

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q1 FY2023

July - September 2022



National Capital Region
Transportation Planning Board

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I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports (commuters whose records expire in July 2022, August 2022, and September 2022) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

The following agencies submitted Table 6A data through the commuter support email box: Loudoun County, Frederick County, MD; Bethesda, North Bethesda, Prince George's, GWRideConnect, and Tri-County Council.

COG/TPB staff responded to technical support requests from Frederick County, GWRideConnect, and North Bethesda. A summary of the technical support provided to local Rideshare agencies and their coordinators may be found at the end of this document.

COG/TPB staff completed and presented the draft timeline and key highlights for the FY2024 CCWP along with the Commuter Connections Strategic Plan to the STDM Work Group and to the Commuter Connections Subcommittee in September. Staff began preparing the draft FY2024 CCWP and budget.

The July 2022 TDM Resources Directory was finalized, published, and distributed.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Accomplishments include:

- Several project administration tasks were completed during the quarter. The Q2 CY2022 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in July. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice. Staff met with UMD staff on September 22nd to discuss a change of the Principal Investigator for the ATCMTD contract
- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on August 3rd. The Stakeholder group is comprised of public and private partners identified in the project application, such as the District, Maryland, and Virginia Departments of Transportation, and the Greater Washington Partnership. Staff provided the group a progress update on

incentives integration into incenTrip (Task C). Staff also communicated work specifications for development tasks associated with Year 2 deliverables (Tasks D and E). The District Department of Transportation (DDOT) identified Capital Bikeshare as a legitimate micromobility partner for Task C.

- A MOU was executed between COG and the Virginia Department of Transportation (VDOT) to administer fulfillment processes for E-ZPass accountholders who own a transponder issued by VDOT. E-ZPass credits were released to incenTrip commuters with a VDOT-issued E-ZPass transponder as an incentive option on September 30th. The Maryland Transportation Authority (MDTA) is currently discussing how to permit MDTA-issued E-ZPass transponders to participate in the program. Commuters can receive rewards payment via check, PayPal, gift card, Nift Gift, E-ZPass, or WMATA SmarTrip.
- Work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*).

STDM Work Group meetings were coordinated and held on July 19th and September 13th.

COG/TPB staff met with Moovit representatives on July 13th to discuss first mile/last mile solutions and COG's recent ICAM 3 grant award for flexible vanpooling.

A voluntary TDM System – Supplemental Vanpool Module software training was conducted with rideshare coordinators via Microsoft Teams on July 21st.

A Commuter Connections Subcommittee meeting was coordinated and held on July 19th. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Appointment of the FY2023 Vice Chair Nominating Committee
- Endorsement of the FY2022 Car Free Day Event Draft Report
- Briefing on the status of Clean Air Partners
- Presentation on the draft highlights of the 2022 State of the Commute Survey
- Presentation on the draft highlights of the 2022 GRH Survey
- Briefing on the 2022 Car Free Day event
- Briefing on the preliminary FY2022 4th Quarter CCWP Budget Report

COG/TPB staff participated in a WMATA Yellow Bridge/Tunnel and Potomac Yard Project Coordination Meeting on July 26th and August 23rd.

COG/TPB staff held a reports training session on August 2nd for PRTC staff and SchoolPool training for goDCgo on August 16th.

COG/TPB staff attended the Association for Commuter Transportation's (ACT's) annual conference in Chicago, IL from July 31st – August 3rd and participated on a panel titled "The Evolving Nature of Bike to Work Day" which was presented at the conference on August 2nd.

A Commuter Connections Vice Chair Nominating Committee conference call meeting was held on August 5th.

COG/TPB staff participated in a TDMI Board meeting on August 12th.

COG/TPB staff participated in a WMATA Blue Line/Yellow Line Major Construction PIO Communications Meeting on August 16th and September 13th.

A MPO TDM Peer Exchange meeting was coordinated and held on August 24th.

COG/TPB staff met with representatives from Autorite Regionale de Transport Metropolitan in Quebec on September 2nd to discuss the overall TDM software structure and best practices for Commuter Connections.

