



**COMMUTER CONNECTIONS SUBCOMMITTEE  
MEETING MINUTES**

**Tuesday, January 17, 2023  
12 noon – 2:00 p.m.**

**Chairperson: Judy Galen, Loudoun County  
Vice Chairperson: Janiece Timmons, WMATA  
Staff Contact: Nicholas Ramfos 202/962-3313**

**Item #1      Introductions**

*The Subcommittee members were asked to introduce themselves based on their jurisdictional location in order to be marked as present on the attendance sheet.*

Nicholas Ramfos, COG/TPB Staff, noted that both the Subcommittee Chair and Vice Chair were unavailable to attend the meeting. Mr. Ramfos, as the Staff Lead for the Subcommittee, served as acting Chair for the meeting.

**Item #2      Minutes November 15, 2022 Meeting**

*Approval was sought for the November 15, 2022 Commuter Connections Subcommittee Meeting Minutes.*

Nicholas Ramfos, COG/TPB staff, requested a motion to approve the minutes of the previous Commuter Connections Subcommittee Meeting. George Clark, TCCSMD, made a motion to approve the minutes; Mark Sofman, Montgomery County, seconded the motion. The Subcommittee unanimously voted to approve the meeting minutes of the November 15, 2022 Commuter Connections Subcommittee Meeting.

**Item #3      2022 Bike to Work Day Draft Event Report**

*Mark Hersey, COG/TPB staff, presented the draft 2022 Bike to Work Day event report. The Subcommittee voted to finalize the document and endorse it for release.*

Mark Hersey, COG/TPB staff, presented the draft 2022 Bike to Work Day event report. The report had previously been presented to the Bike to Work Day Steering Committee on September 14<sup>th</sup> and November 9<sup>th</sup> and contains contributions from a number of pit stop managers. The report was presented to the Subcommittee on November 15<sup>th</sup>; comments were subsequently accepted through December 16<sup>th</sup>. The draft report was updated following the comment period.

Mr. Hersey shared notable highlights from the report, which included updated acknowledgements (pg. 3), historical overview (pg. 10), pit stop manager summaries (pg. 13) employer listing (pg. 26), earned media placements (pg. 32), and local proclamations (pg. 53). Mark Sofman, Montgomery County, noted that the Montgomery County proclamation needed to be updated with the correct file sent during the comment period. Mr. Hersey acknowledged the omission and agreed to update the proclamation before publishing the document.

Nicholas Ramfos, COG/TPB staff, requested an endorsement from the Subcommittee to release the document with the conditional fix on page 53. Holly Morello, OmniRide, made a motion to endorse the report for release with the conditional fix on page 53; the motion was seconded by Mark Sofman, Montgomery County. The Subcommittee unanimously voted to approve the motion. Mr. Ramfos explained that network members would be notified once the report is posted to the Publications page of the Commuter Connections website.

**Item #4**                    **FY2024 Work Program (CCWP) and 2022 – 2023 Strategic Plan**

*Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on substantive changes made to the draft FY2024 CCWP and the Commuter Connections Strategic Plan.*

Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on substantive changes made to the draft FY2024 CCWP and the Commuter Connections Strategic Plan. Both draft documents were presented to the Subcommittee on November 15<sup>th</sup> for review; a comment period was subsequently established through December 5<sup>th</sup>.

Mr. Ramfos highlighted substantive changes within the document, which included updated overhead rates (pg. 11), the addition of Flexible Vanpool to the CarpoolNow work element (pg. 35), and the Flextime Rewards program integration into incenTrip (pg. 39 & 41).

Mr. Ramfos requested an endorsement from the Subcommittee to release the document for review and comment by the Transportation Planning Board (TPB). Nancy Huggins, MDOT/MTA, made a motion to endorse the document for release to the TPB for review and comment; the motion was seconded by Holly Morello, OmniRide. The Subcommittee unanimously voted to approve the motion. Mr. Ramfos explained that the draft FY2024 CCWP document would be presented to the TPB Technical Committee on February 3<sup>rd</sup> and to the TPB on February 15<sup>th</sup> whereupon each committee would have the opportunity to provide comment. Mr. Ramfos anticipates the document to be finalized and approved at the March 3<sup>rd</sup> TPB Technical Committee meeting and the March 15<sup>th</sup> TPB meeting.

**Item #5**                    **FY2023 Bike to Work Day Survey**

*Lori Diggins, LDA Consulting, briefed the Subcommittee on highlights from the FY2023 Bike to Work Day Survey recently conducted.*

Lori Diggins, LDA Consulting, briefed the Subcommittee on highlights from the FY2023 Bike to Work Day survey recently conducted. The survey was distributed in November 2022 to individuals who participated in the 2022 Bike to Work Day event. There were 12,550 survey invitations delivered and 2,659 responses received, which accounts for a 21.2% response rate. The primary purpose of the survey is to define the change in commuter bike use attributed to the event. Ms. Diggins cautioned that the self-reported demographics of participants are not representative of the region's entire population; participants tend to be overwhelmingly white and male, older, and grouped into a higher household income bracket than the regional average.

Ms. Diggins then shared several findings from the survey. 2022 was the first event for 18% of respondents. 94% of respondents used a personal bike to participate in the event. Notably, e-bike usage appears to be increasing, from 3% reported in the prior survey (2019) to 9%. 18% of participants biked to pit stops and then to home, meaning a fair number of participants technically teleworked. 20% of respondents reported increased biking after the event, which is a slight drop from the 2019 survey (23%). Average rider frequency remained constant at about 2.2 days per week reported for pre-event commute trips and post-event commute trips. As is historically typical, riding declined slightly in the fall following the event. Notably, the primary barrier to continued bike use during fall 2022 was telework/remote work. 53% of respondents cited working from home/teleworking as a reason why they didn't commute by bicycle. There was a steep drop in transit use on days that participants reported not biking in to work, from 45% in 2019 to 28% in 2022. There was a slight drop in the number of respondents who said their employers offer bike-commute assistance, from 83% in 2019 to 79% in 2022. 27% of respondents reported more non-commute bike trips post Bike to Work Day, 6% reported less, and 67% reported no change.

