

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Commuter Operations Center 6141
Month:	April 2005 FY05
Staff Contact:	C. Arabia
Edited By:	N. Ramfos
Today's Date:	May 25, 2005

Background Activities

The Commuter Operations Center continued providing transportation information services on alternatives to driving alone through the 800 telephone number, general marketing support, and through the distribution of matchlists. *(See Table 1 Monthly Activity and Impact Summary and Commuter Operations Center Performance Data).*

Technical assistance through the Commuter Operations Center help line was provided to member clients. COG staff performed routine server and file maintenance (removing old matchletter and associated matching files, and old upload files) on the CCRS server. Additional assistance to clients is described as follows:

Baltimore City – COG staff provided assistance via the Help Line to city rideshare staff to reactivate the scheduled tasks for the automatic upload and download. These tasks were temporarily deactivated per COG's request during the CCRS server problems described in the Problems Encountered section of this report.

Baltimore Metropolitan Council – Per the request of BMC, COG staff created reports to show the number of Carroll County residents and workers in the CCRS database. The reports were created on the CCRS .dbf report file from BMC's rideshare computer that BMC provided to COG. COG returned this report file to BMC where it was copied to the rideshare computer and successfully tested.

Bethesda Transportation Solutions – COG staff made a site visit to install ArcView 3.1, configure FTP upload and download transfers, edit the local matchletter and perform full CCRS program testing on BTS' new rideshare computer. BTS computer staff had transferred the CCRS files from the old computer prior to COG staff's visit.

Fairfax County – COG staff met with county rideshare and IT staff at the county's rideshare office on April 27th. Procedures for entering applications provided from COG were reviewed. This review included rideshare applications and GRH applications for entry into the CCRS database. Also discussed were improvements to the validation of application information received through the Commuter Connections web site application. A status of the new web-based ridematching/GRH system was provided by COG. Part of this discussion included a review of how street file, park-and-ride, transit and other data are currently updated and how the street file data could be better updated by purchasing this data for the new web-based system. The security of CCRS data, including how data is transferred and backed up, and the ability to enter records and provide matching when the CCRS server is down were also discussed.

Howard County – County rideshare staff reported problems with the CCRS program on April 21st and April 28th. Both problems were the result of a corrupted program file, which was most likely caused by an improper shutdown of the CCRS program. On both occasions, COG staff e-mailed a new program file and had county staff replace the corrupted file. This fixed the problem. This was the fourth time in the last two months that this problem has occurred.

Loudoun County – On April 15th COG staff printed and faxed to Loudoun County rideshare staff a matchletter for a county commuter because the county was experiencing network problems and they could not log on to the county network on the rideshare computer. On April 27th COG staff made a site visit to install ArcView 3.1 and the CCRS program on a newer computer. County staff blocked FTP data transfer and uploads and downloads could not be performed. COG staff is looking into a solution to allow the FTP upload and download to occur without having to change the county's blocked FTP configuration.

Montgomery County – On April 20th county rideshare staff reported a problem with the CCRS program on the Countywide computer. The problem was a result of a corrupted program file, which was most likely caused by an improper shutdown of the CCRS program. COG staff e-mailed a new program file and had county staff replace the corrupted file. On April 28th county rideshare staff reported that the automatic upload and download did not occur for the past two days on the Silver Spring computer. The manual upload and download was successful. On April 29th county staff reported a successful automatic upload and download.

NIH – COG staff assisted NIH rideshare staff via the Help Line with creating a shortcut icon on their computer desktop to use to perform a manual upload. NIH staff had inadvertently deleted this shortcut.

North Bethesda Transportation Center – On April 6th NBTC rideshare staff reported a problem with the CCRS program. The problem was a result of a corrupted program file, which was most likely caused by an improper shutdown of the CCRS program. COG staff e-mailed a new program file and had county staff replace the corrupted file. On April 27th NBTC staff reported a problem with the CCRS program where the program shuts down in the middle of an application. COG staff provided a new CCRS program file, but this did not solve the problem. COG has scheduled a site visit to investigate this problem.

TransIT Services of Frederick County – COG staff provided instructions on how to create a report in CCRS that shows how many commuters in the CCRS database live in Frederick County and work in Baltimore County or Baltimore City.

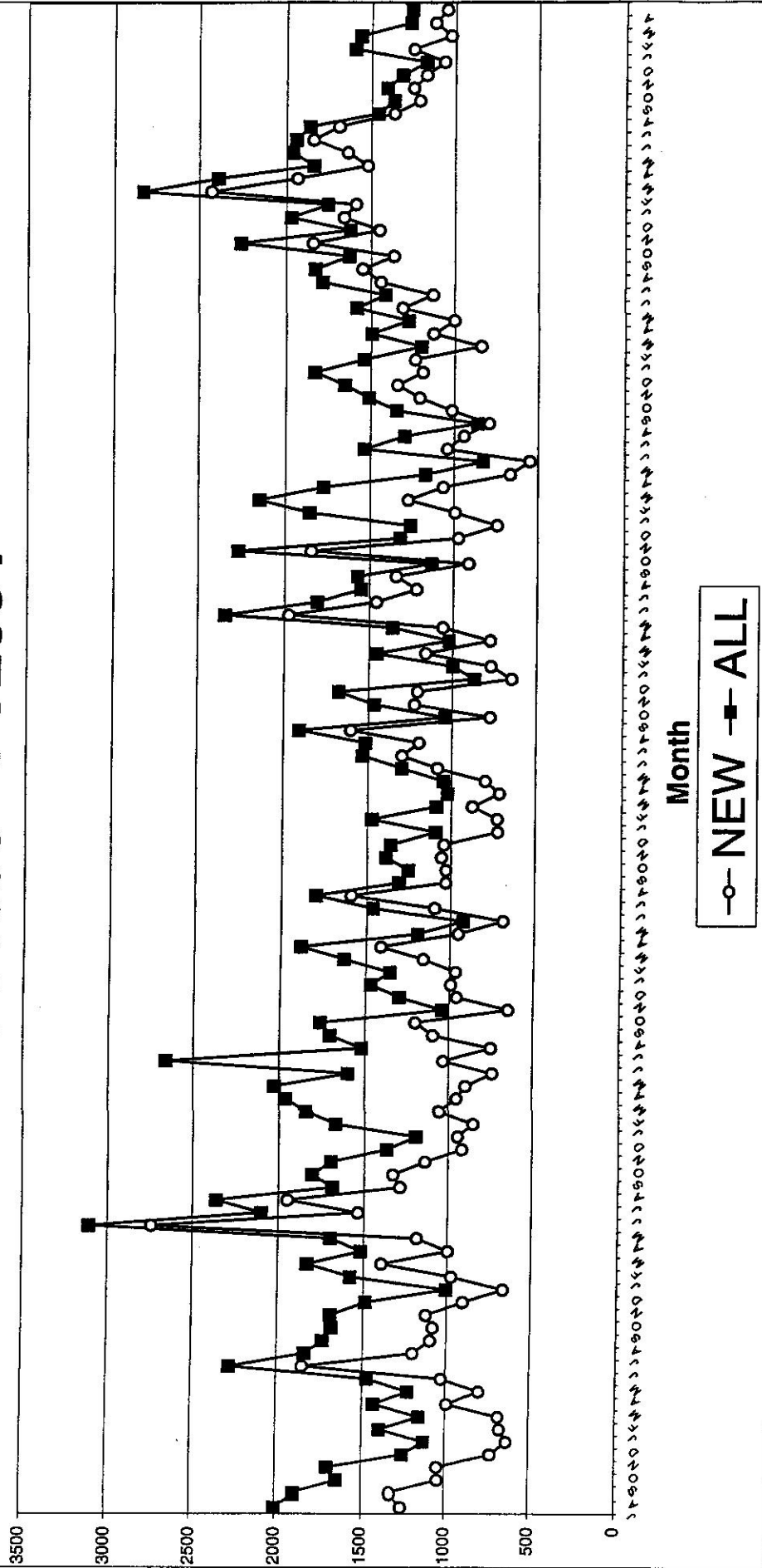
COG staff participated in a transportation fair at Blue Cross/Blue Shield and Earth Day Celebration at GSA's central office, both in Washington, DC. COG staffed a tabletop display and presented information about Commuter Connections services, including ridematching, Guaranteed Ride Home, and the Commuter Connections Web site at these events.

Staff met with Environmental Programs staff at COG on April 1st to exchange information on Commuter Connections and Clean Air Partners. A State TDM Work Group meeting was held on