A Commuter Connections Subcommittee meeting was coordinated and held on September 20th. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Judy Galen, Loudoun County, was announced as the new Chairperson for FY2023. Janiece Timmons, WMATA, was announced and approved as the new FY2023 Vice Chair.
- Endorsement of the 2022 State of the Commute Survey Technical Report
- Endorsement of the 2022 GRH Survey Reports
- Briefing on the Regional TDM Evaluation Project
- Update on the status of Clean Air Partners activities
- Briefing on the 2022 Car Free Day Event
- Update on the Congestion Management Technical Report
- Briefing on the FY2024 CCWP and Commuter Connections Strategic Plan development
- Briefing on FY2022 4th Quarter CCWP Budget Report, FY2022 4th Quarter CCWP Progress Report, and FY2022 CCWP Annual Report

A Commuter Connections Ridematching Committee meeting was coordinated held on September 20th. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Kristin Lam Peraza, RRRC, was announced as the new Chairperson for FY2023, however, Ms. Lam Peraza will be supplanted at the next Ridematching Committee meeting by another representative from RRRC. Maritza De La Vega, MCDOT, was announced as the new FY2023 Vice Chair.
- Update on the Commuter Connections Mobile Application
- Review of the Flexible Vanpool FAQ
- Refresher on the SchoolPool Module
- Discussion on the TDM Resource Directory
- Highlights from the FY2022 4th Quarter CCWP Progress Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, telework resources, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwcog.org) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. These tasks included monitoring the web and database servers, moving data among jurisdictions and agencies, producing email lists, and making backups of the Oracle database.

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

At the end of September 2022, COG and its members served 13,273 commuters registered in ridematching. This is a decrease of 88 quarter-to-quarter, from 13,361 at the end of June 2022. Year over year there was a decrease of 399 from 13,672 at the end of September 2021.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant. Accomplishments include:

- Work progressed on *Task C: Multimodal Reward and Payment Integration*. Media Beef deployed software upgrades in the Commuter Connections TDM System for E-ZPass and SmarTrip incenTrip rewards fulfillment. E-ZPass credits were programmed into incenTrip. UMD added SmarTrip to the incenTrip dashboard, which permits administrative processing capabilities.
- The project team continued to develop and update programs related to *Task D: TDM Deployment for Non-Recurrent Congestion Mitigation*. UMD continued coding the Flextrip Module and Flextime Module. COG/TPB staff provided feedback throughout the coding process to guide program requirements. The project team finalized a model type for projecting congestion and established a method for returning Flextime data between the TDM System and incenTrip. UMD released a beta version in August and the project team commenced testing. The project team continued testing and refining Flextime related features throughout the rest of the quarter in preparation for release in Q2.
- The project team continued to develop and enhance application software related to *Task E: Corridor-Level TDM Deployment for Multimodal ICM and TSM&O*, which include corridor challenges along I-270 and I-66. COG/TPB staff helped UMD fine-tune GIS data for corridor challenges. As a prerequisite for the corridor challenges feature, UMD began planning for rideshare logging improvements by developing a flowchart of how a revised process will make it more feasible for carpools to log their trips. The project team finalized the workflow and began programming the improved carpool trip logging into a beta version of the incenTrip application.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Meetings were focused on ATCMTD tasks, migrating Commuter Connections services to the cloud hosted by Amazon Web Services (AWS), converting the TDM System from Oracle to Postgres, enhancements to the TDM System's vanpool functionality, some small bugs in the TDM system, and user experience upgrades.

Following the release of the Supplemental Vanpool Module in June, Media Beef performed several updates requested by COG/TPB staff to improve the usability of the module. The Flexible Vanpool component of CarpoolNow was launched on the Android version of the app in July and the iOS version in August.

COG/TPB staff provided Media Beef with updated programmatic information to be included in the re-designed matchletters. Media Beef received this information on September 15th and began integrating it into matchletter templates.

COG/TPB staff researched the processes involved in migrating the Oracle database to Postgres and hosting it on Amazon Web Services. Staff also moved a web app and a Postgres database to the AWS Cloud and everything is working as expected. Staff are ready to assist Media Beef in porting the TDM system when needed.

COG/TPB staff called Media Beef's attention to a problem with error handling during geocoding. The error handler needs to provide more information than it does now in order for certain geocoding problems to be addressed.

COG/TPB staff worked with Media Beef to troubleshoot a 'Pool Rewards invitation message for establishing new carpools. Media Beef is currently developing a fix.

Media Beef completed work to fix a bug that affected the GRH satisfaction survey. Commuter Connections asks customers who have taken a GRH trip to complete a survey about their travel experience for quality control purposes. The TDM software puts up a link to the survey on the first page the user sees after logging in. This link will appear on a commuter's dashboard for the GRH trips taken within the last 180 days. To make things even clearer to the commuter who has taken more than one trip, the survey shows the GRH trip date. Doing this tells the commuter which trip is being surveyed. The software will display this link for no longer than six months after the trip was taken.