The findings from this survey will be finalized in spring 2023 and published to the Commuter Connections website. The findings will also be used to calculate program impacts as part of the 2023 Commuter Connections TDM Analysis Report.

**Item #6**                    **FY2023 Car Free Day Survey**

*Lori Diggins, LDA Consulting, briefed the Subcommittee on highlights from the FY2023 Car Free Day Survey recently conducted.*

Lori Diggins, LDA Consulting, briefed the Subcommittee on highlights from the FY2023 Car Free Day Survey recently conducted. The internet survey was conducted in December 2022. The survey was distributed to 4,001 participants of the 2022 Car Free Day Event; 749 responses were received which is a response rate of 18.7%. One of the primary reasons for collected data from the survey is to determine the effectiveness of Car Free Day in exposing the public to drive alone alternatives. The analysis is grouped under the Mass Marketing component of the triannual TDM Analysis Report.

Ms. Diggins shared several notable findings from the survey. The 2022 event was the first event for 32% of respondents. One-third of participants used telework as their travel mode for work trips. Nicholas Ramfos, COG/TPB staff, speculated that the growth in telework will help in the trip reduction analysis for Car Free Day. Ms. Diggins concurred. Ms. Diggins then continued the presentation by explaining how 87% of employed respondents usually used a car-free or “car-lite” way of getting to work, 28% of which was telework. Respondents traveled an average of 12.8 miles to work, which is less than the regional average commute distance of 16.7 miles. 59% of respondents who changed their commute mode on Car Free Day would most likely have driven alone to work that day had it not been for the event. 9% of respondents increased their use of car-free or car-lite commute trips after the event but 7% decreased. 31% of respondents increased their use of car-free or car-lite options for non-work trips after the event, which was about the same as in 2019 (33%).

Holly Morello, OmniRide, asked whether a respondent could select more than one referral option when choosing to share “how they heard” about the event. Ms. Diggins replied that the respondents could indeed select multiple options.

The findings from this survey will be integrated into the TDM Analysis report.

**Item #7**                    **Regional TDM Evaluation Project**

*Nicholas Ramfos, COG/TPB Staff, briefed the Subcommittee on the status of data collection activities with the regional TDM Evaluation project for FY2023.*

Nicholas Ramfos, COG/TPB Staff, briefed the Subcommittee on the status of data collection activities with the regional TDM Evaluation project for FY2023. Mr. Ramfos highlighted items scheduled for completion in the second half of the fiscal year, which includes the telework survey, the Employer Outreach database analysis, and the Operations Center analysis. A draft of the TDM Analysis Report is expected by September. Lori Diggins, LDA Consulting, advised Subcommittee members who also maintain employer records in the Act! Regional Employer Database to ensure records are as accurate as possible in order to conduct a quality program analysis.

**Item #8**                    **FY2022 Guaranteed Ride Home (GRH) Customer Satisfaction Survey memorandums for the Washington, DC and Baltimore/St. Mary’s County regions**

*Douglas Franklin, COG/TPB staff, briefed the Subcommittee on the status of the FY2022 GRH Customer Satisfaction survey results for both the Washington, DC, and Baltimore/St. Mary’s County regions.*

Douglas Franklin, COG/TPB staff, briefed the Subcommittee on the status of the FY2022 GRH Customer Satisfaction survey results for both the Washington, DC, and Baltimore/St. Mary’s County regions. Due to the pandemic and also to technical problems with the TDM System not displaying the survey link properly, the

survey response rate was lower than usual. In the Washington, DC region only 14 surveys were returned throughout the entire fiscal year and there were no respondents from the Baltimore region.

Each year, COG/TPB staff provides a formal written report of the GRH Customer Satisfaction Survey findings to the Commuter Connections Subcommittee. Due to the lack of statistically significant response in the Washington, DC region, and the lack of any response in Baltimore, it was determined that formal reports will not be issued for FY2022. In lieu of the reports, memorandums were prepared to explain the reasoning. Mr. Franklin shared the draft memorandums with the Subcommittee, which provided further detail on the situation. The Subcommittee was invited to submit comments on the draft memorandums through February 21, 2023 by emailing [documents@mwkog.org](mailto:documents@mwkog.org).

**Item #9            2nd Quarter FY2023 CCWP Budget Report**

*Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the FY2023 CCWP 2<sup>nd</sup> Quarter Budget Report.*

Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the FY2023 CCWP 2nd Quarter Budget Report. The total budget is about 30% expended as of December 31, 2022. The Commuter Operations Center expended about 34%, GRH 26%, Marketing 35%, Monitoring and Evaluation 25%, Employer Outreach 15%, and GRH Baltimore 25%.

Mark Sofman, Montgomery County, asked what the overall expenditure was in FY2022. Mr. Ramfos stated it was around 85% of the program budget.

**Item #10           Other Business/Set Agenda for Next Meeting**

*This is an opportunity for Commuter Connections Subcommittee members to bring up other business and to request agenda items for the next meeting.*

There were no topics discussed for this item.

**The next meeting of the Commuter Connections Subcommittee will be held on Tuesday, March 21, 2023 at 12 noon.**