COMMUTER CONNECTIONS CCRS

Applications Processed

FY1996 - FY2004



COMMUTER OPERATIONS CENTER

PERFORMANCE DATA

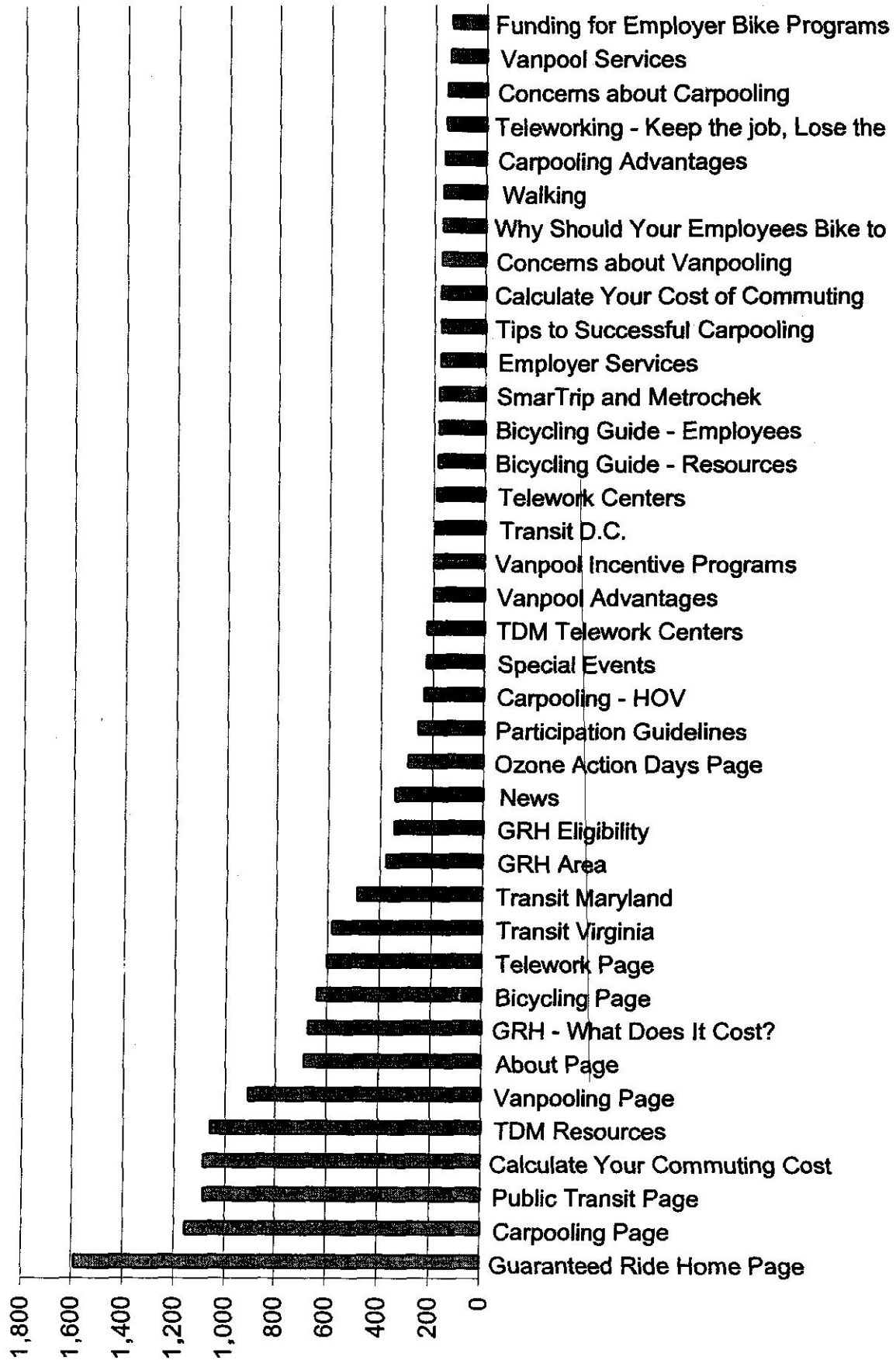
APRIL 2005



**TRANSPORTATION PLANNING BOARD
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS**



Commuter Connections Website Activity -- April 2005



Commuter Connections Website Activity -- April 2005

Concerns about Vanpooling	171	1.07%	
Why Should Your Employees Bike to Work	168	1.05%	
Walking	166	1.04%	
Carpooling Advantages	161	1.01%	
Teleworking - Keep the job, Lose the Commute	154	0.96%	
Concerns about Carpooling	153	0.96%	
Vanpool Services	141	0.88%	
Funding for Employer Bike Programs	134	0.84%	
	Total	15,966	100.00%

Commuter Connections Website Activity -- April 2005

	<u>Accesses</u>
Total Accesses of MWCOG Home Page	8,839
Total Accesses of Commuter Connections Home Page	8,369

<i>Breakdown of BDY Sub-page accesses</i>	<u>Accesses</u>	<u>% of Total</u>
Guaranteed Ride Home Page	1,588	9.95%
Carpooling Page	1,159	7.26%
Public Transit Page	1,086	6.80%
Calculate Your Commuting Cost	1,085	6.80%
TDM Resources	1,062	6.65%
Vanpooling Page	911	5.71%
About Page	686	4.30%
GRH - What Does It Cost?	673	4.22%
Bicycling Page	639	4.00%
Telework Page	601	3.76%
Transit Virginia	583	3.65%
Transit Maryland	486	3.04%
GRH Area	377	2.36%
GRH Eligibility	348	2.18%
News	345	2.16%
Ozone Action Days Page	293	1.84%
Participation Guidelines	257	1.61%
Carpooling - HOV	234	1.47%
Special Events	225	1.41%
TDM Telework Centers	225	1.41%
Vanpool Advantages	200	1.25%
Vanpool Incentive Programs	198	1.24%
Transit D.C.	197	1.23%
Telework Centers	189	1.18%
Bicycling Guide - Resources	183	1.15%
Bicycling Guide - Employees	182	1.14%
SmarTrip and Metrochek	181	1.13%
Employer Services	175	1.10%
Tips to Successful Carpooling	175	1.10%
Calculate Your Cost of Commuting	175	1.10%

Table 1
Metropolitan Washington Council of Governments
Commuter Connections Program
Monthly Activity and Impact Summary
Month of APRIL 2005

Commuter Connections Activity	This Month	Last Month	Since July 2004
Total applicants/info provided:	1,565	1,340	15,489
Rideshare applicants	1,258	1,265	14,252
Matchlists sent	1,466	1,296	15,005
Transit applicants/info sent	67	52	528
GRH applicants	540	575	8,591
Bike to work info requests	21	21	223
Telework info requests	2	1	8
Kiosk users	3,485	2,974	35,567
Kiosk applicants	9	16	168
Internet users	8,221	7,640	67,827
Internet applicants	1,036	1,119	13,193
New employer clients	23	440	976
Employee applicants	0	0	95

Program Impact Performance Measure	This Month	Last Month	Since July 2004
Continued placements	438	375	4,337
Temporary/one-time placements	277	237	2,742
Daily vehicle trips reduced	261	223	2,582
Daily VMT reduced	8,914	7,632	88,224
Daily tons NOx reduced	0.0126	0.0108	0.1250
Daily tons VOC reduced	0.0059	0.0051	0.0588
Daily gallons of gas saved	413	353	4,084
Daily commuter costs saved	\$1,716	\$1,469	\$16,983

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.

April 5th and on April 18th to discuss the FY 2006 Commuter Connections work program. Staff participating in an Association for Commuter Transportation (ACT) Net-Conference on Transit Benefits on April 7th. Staff attended DATA's Annual Meeting on April 21st. Staff presented information on Commuter Connection program impacts at an American Lung Association Press Conference on April 28th.

An RFQ is being prepared to update the current User Requirements\Functional Specification document for the web migration project. Staff has identified a list of consultants that would be considered for the RFQ selection. The selected consultant would identify further system and user requirements as part of an effort to integrate multiple services provided by Commuter Connections onto one internet and intranet based software system.

Products

- March monthly performance report.
- Bi-weekly commuter listing reports were mailed to all clients during the weeks of April 4th, and 18th.
- Invoices for 2nd quarter client postage and phone charges.

Problems Encountered

The hard drive in the CCRS server at COG failed on April 11th. Service was requested and an IBM technician replaced the hard drive on April 14th. COG notified all CCRS client through e-mail and telephone calls that during this time clients should not upload or download, however, they can still process applications and generate match letters locally. COG also notified all CCRS clients when it was okay to resume uploads and downloads. Data uploaded before the hard drive failure was restored and no data was lost.

Future Activities

- Install the Commuter Connections Ridematching Software System software and updates at member client sites, as needed.
- Fix software bugs on the Commuter Connections software system, as needed.
- Prepare and mail second quarter client invoices.
- The next Commuter Connections Subcommittee meeting is scheduled for May 17, 2005.
- The next meeting of the Commuter Operations Center Subcommittee is scheduled for June 21, 2005.
- Finalize the 2004 State of the Commute Survey general report.
- Printing and distribution of Commuter Connections winter newsletter and online posting.
- Develop new ridematching/GRH Web-based system.
- Complete and distribute the FY05 Placement Rate Survey report.
- FY 2006 Commuter Connections Work Program
- Issue URFSD Request for Qualifications

TABLE 2B**APPLICATIONS RECEIVED THROUGH THE COMMUTER
CONNECTIONS WEBSITE SORTED BY HOME JURISDICTION
APRIL 2005**

	HOME
ALEXANDRIA	4
ANNE ARUNDEL COUNTY	19
ARLINGTON COUNTY	5
BALTIMORE CITY	6
BALTIMORE COUNTY	4
CALVERT COUNTY	6
CARROLL COUNTY	2
CECIL COUNTY	0
CHARLES COUNTY	19
CLARKE COUNTY	2
CULPEPER COUNTY	2
DISTRICT OF COLUMBIA	14
FAIRFAX COUNTY *	101
FAUQUIER COUNTY	6
FREDERICK COUNTY, MD	32
FREDERICK COUNTY, VA	0
FREDERICKSBURG	9
HARFORD COUNTY	2
HOWARD COUNTY	13
KING GEORGE COUNTY	3
LANCASTER COUNTY	0
LOUDOUN COUNTY	85
MADISON COUNTY	0
MONTGOMERY COUNTY	49
ORANGE COUNTY	1
PAGE COUNTY	0
PRINCE GEORGE'S COUNTY	43
PRINCE WILLIAM COUNTY **	112
RAPPAHANNOCK COUNTY	0
RICHMOND COUNTY	1
SHENANDOAH COUNTY	0
SPOTSYLVANIA COUNTY	39
STAFFORD COUNTY	54
ST. MARY'S COUNTY	4
WARREN COUNTY	5
WESTMORELAND COUNTY	1
WINCHESTER	0
OTHERS	24
TOTAL	667

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manassas and Manassas Park.

