Level 1	0		
Level 2	3		
Level 3	0		
Level 4	0		

TDM SERVICES

NORTHERN BETHESDA TMD
 JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0		
Matchlists Sent	165		
Transit Applicants and Info Sent	0		
GRH Applicants	0		
Telework Information Requests	0		
Employers Contacted (New)- Phone	5		
Employers Contacted (New)- Visit	5		
Employees Contacted - Number of Potential (New)	250		
Employees Contacted (Follow up)- Phone	105		
Employees Contacted (Follow up)- Visit	12		
Employees Contacted - Number of Potential (Follow up)	600		
New TDM Programs Established			
Level 1	1		
Level 2	5		
Level 3	1		
Level 4	0		

TDM SERVICES

TRI-COUNTY

JULY- SEPTEMBER 2006

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	113		
Matchlists Sent	41		
Transit Applicants and Info Sent	36		
GRH Applicants	82		
Telework Information Requests	0		
Employers Contacted (New)- Phone	0		
Employers Contacted (New)- Visit	0		
Employees Contacted - Number of Potential (New)	0		
Employees Contacted (Follow up)- Phone	2		
Employees Contacted (Follow up)- Visit	2		
Employees Contacted - Number of Potential (Follow up)	160		
New TDM Programs Established			
Level 1	0		
Level 2	0		
Level 3	0		
Level 4	0		

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JULY-SEPTEMBER 2006

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2006
Total applicants/info provided:	4,033	0	4,033
Rideshare applicants	3,745	0	3,745
Matchlists sent	3,748	0	3,748
Transit applicants/info sent	195	0	195
GRH applicants	1,634	0	1,634
Bike to work info requests	67	0	67
Telework info requests	7	0	7
Kiosk users	732	0	732
Kiosk applicants	0	0	0
Internet users	13,320	0	13,320
Internet applicants	3,324	0	3,324
New employer clients	49	0	49
Employee applicants	10	0	10

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2006
Continued placements	1,007	0	1,007
Temporary/one-time placements	559	0	559
Daily vehicle trips reduced	464	0	464
Daily VMT reduced	14,937	0	14,937
Daily tons NOx reduced	0.0110	0	0.0110
Daily tons VOC reduced	0.0048	0	0.0048
Daily gallons of gas saved	628	0	628
Daily commuter costs saved	\$2,584	\$0	\$2,584

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.

TABLE 2**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
JULY - SEPTEMBER 2006**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	17	0	100	117
ARLINGTON (COG)	1	0	3	4
ARTMA	5	1	362	368
BALTIMORE CITY	17	0	15	32
BMC	0	0	22	22
COG - MD	509	7	857	1,373
COG - VA	341	2	842	1,185
COG - Other	43	1	46	90
DISTRICT OF COLUMBIA	61	1	120	182
FAIRFAX COUNTY	386	182	1,269	1,837
FREDERICK	3	0	44	47
HARFORD	11	0	25	36
HOWARD	61	0	151	212
LINK	10	2	54	66
LOUDOUN	139	1	527	667
MTA	7	0	3	10
MONTGOMERY COUNTY	343	21	3,860	4,224
Bethesda Transportation Solutions	29	3	230	262
Countywide	148	0	636	784
Friendship Heights/Rockville	48	8	637	693
North Bethesda TMD	92	10	1,740	1,842
Silver Spring	26	0	617	643
NIH	207	17	505	729
NORTHERN NECK	12	22	8	42
NORTHERN SHENANDOAH	0	0	0	0
PRINCE GEORGE'S	1	2	71	74
PRTC	460	1	1,097	1,558
RADCO	574	2	2,975	3,551
RAPPAHANNOCK-RAPIDAN	68	9	233	310
TRI - COUNTY	22	176	173	371
USDOE	0	0	1	1
TOTAL INPUT	3,298	447	13,363	17,108

TOTAL NEW & RE-APPLICANTS**3,745**

TABLE 4A

COMMUTER CONNECTIONS RIDESHARE DATABASE
 SORTED BY HOME AND WORK JURISDICTIONS
 JULY - SEPTEMBER 2006

	HOME	WORK
ALEXANDRIA	1,013	2,653
ANNE ARUNDEL COUNTY	3,757	475
ARLINGTON COUNTY	988	10,931
BALTIMORE CITY	781	643
BALTIMORE COUNTY	952	372
CALVERT COUNTY	1,076	22
CARROLL COUNTY	416	19
CECIL COUNTY	84	15
CHARLES COUNTY	2,286	192
CLARKE COUNTY	51	0
CULPEPER COUNTY	405	11
DISTRICT OF COLUMBIA	2,169	29,756
FAIRFAX COUNTY *	8,327	7,819
FAUQUIER COUNTY	820	15
FREDERICK COUNTY, MD	3,102	282
FREDERICK COUNTY, VA	184	0
FREDERICKSBURG	667	43
HARFORD COUNTY	514	211
HOWARD COUNTY	2,230	379
KING GEORGE COUNTY	352	154
LANCASTER COUNTY	12	3
LOUDOUN COUNTY	3,419	666
MADISON COUNTY	23	3
MONTGOMERY COUNTY	12,568	21,308
ORANGE COUNTY	432	0
PAGE COUNTY	21	0
PRINCE GEORGE'S COUNTY	4,956	1,484
PRINCE WILLIAM COUNTY **	9,727	454
RAPPAHANNOCK COUNTY	36	0
RICHMOND COUNTY	69	3
SHENANDOAH COUNTY	105	0
SPOTSYLVANIA COUNTY	5,272	36
STAFFORD COUNTY	7,444	94
ST. MARY'S COUNTY	493	66
WARREN COUNTY	302	3
WESTMORELAND COUNTY	189	0
WINCHESTER	103	10
OTHERS	3,050	273
TOTAL	78,395	78,395

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manasas and Manasas Park.

FY2007

	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
July to September 2006												
Employers Contacted (new Site Visits (prospects))	0	7	0	6	0	5	25	9	3	0	7	
Employers Contacted (follow-up)	34	255	5	11	34	40	445	998	28	2		
Total Broadcast Contacts Letters, Flyers, Newsletter	0	5829	0	1	0	1	3127	830	0	70		
Total Sales Meetings	8	3	3	9	1	5	59	16	2	2		
Total Employers Contacted	42	6094	8	27	35	51	3656	1853	33	74		0
New Level 1 TDM Programs		8		4		2	3					
New Level 2 TDM Programs							20					
New Level 3 TDM Programs	1	2					6					
New Level 4 TDM Programs				1			2					