COG/TPB staff and Media Beef discussed and drafted a FY2023 statement of work in preparation for a contract amendment extension through June 30, 2023. The amendment was pending as of September 30th.

The Commuter Connections mobile app was downloaded 133 times throughout the quarter, bringing total downloads to 6,514 by the end of September.

D. Commuter Information System

COG/TPB staff began to research ESRI StreetMap Premium as an alternative to the HERE data files received quarterly from Tetrad in July. Meetings with ESRI were held on August 5th, August 25th, and September 14th to better understand their package. Staff elected to continue with the current vendor (Tetrad) for the current fiscal year due to notable differences in datasets, licensing, and price; however, staff will continue evaluating ESRI StreetMap Premium as an option for the future

COG/TPB staff gathered data from local agencies' GIS servers and processing it to use for geocoding and routing in the TDM System.

COG/TPB staff began work on a new address locator. It will be deployed to the ArcGIS Server and provide geocoding services to the TDM system.

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, users can visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c503038a8b36e2>, or use the Commuter Connections website to navigate to it.

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

COG/TPB staff continued sending registration and re-registration cards to Guaranteed Ride Home (GRH) program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data. Duplicate GRH accounts and consolidated and removed excess accounts.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 237 applications received. A total of 211 new applicants were registered (209 new applicants and 2 “one-time exception” users) and 413 commuters were re-registered. During the same time period, the GRH program provided 179 GRH trips. One of these trips was a “one-time” exception. “Family Emergency” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness.” As of September 30th, a total of 1,896 commuters were registered in the GRH database.

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

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

COG/TPB staff continued the process of collecting GRH ride provider contractual items for FY2023 renewals throughout the quarter.

COG/TPB staff finalized the FY2023 contract with the GRH Daily Operations Contractor (Diamond Transportation Services, Inc. – National Express Transit, LLC) in September.

COG/TPB staff met with representatives of Diamond Transportation Services, Inc. on September 28th to discuss daily GRH program operations.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, and its subcontractors. Media invoices were processed. Biweekly progress update meetings occurred throughout the quarter.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the summer 2022 newsletter and Federal ETC insert in July. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in August. Staff then prepared a timeline for the development of the fall 2022 newsletter and generated article content ideas.

A new contract was signed and executed with Odonnell Company for the Commuter Connections TDM Mass Marketing Project based on the firm's selection from the RFP issued in the spring. Upon contract award, COG/TPB staff guided Odonnell Company as they prepared an initial draft of the FY2023 Marketing Communications Plan and Schedule. The schedule was finalized and distributed at the September 20th Regional TDM Marketing Group meeting.

COG/TPB staff formed the FY2023 Marketing Workgroup. The workgroup helps guide decision making on regional TDM marketing messages.

COG/TPB staff prepared and distributed a FY2023 Regional TDM Marketing Creative Input Survey to collect stakeholder feedback on marketing messaging for the fiscal year. Responses were collected on August 29th.

COG/TPB staff compiled updates for the FY2023 Draft TDM Resource Guide and Strategic Marketing Plan and prepared the document for distribution at the September 20th Regional TDM Marketing Group meeting.

A media plan for the fall 2022 Rideshare/GRH umbrella campaign was developed. As part of the plan development process, COG/TPB staff provided feedback and guidance to Odonnell Company on plan content and creative assets. Insertion orders for the campaign were processed following plan approval by staff.

COG/TPB staff attended the following fairs and promotions:

- August 2nd – Carlyle neighborhood event in Alexandria, VA
- September 16th – Mill Run neighborhood event in Alexandria, VA

A Regional TDM Marketing Group meeting was coordinated and held on September 20th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials. Highlights from the meeting included:

- Kendall Tiffany, Frederick County Transit Services, was announced as the new Chairperson for FY2023. Robin Geiger, Fairfax County DOT, was announced as the new FY2023 Vice Chair
- Review of the Final FY2022 Second Half Marketing Campaign Summary Report
- Guest presentation on Transform I-66
- Review of the FY2023 Final Marketing Communications Plan and Schedule document
- Overview of Commuter Connections FY2023 Marketing Activity

- Review of the FY2023 Draft Regional TDM Resource Guide and Strategic Marketing Plan document
- Guest presentation on NVTC Marketing

COG/TPB staff conducted the following activities to update and maintain the Commuter Connections website:

- Posted news articles, publications (e.g., Summer 2022 Newsletter), construction projects, press releases, and upcoming events as needed
- Edited website to inform public of temporary TDM System outage due to scheduled server maintenance.
- Edited archived press released to display them in chronological order
- 'Pool Rewards page modified to include Transform66 project information and additional incentive. An "anchor tag" has been added to the top of the page for users to easily navigate to the information regarding Transform66.
- New section added in the Employer section on Hybrid Telework Guidance
- Updated the Cost of Commuting Calculator with new factors
- Built and launched the Flexible Vanpool page
- Added link to Flexible Vanpool to the homepage
- Monitored website activity and computer code to maintain accurate website functionality

COG/TPB staff managed the Commuter Connections social media pages. Partner posts were shared, including Posts on the Metro Yellow Line closure and on the new Hybrid Teleworking Do's and Don'ts. Analytics on each account were recorded. A Cyfe analytics report was generated for each social media account for June, July and August.

B. Bike to Work Day

COG/TPB staff requested that the Bike to Work Day Steering Committee members submit May 2022 event recap write-ups for the draft Bike to Work Day 2022 Event Report and to send photos for the event slideshow.

COG/TPB staff approved the Bike to Work Day logo updated for 2023 by the contractor

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on September 14th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Daniel Hoagland, NoMa BID, was announced as Chairperson for the FY2023 Steering Committee
- 2022 event recaps from Pit Stop Managers
- Presentation of the draft Bike to Work Day 2022 Event Report
- Determination of the Bike to Work Day 2023 Date
- Discussion on sponsorships for 2023

COG/TPB staff completed the following BikeToWorkMetroDC.org website updates:

- Added 64 post-event news stories
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

C. Employer Recognition Awards

COG/TPB staff provided edits to a creative brief developed by Odonnell Company.

COG/TPB staff formed the Employer Recognition Awards 2023 workgroup.

D. 'Pool Rewards

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:

- Staff approved two (2) new 'Pool Rewards vanpools
- There were no new 'Pool Rewards carpool applications

As of September 30th, there were zero (0) active 'Pool Rewards carpools and ten (10) operating 'Pool Rewards vanpools.

COG/TPB staff worked with Commute with Enterprise on obtaining updated information for an FY2023 contract renewal. The contract amendment was pending as of September 30th.

COG/TPB staff met with VDOT staff and their consultants on September 30th to discuss the I-66 'Pool Rewards marketing and advertising project.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on July 13th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Review of the Car Free Day 2021 Draft Event Report
- Discussion on marketing materials for the event
- Presentation of the 2022 Event Proclamation
- Discussion on prizes and sponsors
- Jurisdictional roundtable

Briefings on Car Free Day 2022 occurred at several COG related committees. COG/TPB staff briefed the Commuter Connections Subcommittee on July 19th and September 20th. Staff briefed the TPB Technical Committee on July 8th. Staff then presented Car Free Day to the TPB on July 20th where a regional Car Free Day proclamation was virtually signed by the TPB Chair Pamela Sebesky.

COG/TPB staff managed the marketing and public relations contractors (Odonnell Company) to promote the event. Marketing strategy calls were held to discuss marketing strategies for the event. Staff provided feedback and guidance on the media plan, earned media plan, creative assets, and earned media assets (e.g., calendar listing, college toolkit, social media posts) developed by Odonnell Company. Staff participated in Car Free Day media interviews which were scheduled in assistance with Odonnell Company. The event poster was updated and finalized for the 2022 event; staff coordinated the printing and distribution of the flyer to employers and stakeholders. Staff finalized purchase orders for the media campaign. Media buys included broadcast radio, internet radio, webpage banner ads, blogs, and social media influencers. Staff edited and sent press releases drafted by Odonnell Company on August 5th, September 15th, and September 22nd. An email blast was sent on August 10th and again in September. Prior to sending the e-blasts, email

addresses were obtained from the Commuter Connections database and combined with past registrants' email addresses. Text messages were developed and sent to mobile numbers who had opted-in to receiving promotional messages. A series of images and information posts were developed and posted to Car Free Day pages on Twitter, Facebook, and Instagram. A paid spot was placed on YouTube.

The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges.

COG/TPB staff provided feedback to Clean Air Partners ahead of its social media ambassador campaign to help promote the Car Free Day 2022 event.