MONTHLY PROGRESS REPORT

PROJECT ELEMENT: Metropolitan Washington Telework Resource Center 6142
Month: April 2005 FY05
Staff Contact: Danette Campbell
Edited By: Nicholas Ramfos
Today's Date: May 25, 2005

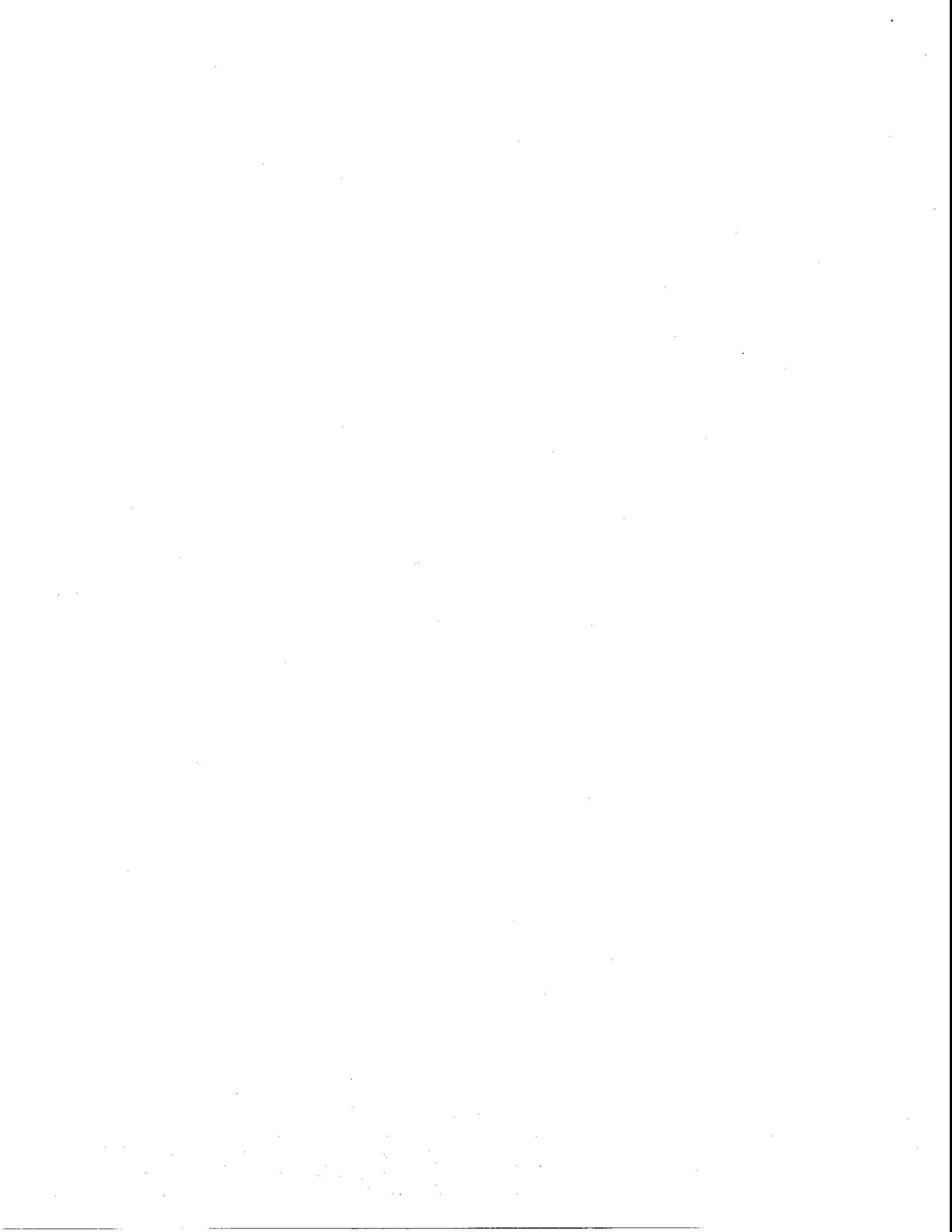
Background Activities

Major activities in April included:

- Conducting Telework training at COG: "Managing Teleworkers and Remote Teams", "Training Your Teleworkers for Anywhere, Anytime Performance," and "Choosing and Using the Right Telework Technology"
- Internal meeting to discuss status of Telework Resource Center programs
- Coordinating and implementing the Telecommuting Ad-Hoc meeting
- Meeting with COG Assistant Director to discuss the Sloan Foundation's *Workplace, Workforce and Working Families* program
- Participating in a conference call with the Telecommuting Advantage Group to discuss program progress
- Presenting at Charlottesville RideShare Telework Breakfast
- Presenting to OPM and Federal Telework Coordinators at Quarterly Meeting
- Presenting to top-level Salvation Army staff in DC
- Attending Tyson's Corner Employer Telework Breakfast hosted by Fairfax County Employer Outreach
- Presenting at the Virginia Association for Government Purchasing Annual Conference
- Conducting the Telework Resource Center Survey for the TDM Evaluation project

Telework Resource Center:

- April 5 Employer Workshop "Training Your Teleworkers for Anywhere Anytime Performance"
- April 6 Telecommuting Ad Hoc Meeting at COG
- April 7 Employer Workshop, "Managing Teleworkers and Remote Teams and "Choosing and Using the Right Telework Technology"
- April 13 Presentation at Charlottesville RideShare Telework Breakfast
- April 20 Presentation at OPM Quarterly Telework Meeting
- April 26 Employer Telework Breakfast at Tysons Corner
- April 28 Employer Workshop, "Training Your Teleworkers for Anywhere Anytime Performance"



**TABLE 6B
APPLICATIONS RECEIVED AT CLIENT PROGRAMS
APRIL 2005**

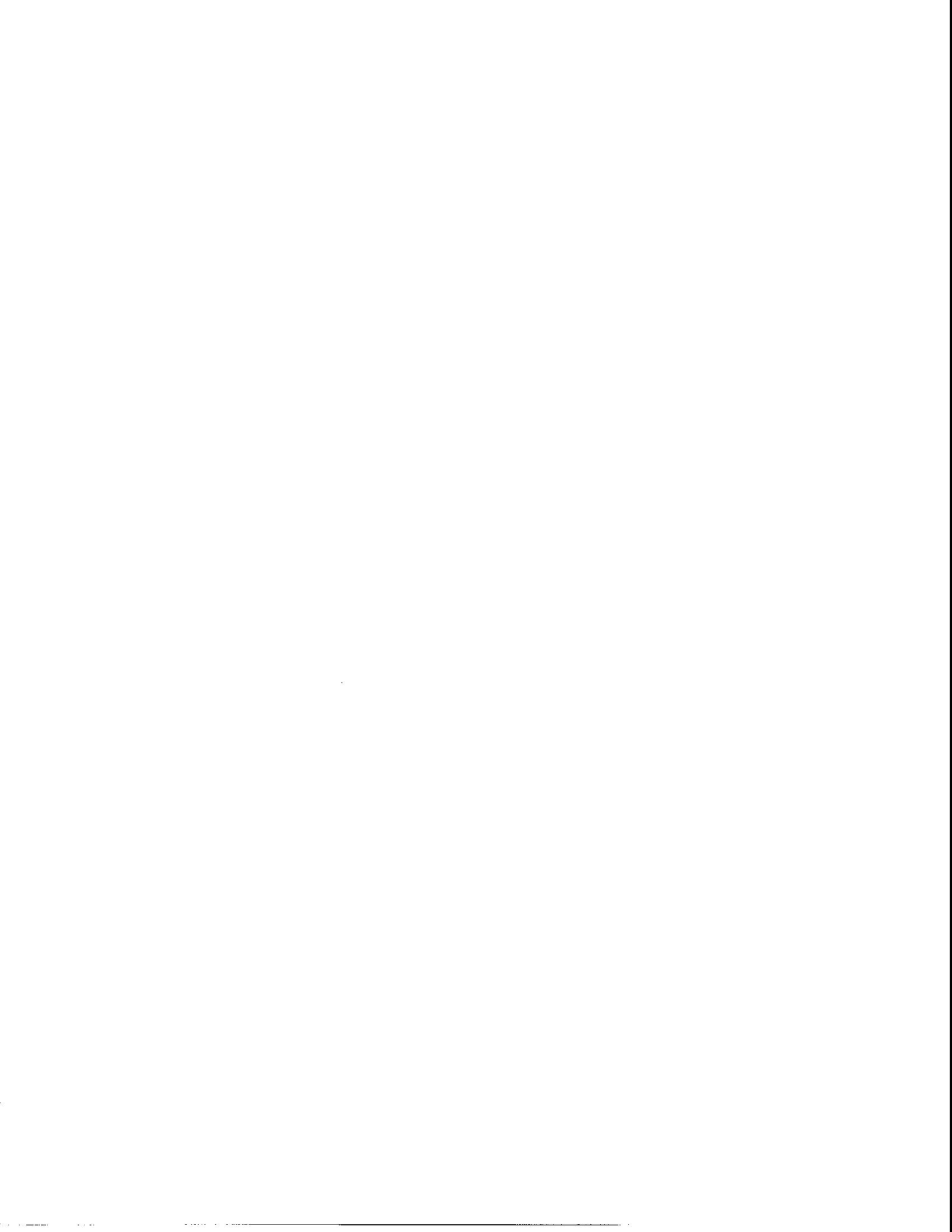
	COG	ALX	ARTMA	BALT	BETH	BMC	DOD	DOE	FFX	FRED	HAR	HOW	LINK	LDN	MC	MTA	NIH	NNECK	NSHEN	PGC	PRTC	RADCO	RAP	SS	TAP	TRI	TOTAL
How they heard...																											
Brochure/Promo Matrix	66	1									2											1					70
Bus/Train Schedule	24																				4						28
Bus/Train Sign	16																										16
Direct Mail	17																										17
Employer	33	1																				1					35
Employer Survey	1																										1
Fair/On Site Event	4														44									25			73
Government Office	15										2																17
GRH Program	0								121	58											79	122					380
Highway Sign	6																				1						7
Information (411)	1																										1
Internet	69	6													1						25	55		1			157
Library	1																										1
Mobile Billboard	0																										0
Newsletter	2	1																									3
Newspaper	7																										7
Newspaper (Local)	1																					3					4
Other Ridesharing Org	9								1	4											55						69
Park-and-Ride Sign	0																										0
Post Card (COG)	3																										3
Presentation	2																										2
Radio	103																					1					104
Real Estate/WelcomeW	0																										0
Refferal from Transit Org	0								2		1																3
Theatre Slide	0																										0
TV	0																										0
Van Sign	6																										6
Was/Is Applicant	13								2						1							301		8			325
White Pages	0																						38				38
Word of Mouth	84								2													10		9			105
Yellow Pgs-Verizon	2																										2
Yellow Pgs-Yellow Bk	0																										0
Yellow Pages-Local	0										2											1					3
Voice Mail Messages	0										4																4
Other	30								5						5							4					44
Total	515	9	0	0	0	0	0	0	133	62	11	0	0	0	51	0	0	0	0	0	475	226	0	43	0	0	1525

**TABLE 6
CALLS RECEIVED AT CLIENT PROGRAMS
APRIL 2005**

	T O C O A O G L G Y	O C N O L G Y	A L X	A R L	A R T M A	B A L T	B E T H	B M C	D O D	D O E	F O X	F R E D	H A R I	H O W	L I N K	L F X	L D N	M C	M T A	N I H	N E C K	P G C	P R T C	R D C O	R A P	S S	T A P	T R I	T R A N S	T O T A L	
Calls Transfrd by COG	N/A	N/A	1	2	1		**				8	4	1	1		3	5	6	1	2	16	10	16	2		**	**	1	18	98	
How they heard...																															
Brochure/Promo Matrls	9	7											1				8												1	16	
Bus/Train Schedule	4	4											4				13					203			21					245	
Bus/Train Sign	4	3																												3	
Direct Mail	4	4																												4	
Employer	1	0																												0	
Employer Survey	1	1																												1	
Fair/On Site Event	0	0																												0	
Government Office	0	0											2				3													5	
GRH Program	0	0																							2				2		
Highway Sign	22	10															3											2	13		
Information (411)	0	0															2													2	
Internet	42	25	4														2									1		2	32		
Library	0	0																												0	
Mobile Billboard	0	0																												0	
Newsletter	1	1																												1	
Newspaper	1	1																											1	1	
Newspaper (Local)	1	0																												0	
Other Ridesharing Org	1	1									1																			2	
Park-and-Ride Sign	4	2																												2	
Post Card (COG)	0	0																												0	
Presentation	0	0																												0	
Radio	26	12																												12	
Real Estate/WelcomeW	0	0																												0	
Referral from Transit Org	6	5																				50							1	55	
Theatre Slide	0	0																												0	
TV	3	2																												2	
Van Sign	2	2																					1							3	
Was/Is Applicant	220	203									37	1					1					194			3			3	439		
White Pages	3	3																												4	
Word of Mouth	73	55															27								8			4	90		
Yellow Pgs-Verizon	8	3																				1						1	4		
Yellow Pgs-Yellow Book	0	0																												0	
Yellow Pages-Local	4	2	2										10									3						1	17		
Voice Mail Messages	47	42									61	8														23		2	134		
Other	7	2									34	3					5						258						302		
Total	494	390	6	0	0	0	0	0	0	0	133	8	22	0	0	0	0	64	0	0	0	0	452	258	0	58	0	0	18	1391	

NOTE: Table 6 client data is provided by clients and includes calls received at COG and transferred to clients.

** Calls from commuters living in Bethesda and Silver Spring are recorded under Montgomery County (MC).



**TABLE 5
TERM/COMMUTE INFORMATION
APRIL 2005**

	TELEWORK	GRH	EMPLOYER OUTREACH	TRANSIT	BIKE	CARPOOL VANPOOL	OTHER	
APPLICATIONS								
Mail	N/A	91	N/A	N/A	N/A	33	N/A	
Internet	N/A	449	N/A	N/A	N/A	587	N/A	
Kiosks	N/A	0	N/A	N/A	N/A	7	N/A	
Purge Letters	N/A	0	N/A	N/A	N/A	3	N/A	
Fax/Phone	N/A	0	N/A	N/A	N/A	0	N/A	
From Client	N/A	0	N/A	N/A	N/A	0	N/A	
Employer Survey	N/A	0	N/A	N/A	N/A	0	N/A	
TOTAL	N/A	540	N/A	N/A	*21	630	N/A	
PHONE CALLS								TOTAL
Brochure/Promo Materials		2		4	1	2		9
Bus/Train Schedule		2		2				4
Bus/Train Sign		2		2				4
Direct Mail		2				2		4
Employer						1		1
Employer Survey			1					1
Fair/On Site Event								0
Government Office								0
Highway Sign				14		4	4	22
Information (411)								0
Internet	1	3		7		27	4	42
Library								0
Mobile Billboard								0
Newsletter						1		1
Newspaper				1				1
Newspaper (Local)				1				1
Other Ridesharing Org						1		1
Park-and-Ride Lot Sign				2		1	1	4
Post Card (COG)								0
Presentation								0
Radio	1	3		5		16	1	26
Real Estate/WelcomeWagon								0
Referral from Transit Org		4		2				6
Theatre Slide								0
TV						3		3
Van Sign		1				1		2
Was/Is Applicant		191		2	1	23	3	220
White Pages		3						3
Word of Mouth		31		12		27	3	73
Yellow Pages - Verizon				4		3	1	8
Yellow Pages - Yellow Book								0
Yellow Pages - Local				3		1		4
Voice Mail Messages		14	1	5		19	8	47
Other/Unknown				1		5	1	7
TOTAL CALLS	2	258	2	67	2	137	26	494

*Requests for Bicycling information from applications received from all sources

TABLE 4A

**COMMUTER CONNECTIONS RIDESHARE DATABASE
SORTED BY HOME AND WORK JURISDICTIONS
APRIL 2005**

	HOME	WORK
ALEXANDRIA	329	842
ANNE ARUNDEL COUNTY	925	148
ARLINGTON COUNTY	293	3,908
BALTIMORE CITY	229	173
BALTIMORE COUNTY	353	125
CALVERT COUNTY	107	4
CARROLL COUNTY	16	0
CECIL COUNTY	30	3
CHARLES COUNTY	792	62
CLARKE COUNTY	22	1
CULPEPER COUNTY	107	1
DISTRICT OF COLUMBIA	743	10,214
FAIRFAX COUNTY *	2,926	2,550
FAUQUIER COUNTY	292	7
FREDERICK COUNTY, MD	1,075	69
FREDERICK COUNTY, VA	0	0
FREDERICKSBURG	264	8
HARFORD COUNTY	170	109
HOWARD COUNTY	797	97
KING GEORGE COUNTY	92	30
LANCASTER COUNTY	0	0
LOUDOUN COUNTY	1,152	260
MADISON COUNTY	7	0
MONTGOMERY COUNTY	4,229	7,293
ORANGE COUNTY	105	1
PAGE COUNTY	8	499
PRINCE GEORGE'S COUNTY	2,434	499
PRINCE WILLIAM COUNTY **	3,555	142
RAPPAHANNOCK COUNTY	12	0
RICHMOND COUNTY	38	1
SHENANDOAH COUNTY	26	0
SPOTSYLVANIA COUNTY	1,622	9
STAFFORD COUNTY	2,355	11
ST. MARY'S COUNTY	152	42
WARREN COUNTY	105	0
WESTMORELAND COUNTY	35	1
WINCHESTER	61	0
OTHERS	3,213	1,562
TOTAL	28,671	28,671

* Fairfax County includes City of Fairfax and Falls Church.

** Prince William County includes Manasas and Manasas Park.

TABLE 2A

**COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY
APRIL 2005**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	6	1	34	41
ARLINGTON (COG)	0	0	1	1
ARTMA	5	0	1	6
BALTIMORE CITY	3	0	6	9
BMC	5	0	21	26
COG - MD	124	1	244	369
COG - VA	91	3	252	346
COG - Other	8	0	11	19
DISTRICT OF COLUMBIA	10	0	23	33
DOD	0	0	0	0
FAIRFAX COUNTY	110	69	376	555
FREDERICK	4	0	79	83
HARFORD	7	0	29	36
HOWARD	8	1	25	34
LINK	2	1	11	14
LOUDOUN	90	1	180	271
MTA	0	0	0	0
MONTGOMERY COUNTY	136	49	665	850
Bethesda Transportation Solutions	0	4	20	24
Countywide	31	1	223	255
Friendship Heights/Rockville	46	5	0	51
North Bethesda TMD	24	31	372	427
Silver Spring	35	8	50	93
NIH	0	0	56	56
NORTHERN NECK	0	0	0	0
NORTHERN SHENAN-LORD FFX	0	0	0	0
PRINCE GEORGE'S	10	3	214	227
PRTC	219	7	303	529
RADCO	173	1	777	951
RAPPAHANNOCK-RAPIDAN	14	1	33	48
TRI - COUNTY	27	68	344	439
USDOE	0	0	0	0
TOTAL INPUT	1,052	206	3,685	4,943