COG/TPB staff worked in conjunction with Odonnell Company to secure sponsors and discuss sponsorship opportunities with various businesses and organizations. Sponsors for the 2022 event included WMATA, the Tri-County Council for Southern Maryland, Nift Gift, Capital Bikeshare, East Coast Greenway Alliance, Little Sesame, VRE, WABA, Nando's, HipCityVeg, South Block, Lee's Flower Shop, Shop Made DC, and Busboys and Poets.

The CarFreeMetroDC.org website was prepared for the event. COG/TPB staff updated the pledge form prior to the August 1st launch. This included programming of the pledge confirmation email and promo code. The "Thank You" post-pledge webpage was also modified and modernized for the 2022 event. Marketing materials were added, including the 2022 event flyer. The 2022 signed proclamation was uploaded. Imagery was updated to reflect the 2022 event. New sponsor logos were added; prizes were added as sponsors were secured. Press releases were uploaded and released. The pledge count was updated regularly. Staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated.

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on September 14th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Stacey King, Prince George's County, was announced as the Chairperson for the 2023 Car Free Day Committee.
- Sponsors update
- Marketing update
- Earned media update
- Review of Transportation Planning Board activities related to Car Free Day
- Jurisdictional roundtable

The Car Free Day event was held on September 22nd.

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 64 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 236 times during the quarter, bringing total downloads to 5,266.

Work continued to integrate Flexible Vanpool into CarpoolNow. COG/TPB staff coordinated and held a Flexible Vanpool Workgroup meeting on August 31st. A Flexible Vanpool Operators FAQ was developed and distributed to vanpool stakeholders throughout the region.

G. Flextime Rewards

COG/TPB staff continued monitoring participation within the Flextime Rewards program. There were no eligible flexed trips logged or payments made throughout the quarter.

COG/TPB staff continued software development activities for migrating Flextime Rewards to the incenTrip mobile application as part of the ATCMTD project (see *Section I.C.*).

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,407 users were registered for the program as of September 30th. There were 116 new Commuter Connections accounts created through the incenTrip app. A total of 81 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 38 check, 34 PayPal, 2 gift card, and 7 WMATA SmarTrip incentive requests. Staff responded to 19 incenTrip related inquires.

J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. According to the UMD Agency Dashboard, approximately 168 end-users were registered for the program as of September 30th. A total of four check and three PayPal incentive requests were submitted by MDOT incenTrip users throughout the quarter. A meeting was held with EZ-Pass MDTA representatives on September 2nd to discuss adding the Maryland EZ Pass component to the incenTrip mobile app.

IV. MONITORING AND EVALUATION

A. Regional TDM Data Collections and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of July 11th, August 15th, and September 12th.

In July, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, the City of Alexandria, Loudoun County, Montgomery County, Prince George's County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In August, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, the City of Alexandria, Loudoun County, Montgomery County, Prince George's County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In September, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, Loudoun County, Montgomery County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In July, COG/TPB staff fulfilled Employer Outreach data requests from Prince William and Frederick Counties

In August, COG/TPB staff fulfilled Employer Outreach data requests from Prince George's and Fairfax Counties.

In September, COG/TPB staff fulfilled Employer Outreach data requests from Prince William and Frederick Counties.

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

A contract amendment was executed between COG and the TDM evaluation contractor, LDA Consulting, that including an FY2023 Scope of Work and budget for the Regional TDM Evaluation project. COG/TPB staff held an FY2023 project kick-off meeting with LDA Consulting on August 9th to discuss data collection activities.

COG/TPB staff oversaw the TDM evaluation contractor, LDA Consulting, as work continued on the 2022 State of the Commute Draft Technical Report. The draft report was presented at the July 19th Commuter Connections Subcommittee meeting. A comment period through August 12th was subsequently established to permit Subcommittee members an opportunity to provide feedback on the report. Staff then reviewed the comments and finalized the report in conjunction with LDA Consulting. The report presented and endorsed at the September 20th Commuter Connections Subcommittee Meeting.

COG/TPB staff presented results from the 2022 State of the Commute survey to the TPB's Technical Committee on September 9th, to the TPB Bicycle and Pedestrian Subcommittee on September 20th,

and to the Montgomery County Joint TDM Committee on September 28th. COG/TPB staff participated in several media interviews regarding the results from the 2022 SOC survey report.

COG/TPB staff oversaw LDA Consulting as work continued on the 2022 GRH Washington Applicant Survey Draft Report. The draft report was presented at the July 19th Commuter Connections Subcommittee meeting. A comment period was subsequently established through August 17th to permit Subcommittee members an opportunity to provide feedback on the report. Staff then reviewed the comments and finalized the report in conjunction with the LDA Consulting. The report presented and endorsed at the September 20th Commuter Connections Subcommittee Meeting. COG/TPB staff subsequently began preparing the report for publication and distribution.