TOTAL NEW & RE-APPLICANTS

1,258

COMMUTER CONNECTIONS CCERS DATABASE FY1996 - FY2004

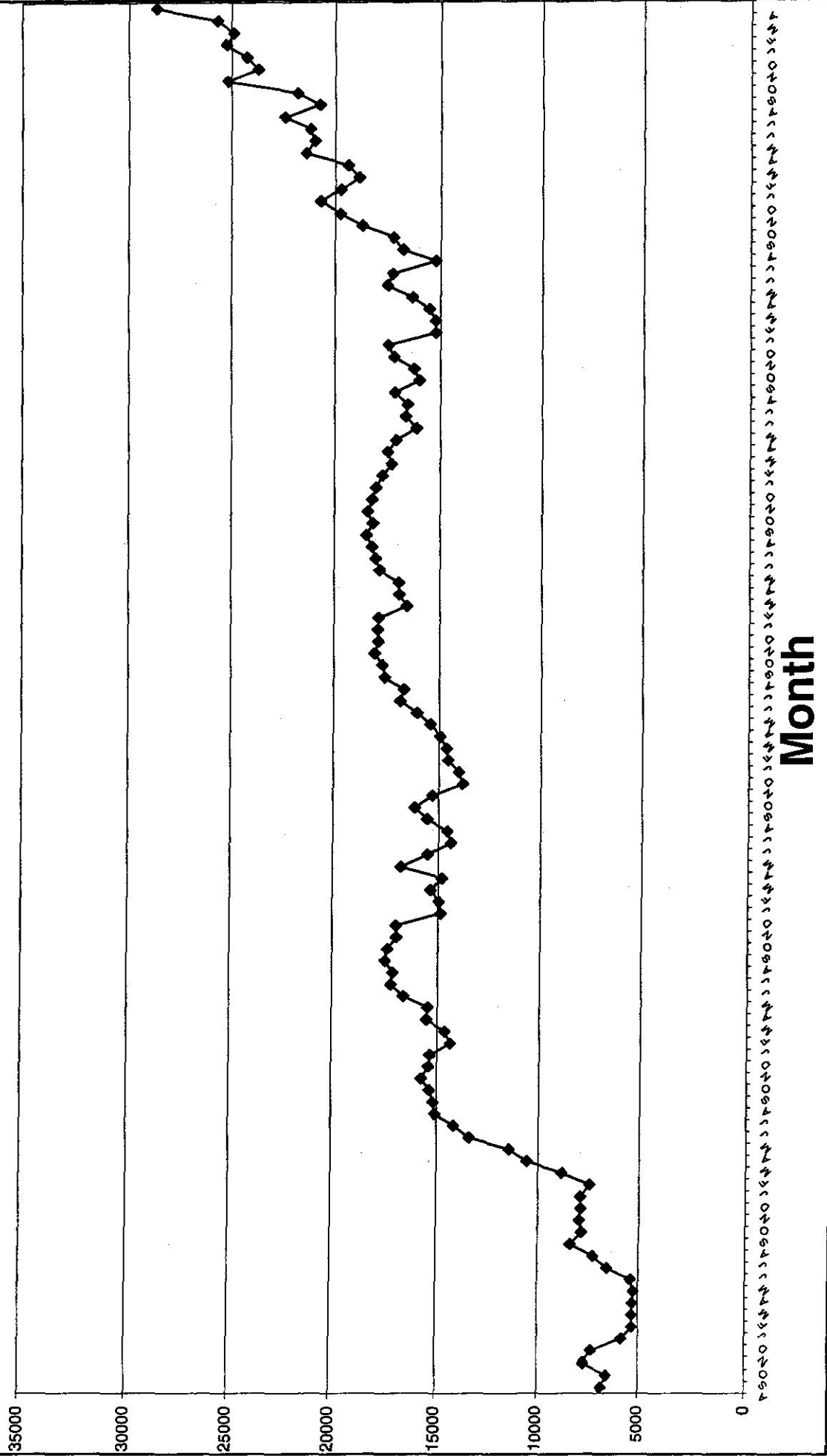


TABLE 3**COMMUTER CONNECTIONS
APPLICANT DATABASE SORTED BY RESPONSIBLE AGENCY
APRIL 2005**

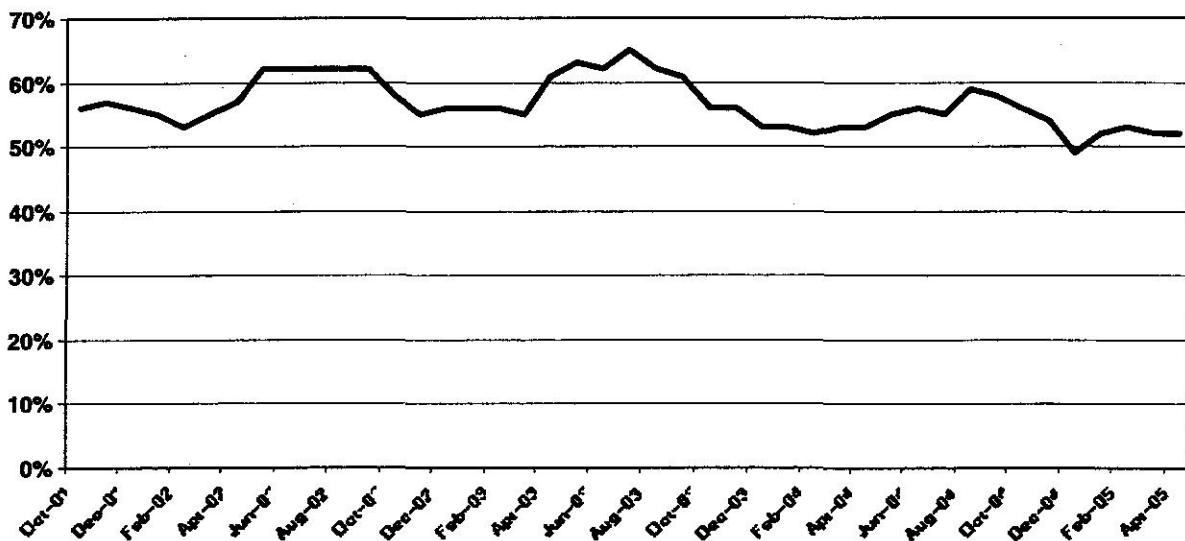
ALEXANDRIA	212
ARLINGTON (COG)	11
ARTMA	691
BALTIMORE CITY	60
BMC	255
COG	6,793
DISTRICT OF COLUMBIA	23
DOD	0
DOE	1,938
FAIRFAX COUNTY	2,388
FREDERICK	265
HARFORD COUNTY	151
HOWARD COUNTY	209
LINK/RESTON	67
LOUDOUN COUNTY	976
MONTGOMERY COUNTY	6,700
Bethesda Transportation Solutions	1,462
Countywide	1,320
Friendship Heights/Rockville	794
North Bethesda Transportation Ctr	2,385
Silver Spring	739
MTA	12
NIH	83
NORTHERN NECK	57
NORTHERN SHENANDOAH VALLEY	7
PRINCE GEORGE'S COUNTY	755
PRTC	1,938
RADCO	3,872
RAPPAHANNOCK-RAPIDAN	248
TRI - COUNTY	960
OTHER	
<hr/>	
TOTAL	28,671

- April 29 Presentation at Virginia Association of Government Purchasing Annual Conference

Products

- Responded to 57 calls regarding the Telework Resource Center
- Disbursed 40 Telework Resource Center kits
- Telework center utilization currently at 52% (used by 557 individuals)
- Telework Center users: 380 (87%) are federal workers, 59 (13%) are non-federal workers

**Center
Utilization Percentage**



- Telework Center marketing of GSA “30 Day Free Trial” at regional telework centers
- March 2005 Telework Resource Center Monthly Report
- March 2005 Telework Virginia Monthly Report

Problems Encountered

- Low response to Commuter Connections Telework Resource Center Survey

Future Activities

- “Training Your Teleworkers for Anywhere, Anytime Performance” at COG
- “Managing Teleworkers and Remote Teams and Choosing the Right Telework Technology” at COG
- Presenting at the Maryland Public Employer Labor Relations Association Conference in Annapolis Maryland

MONTHLY PROGRESS REPORT

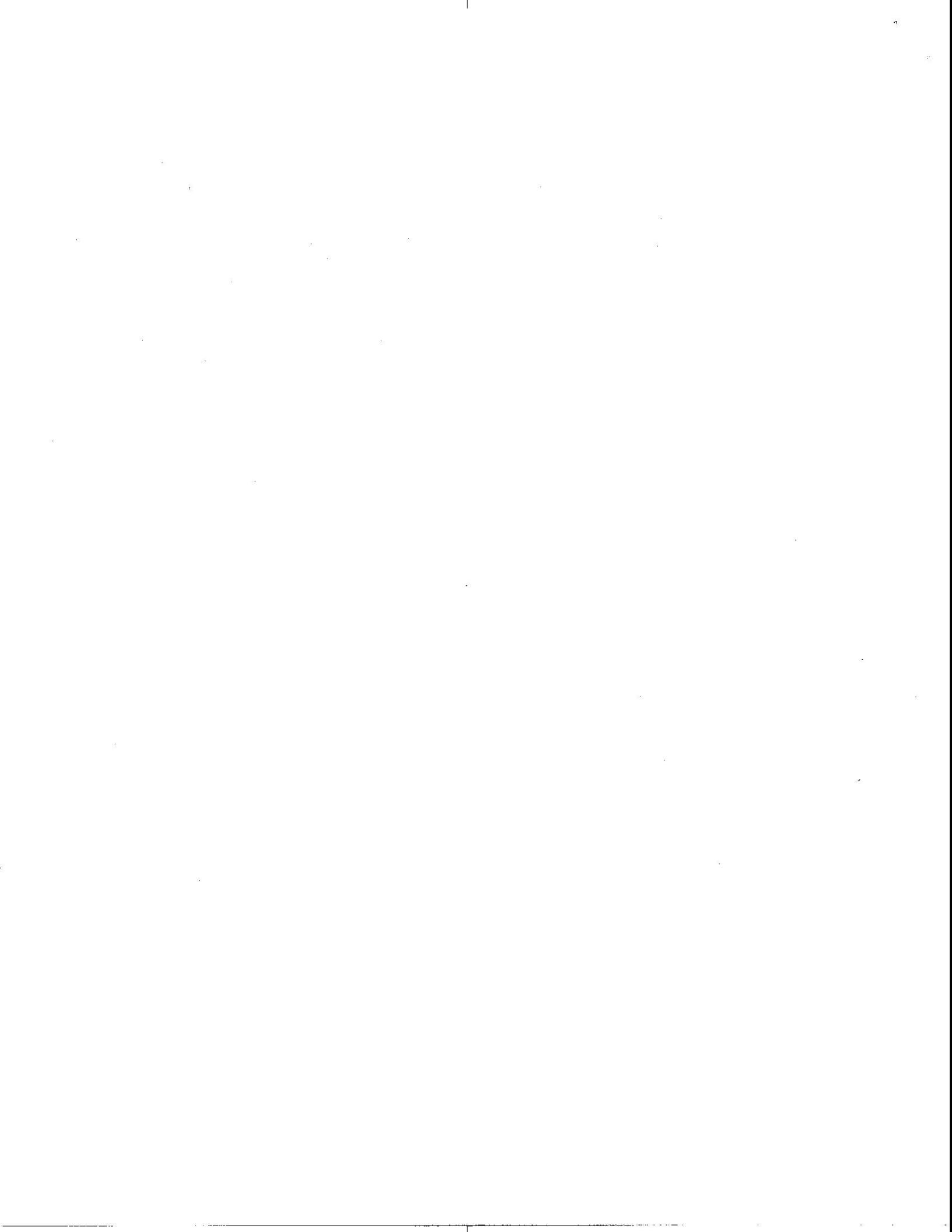
PROJECT ELEMENT	Regional Mass Marketing Campaign	6147
Month:	April 2005	FY05
Staff Contact:	D. Franklin	
Edited By:	N. Ramfos	
Today's Date:	May 25, 2005	

Background Activities

- Mass Marketing advertising:
 - No Mass Marketing radio spots ran during the month of April, as heavy focus was placed on radio to promote GRH, the contest with Gevalia and Bike to Work Day.
 - Hispanic radio ran for two weeks on El Zol in April.
 - Internet Key Word sponsorships appeared on Google and Overture network to drive traffic to Commuter Connections web site, running the entire month of April.
 - Bus tail light posters continued to appear on 135 bus lines throughout the region for the final leg of a three month run. The advertising message is HOV related. Buses selected travel along or near HOV corridors.
 - A Regional TDM Marketing Group meeting was held on April 5th. Highlights from the meeting included: an update from Prince George's County on their TDM marketing efforts, an update on the regional Pedestrian Safety marketing campaign, a campaign status report on Commuter Connections marketing efforts, an update on Clean Air Partners marketing activities, and a sharing of calendar activities from meeting participants.
 - A conference call to discuss the status of marketing activities was held with NDW Communications on April 13th.

Products

- Internet key word sponsorships and banner ads
- Transit bus signage
- Hispanic radio spots



MONTHLY PROGRESS REPORT

PROJECT ELEMENT: Employer Outreach for Bicycling 6146
Month: April 2005 FY05
Staff Contacts: Michael J. Farrell/Mark Hersey
Edited By: N. Ramfos
Today's Date: May 25, 2005

Background Activities

Coordinated and assisted in operational issues for pit stops in La Plata, Sterling, Alexandria, and North Bethesda. Mailed out over 400 employer packets with posters and rack cards promoting Bike to Work Day 2005.

Distributed 500 copies of the Bike to Work Guide.

On April 20th, the TPB issued a proclamation designating May 20th, 2005 as Bike to Work Day for the Washington DC Metropolitan region.

Products

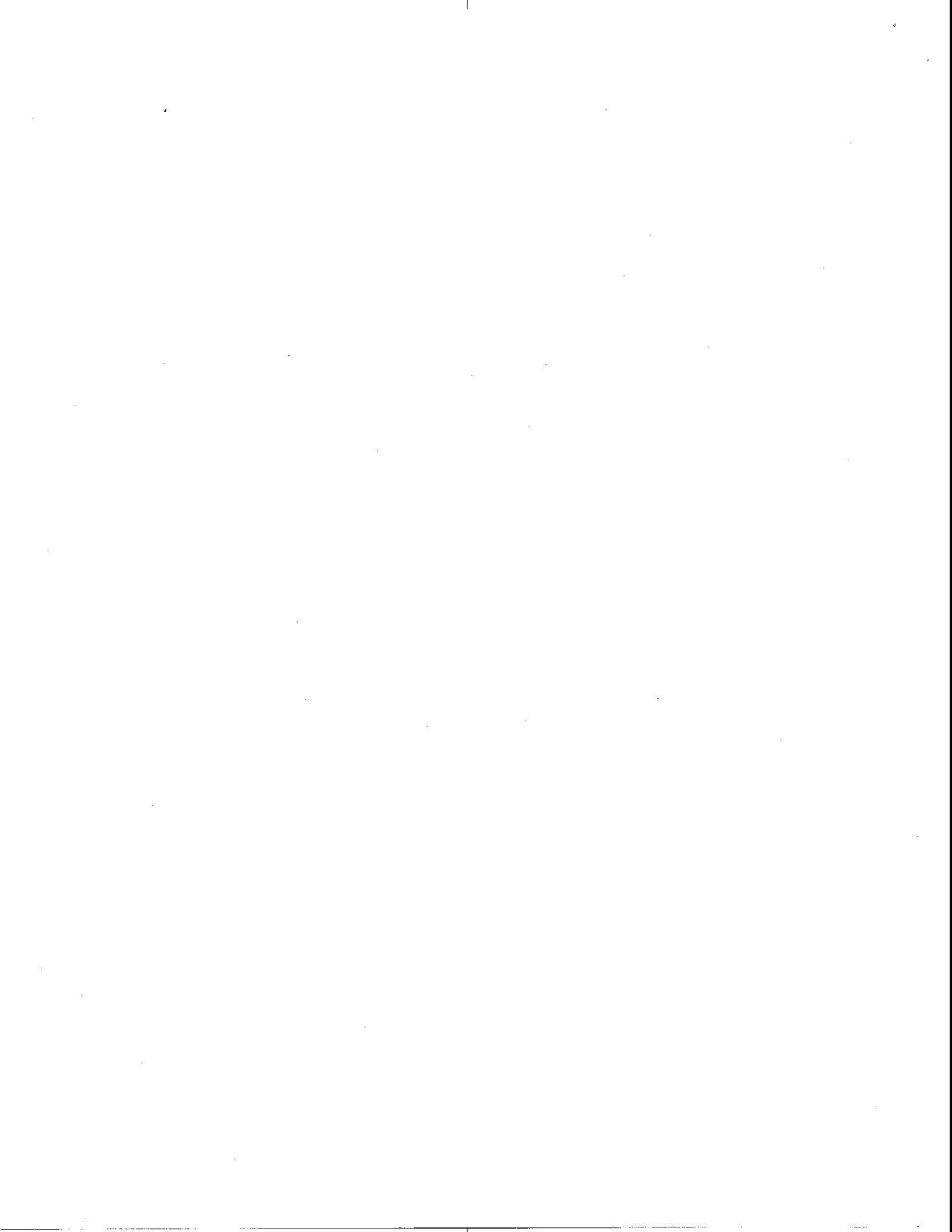
Bike to Work Day posters and rack cards

Problems Encountered

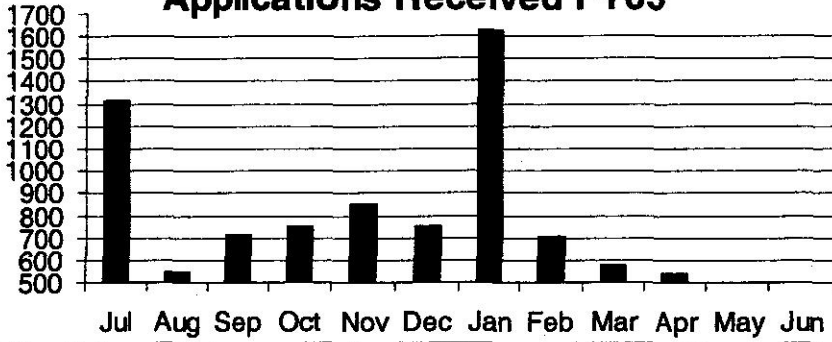
None

Future Activities

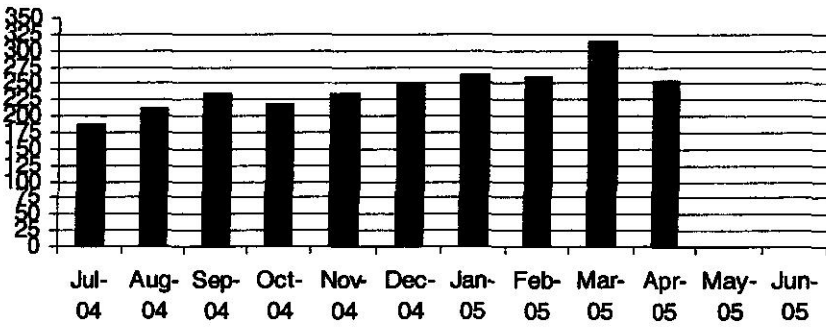
- Distribute bike to work guides to WABA, DDOT, and other users upon request.
- Prepare for Bike to Work Day 2005 Steering Committee Meeting (TBD in May 2005)
- Update current bike to work guide.



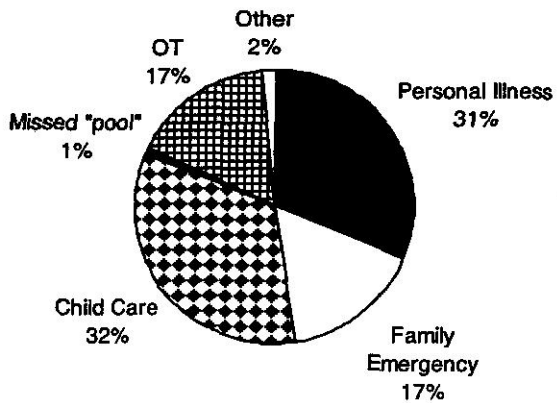
COMMUTER CONNECTIONS GRH Applications Received FY05



COMMUTER CONNECTIONS Trips Provided FY05



COMMUTER CONNECTIONS GRH Trip Reasons for April 2005

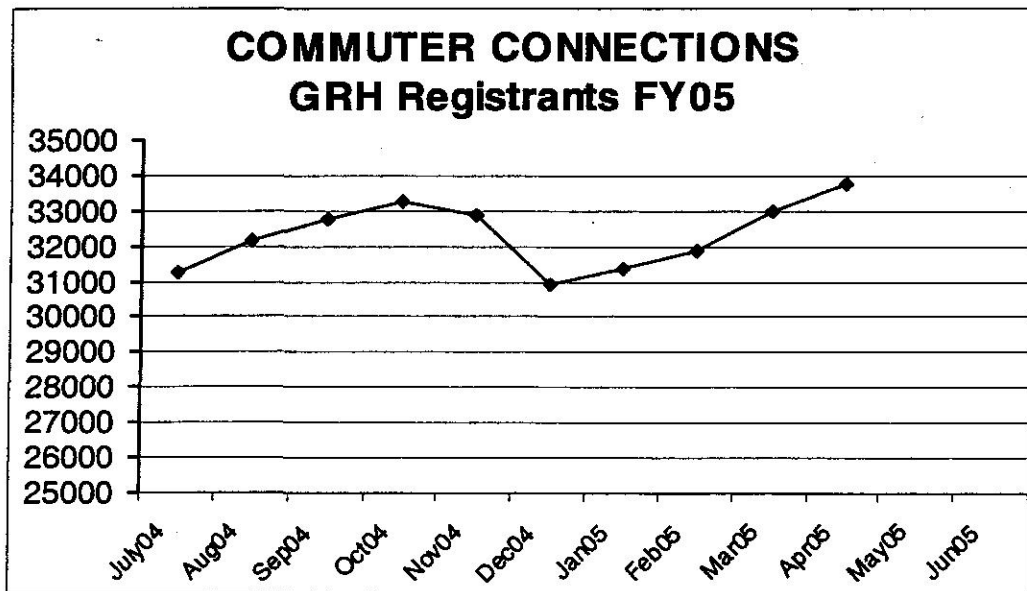


Problems Encountered

None.

Future Activities

- COG staff will continue to work with their software contractor to update GRH software as needed.
- Continue surveying of GRH users to obtain satisfaction feedback.
- Continue to re-register GRH commuters that reached their one-year expiration date.
- Produce progress reports.
- Continue overall operations of GRH program.
- Distribute GRH information at alternative transportation events and via COG staff and Employer Services representatives.
- Perform overall database maintenance.
- Integrate GRH database management software system with regional CCRS software system.
- Evaluate GRH regional marketing campaign. Continue response data collection and final numbers reporting from GRH mailout of postcard and self-mailers. This includes tracking of test urls, phone calls and returned applications.
- Bike to Work Day is on May 20th.



MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Guaranteed Ride Home 6145
Month:	April 2005 FY05
Staff Contact:	C. Arabia
Edited By:	N. Ramfos
Today's Date:	May 25, 2005

Background Activities

During April, COG received 540 applications for the GRH program. A total of 802 new applicants were registered (797 new applicants and 5 previous "one-time exception" users) and 476 commuters were re-registered. The GRH program provided 254 GRH trips. Thirty-seven (37) of these trips were "One-Time Exceptions" accounting for fifteen percent (15%) of the total number of GRH trips provided. Personal illness accounted for the largest portion of GRH trip reasons followed by child care/illness. A total of 33,771 commuters are currently registered for GRH.

GRH 60 second radio advertisements ran during the first and third weeks of April and a direct mail promotional brochure with a perforated rideshare/GRH application was mailed to approximately 400,000 individuals. This brochure also promoted the Win a Vacation for 2 to Hawaii contest that is being conducted in partnership with the Gevalia Kaffe company. A kick-off press event was held on April 20th at park and ride lots in Frederick, Loudoun, and Prince George's counties. A special event carpool between James Carville and Pat Buchanan was staged in Loudoun County and attracted a great deal of media attention.

COG staff met with the GRH operations contractor, responsible for authorizing and arranging GRH trips, on April 29th. Topics discussed in the meeting included: The status of re-registrations and re-registration listings, customer service issues, and trip recording problems.

Products

- Provided 254 GRH trips.
- Received 540 applications.
- Registered 802 new applicants, including 5 "one-time exceptions."
- Re-registered 476 commuters.
- Received 258 calls for GRH information.
- Contacted "expiring" registrants by telephone.
- Database management and maintenance.
- GRH server maintenance.
- Processed invoices from transportation providers and reservations/dispatching contractor, and processed Transit Reimbursement Vouchers.
- March monthly performance report.
- Spring marketing campaign kick-off and Gevalia Kaffe contest

EXPLANATION OF JURISDICTIONAL ACTIVITIES DATA

Did not supply monthly report. **New Metrochek for 100+ employers, may include accounts sold by regional employer outreach sales force. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.

- A. Employers Contacted (new): Number of contacts with new 100+ employers. This number refers to first time contact with employers; these employers have never been approached (includes phone calls, letters, email, faxes and voicemails)
- B. Employers Contacted (follow- up): Number of contacts with existing 100+ companies. These are contacts with employers after the first attempt (includes forms of contact listed above).
- C. Total Broadcast Contacts: Mass outreach (includes direct mail, faxes, emails) **NEW
- D. Total Sales Meetings: Number of in person contacts with new and existing employers for the purpose of discussing the Commuter Connections program (includes one on one meetings and employers attending seminars and presentations; excludes transportation fairs)
- E. Total Employers Contacted: A + B + C+ D
- F. New Level 1 TDM Programs: Number of Level 1 programs implemented in previous month; more detailed information on these programs must be entered into the ACT database.
- G. New Level 2 TDM Programs: same as above
- H. New Level 3 TDM Programs: same as above
- I. New Level 4 TDM Programs: same as above

EMPLOYER SERVICES PARTICIPATION LEVELS

LEVEL 1 (BRONZE)

- ▶ Expresses interest in telework, transit benefits, Metrochek, Ozone Action Days, or other TDM strategy,
- ▶ Conducts Commuter Survey
- ▶ Distributes alternative commute info. to employees, including Ozone Action Days info.
- ▶ Posts alternative commute info., including Ozone Action Days info., on employee bulletin board(s), newsletter or e-mail

LEVEL 2 (SILVER)

- ▶ Installs a permanent display case or brochure holders and stock with alternative commute info. or Ozone Action Days info.
- ▶ Provides preferential parking for carpools and vanpools
- ▶ Implements an informal telework program
- ▶ Facilitates car/vanpool formation meetings
- ▶ Hosts/sponsors an alternative commute day or transportation fair
- ▶ Implements alternative work schedule program (flex-time, staggered work schedule, compressed work week)
- ▶ Installs bicycle racks or lockers
- ▶ Establishes an ETC who regularly provides alternative commute information to employees

LEVEL 3 (GOLD)

- ▶ Implements a formal telework program
- ▶ Implements a transit/vanpool benefit, Metrochek, or parking "cash out" program
- ▶ Implements a carpool/bicycle/walk benefit
- ▶ Provides free or significantly reduced fee parking for carpools and vanpools (valid only for companies where employees pay for parking)
- ▶ Implements a parking fee (valid only for companies that previously did not charge employees for parking)
- ▶ Becomes a Commuter Connections member and provides on-site ridematching
- ▶ Provides employee shuttle service to transit stations
- ▶ Provides company vanpools for employees' commute to work
- ▶ Installs shower facilities for bicyclists and walkers
- ▶ Implements a comprehensive Ozone Action Days program
- ▶ Supplements GRH program with payment for additional trips or own program

LEVEL 4 (PLATINUM)

- ▶ Implements two or more of the Level 3 TDM programs and actively promotes these programs and alternative commuting

Year to Date FY05

	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Tri- County Council	Metro	Telework
Employers Contacted (new)	7	104	12	36	0	28	176	95	0	5	0	95
Employers Contacted (follow-up)	17	822	759	59	28	211	2515	1064	43	6	0	336
Total Broadcast Contacts	41	10683	145	418	513	0	25588	1583	0	181	0	16
Total Sales Meetings	4	101	4	11	2	25	313	60	2	6	0	108
Total Employers Contacted	69	11710	920	524	543	264	28592	2802	45	198	0	443
New Level 1 TDM Programs	0	72	0	6	0	12	63	3	0	1	0	0
New Level 2 TDM Programs	0	10	0	1	0	6	167	2	0	0	0	0
New Level 3 TDM Programs	0	19	0	2	0	3	41	2	1	1	0	0
New Level 4 TDM Programs	0	3	0	0	0	0	3	0	0	0	0	0

NOTE: TDM levels are explained on the attachment. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.

Month:
March 2005

	City of Alexandria	Arlington County	District of Columbia *	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's *	Prince William *	Tri- County Council	Metro	Telework
Employers Contacted (new)	1	2	0	1	0	10	9	0	0	0	0	2
Employers Contacted (follow-up)	0	70	0	13	0	20	218	0	0	3	0	17
Total Broadcast Contacts	1	1808	0	300	185	0	4532	0	0	0	0	0
Total Sales Meetings	0	2	0	1	0	4	32	0	0	2	0	12
Total Employers Contacted	2	1882	0	315	185	34	4791	0	0	5	0	31
New Level 1 TDM Programs	0	1	0	1	0	10	3	0	0	0	0	0
New Level 2 TDM Programs	0	1	0	0	0	1	20	0	0	0	0	0
New Level 3 TDM Programs	0	0	0	0	0	0	8	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	1	0	0	0	0	0

NOTE: TDM levels are explained on the attachment. Each level represents TDM strategies implemented by an employer that will have some effect in converting single occupant vehicle commuters to ridesharing, transit, bicycling or walking as their main commute mode. Level 1 represents strategies that produce only a small amount of SOV conversion. The strategies for each subsequent level have greater SOV conversion impact.* Did not submit a monthly report by deadline.

MONTHLY REPORT

PROJECT ELEMENT: Employer Outreach 6144
Month: April 2005 FY05
Staff Contact: M. Hersey
Edited By: N. Ramfos
Today's Date: May 25, 2005

Background Activities

Monthly synchronizations from all of the employer outreach jurisdictions were without any problems. Some jurisdictions did not include their monthly activities reports, Prince William, Frederick, and Prince George's Counties as well as the District of Columbia.

An Employer Outreach Ad Hoc Group Meeting was held on April 19th. Topics of discussion were FY05 Draft Conformity statement, Employer Awards Ceremony, and Best Workplaces for Commuters (BWC). The BWC discussion covered several items regarding the program including a discussion of the role Commuter Connections would play in the future of the program.

Staff supported regional outreach staff in resolving ACT! Database problems for data collection. Staff continued the database audit of all records and began a sweep to ensure data integrity.

Staff coordinated with BMI-SG on the development of the survey web application that will enable the outreach representatives to access their respective client's survey results. Staff commenced beta testing on new commuter survey application and is seeking input from the local jurisdictions on the new system.

Staff coordinated with the DC Marketing Center for software update for Customer Referral Action Email system and maintained client contacts list.

Staff assisted the Telework Virginia project by processing survey request forms and supporting the Virginia-based outreach representatives.

Products

April monthly sales activities

Problems Encountered

Arlington County has not submitted its FY05 Scope of Work for its Employer Outreach contract with COG.

Future Activities

Database Audit and re-synchronization

Bike to Work Day 2005 is on May 20th, 2005

The next Employer Outreach Ad-Hoc Group meeting will be on July 19th, 2005.

Metrochek/SmartBenefits Employer Survey

April 2005

**NUMBER OF APPLICATIONS RECIEVED
FROM KIOSKS**

Site	Total
Tysons Corner Center	1
Fair Oaks Mall	0
Springfield Mall	1
Pentagon City Mall	0
Union Station	0
L'Enfant Plaza	0
Pentagon	0
Reston Town Center	0
USDA - DC	0
Ballston	0
Hoffman Center	0
Manassas Mall	6
Dulles Town Center	1
Total	9

Pentagon	N/A	N/A
Hoffman Center	N/A	N/A

Fairfax County Kiosks

Location	Users	Hits
Sherwood Library	0	0
George Mason Library	2	6
Chantilly	1	3
Kings Town	1	6
Mason Govt Center	0	0
Kings Park	1	3
Reston Library	3	18
Tysons Transit	0	0
Centreville	1	6
DolleyMadison	0	0
Inova	2	18
Pohick	1	6
John Marshall	2	8
Tysons Pimmit	0	0
Pennino	2	12
Govt. Center	1	3
Fairfax Library	2	16
Warranton	0	0

Reston TownCenter	228	4561	Reston Town Center	103
			Transit	102
			Commuter Connections	84
			Commuter News	69
			Maps & Guides	53
Pentagon City Mall	226	3987	Pentagon City Mall	206
			Maps & Guides	182
			Transit	133
			Commuter Connections	112
			Weather	74
Springfield Mall # 2	220	3564	Springfield Mall	219
			Transit	189
			Weather	123
			Maps & Guides	97
			Commuter Connections	66
Dulles Town Center	202	3818	Maps & Guides	175
			Weather	154
			Dulles Town Center	118
			Commuter Connections	105
			Transit	92
Fair Oaks Mall	146	4137	Maps & Guides	122
			Weather	112
			Fair Oaks Mall	64
			Transit	49
			Commuter Connections	31
Ballston Common Mall	59	1931	Maps & Guides	116
			Ballston Common Mall	101
			Commuter Connections	88
			Transit	51
			Weather	40
USDA - DC	29	447	Maps & Guides	87
			Metro	49
			Transit	28
			Commuter Connections	21

INFOEXPRESS KIOSK USAGE RATES

Month: April 2005

Kiosk Location	Number of Users	Number of Total Hits	Top Five Buttons	Number of Hits
Tysons Mall # 1	606	5046	Tysons Mall	424
			Weather	176
			Transit	94
			Metro	79
			Commuter Connections	67
Tysons Mall # 2	459	4513	Tysons Mall	385
			Transit	215
			Weather	177
			Commuter Connections	99
			Metro	71
Manassas Mall	365	2470	Maps & Guides	267
			Weather	248
			Manassas Mall	181
			Commuter Connections	113
			Commuter News	77
La Promenade	352	3473	La Promenade	567
			Metro	283
			Weather	136
			Commuter Connections	119
			Maps & Guides	58
Union Station	341	3389	Maps & Guides	379
			Weather	127
			Ride Guide	118
			Metro	95
			MARC	86
Springfield Mall # 1	233	2863	Springfield Mall	159
			Weather	153
			Commuter Connections	103
			Metro	84
			Maps & Guides	59

- ▶ Communication problems were reported at USDA DC.
- ▶ Communication problems were reported at Tysons Corner Mall.
- ▶ Power and Communication problems were reported at Hoffman Center in Alexandria.
- ▶ Staff has temporarily ceased work on the Commuter Connections Application Web Migration Project until future funding is determined.

Future Activities

- ▶ Update the integrated CCRS & GRH web-based system.
- ▶ Evaluate effectiveness of Integrated Rideshare measure.
- ▶ Continue negotiations with potential Commuter Connections InfoExpress mobile kiosk sites with employers located in Northern Virginia and the District of Columbia.
- ▶ Implement Kiosk ambassador marketing campaign.

MONTHLY PROGRESS REPORT

PROJECT ELEMENT	Integrated Ridesharing 6143
Month:	April 2005 FY05
Staff Contact:	Jose Lemus
Edited By:	Nicholas Ramfos
Today's Date:	May 25, 2005

Background Activities

Routine physical maintenance continued with each of the kiosk sites and the kiosk software design and content. Problems were reported at Pentagon City Mall, Hoffman Center and USDA DC, *problems was corrected.*

InfoExpress kiosk was re-located at the Hoffman Center in Alexandria it's fully functional now; a DSL line was installed on April 25th.

Staff updated CRiS application in all InfoExpress kiosk located in Fairfax County: Tysons Corner Mall, Springfield Mall, Fair Oaks Mall and the Reston Town Center.

Staff designed a new kiosk based park n ride lot mapping application. Currently the application is being deployed and implemented on the InfoExpress kiosk network.

An InfoExpress kiosk promotion was held at Manassas Mall on April 2, 2005, Union Station on April 5, 2005, Tyson's Corner Mall on April 8, 2005, Fair Oaks Mall on April 9, 2005, La Promenade on April 12, 2005, Reston Town Center April 13, 2005, Ballston Mall on April 19, 2005 and Springfield Mall April 30, 2005. The Kiosk ambassador was present to promote the kiosk and increase the awareness to the different services the kiosk offers.

Staff continued working on bus stops update procedures to update the bus stops file for the region on the CCRS program. Staff received street centerline files for Arlington, Loudoun, Fairfax counties and the District of Columbia. Staff completed street centerline update procedures for Arlington county and District of Columbia.

Products

- ▶ March monthly usage statistics for InfoExpress kiosks.
- ▶ Kiosk promotions

Problems Encountered

- ▶ Communication problems were reported at Pentagon City Mall.



April 6 Telework Ad Hoc Meeting.

Products

The Managers' Orientation, Telework Coordinator, and Productivity Nuts and Bolts workshops were held in April.

Future Activities

TAG will be working with each of the organizations previously listed to complete trainings and increase teleworker numbers before the end of the Expanded-TERM program on June 30.

TAG will present an overview of the Expanded Telework Initiative at the May Commuter Connections Subcommittee meeting at COG. A PowerPoint presentation and hand-out materials will be developed for this presentation.

- Attending the Commuter Connections Subcommittee Meeting at COG
- Moderating a panel discussion at Arlington Transportation Partners Telework Breakfast
- Meeting with Society for Microbiology in the District of Columbia
- Presenting at the Virginia/Maryland TDM Conference

Expanded Telework TERM activities:

Background Activities

Efforts in April were concentrated on Manager Orientation, Telework Coordinator and Productivity Nuts and Bolts workshops, similar to March's efforts. Providing the training and/or tools organizations need to expand their programs as quickly as possible is the focus as TAG approaches the final few months of the Expanded-TERM program.

The on-line survey for MITRE was completed with over a 50% response rate. A second meeting was held with five of the six Northrop-Grumman divisions. Two expressed interest in manager training.

Policy and procedures feedback was completed. TAG's goal is to have the pilot programs implemented by late May or early June in order to provide numbers for the program.

Marriott-International was provided an outline of a manager's on-line toolkit and one possible managers' orientation session. The lead telework contact at Marriott believes that the expansion of the Marriott telework program is likely and will be implemented over flexible-scheduling and/or compressed workweeks.

Two manager orientations were held with ATF that included aspects of the Productivity Nuts and Bolts workshop. In addition, the Telework Coordinator training was held with NIH, (included an employee teleconferencing in). A manager's orientation was held that included members of multiple DOJ divisions. This was the only workshop not held for a specific organization.

Employers Contacted

ATF, Booz-Allen, Arnold & Porter, and HUD were also contacted during the month.

On Site Meetings

On-site meetings were held at Booz-Allen (to discuss expanding their pilot program), Northrop Grumman (to complete the pilot program plans and participants), ATF (to discuss the workshops, inclusion of telework training in their supervisor training, and ATF's pilot programs within DOJ's Anti-Trust Division and DOJ's JMD Division).

TAG met with Marriott International to discuss the on-line toolkits. TAG also counseled the JMD division of DOJ about how to re-energize a failing telework pilot and discussed some communications options and support TAG could provide..

TAG staff presented an update on TAG's activities during the COG Commuter Connections

Problems Encountered

None

Future Activities

- Mass Marketing advertising:
 - Mass Marketing 60-second radio spots will resume for a two week run in mid-May.
 - Hispanic radio will run for two weeks on El Zol in May.
 - Internet Key Word sponsorships to appear on Google and Overture network the entire month of May.
- The next Regional TDM Marketing Group meeting will be held on June 5th.