B. Program Monitoring and Tracking Activities

Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications. COG/TPB staff finalized and distributed the FY2022 2nd Half Regional TDM Marketing Campaign Summary final report at the Regional TDM Marketing Group Committee meeting on September 20th and posted it to SharePoint.

COG/TPB staff presented the Car Free Day 2021 Final Draft Event Report at the July 19th Commuter Connections Subcommittee meeting, which was endorsed for release and posted to the Commuter Connections publications webpage for distribution.

COG/TPB staff compiled content for the Bike to Work Day 2022 Event Draft Report and presented it at the September 14th Steering Committee meeting. A comment period was subsequently established through October 21st.

The Regional Guaranteed Ride Home Customer Satisfaction Survey was sent to Washington, DC region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed.

COG/TPB staff collected data for various FY2022 and FY2023 Employer Outreach conformity verification statements. The final Third Quarter (FY2022) Employer Outreach Conformity Verification Statement was presented at the July 19th Employer Outreach Committee meeting. A draft version of the Fourth Quarter (FY2022) Employer Outreach Conformity Verification Statement was presented at the July 19th Employer Outreach Committee meeting; the final version was prepared for the October meeting. Staff also began collecting data for the First Quarter (FY2023) Employer Outreach Conformity Verification Statement; a draft statement was prepared for the October Employer Outreach Committee meeting.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to identify FY2023 work items. A contract amendment was prepared. A kickoff meeting for the project was held on September 16th.

COG/TPB staff completed and distributed the final June FY2022, July FY2023, and August FY2023 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 4th Quarter CCWP Progress Report for FY2022. Additionally, work accomplishments were documented in the FY2022 CCWP Annual

Progress Report. Both reports were distributed at the September 20th Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

Regional Component Project Tasks

A. REGIONAL EMPLOYER DATABASE MANAGEMENT AND TRAINING

Throughout the quarter, COG/TPB staff coordinated with COG/IT staff and Stewart Technologies on upgrades for the Act! database software, which included identifying solutions for streamlining reporting functions. Staff routinely monitored activity in the system.

COG/TPB staff coordinated and held training sessions with the following agencies:

- July 7th – PRTC
- July 19th – Frederick County
- August 26th - DATA

B. EMPLOYER OUTREACH FOR BICYCLING

The regional Bicycling to Work Employer/Employees guide was made available for distribution as part of general fulfillment to employers.

Jurisdictional Component Project Tasks

A. MARYLAND LOCAL AGENCY FUNDING AND SUPPORT

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions. Staff worked with Maryland jurisdictions to secure FY2023 Employer Outreach Scopes of Work and budgets for contract amendments. Employer Outreach contracts with Frederick County and the Tri-County Council for Southern Maryland were fully executed. Amendments with Montgomery County and Prince George's County were pending as of September 30th.

B. DC, MD, AND VA PROGRAM ADMINISTRATION

COG/TPB staff completed a new case study featuring an employer in Washington, DC. The new case study was presented at the July 19th Employer Outreach Committee meeting and subsequently all FY2022 Employer Case studies (Squire, Patton, Boggs – Washington, DC, Henry M. Jackson Foundation – Bethesda, MD, and Institute for Defense Analyses – Alexandria, VA) were posted to the Commuter Connections website for use by the Employer Outreach representatives and other interested parties. Staff then began prospecting for FY2023 Employer Case Study spotlights.

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

COG/TPB staff coordinated, facilitated, and presented at the July 19th Employer Outreach Committee meeting. Topics covered in the meeting included:

- Final Third Quarter FY2022 and Draft Fourth Quarter FY2022 Conformity Verification Statements
- Guest presentation by Commute with Enterprise on Vanpool Programs and Hybrid Work Schedules
- Update on Employer Outreach Case Studies for FY2022
- Discussion on the Employer Survey
- Recap on the 2022 Employer Recognition Awards Ceremony
- Sales training review and updates

COG/TPB staff coordinated and held a sales training session titled “Flexible Rideshare” on September 29th. Local stakeholders Ben Matters, Vanpool Alliance, and Dayna Paszkiet, Commute with Enterprise, along with COG/TPB staff moderated the panel and presented at the session.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The Guaranteed Ride Home (GRH) Baltimore program continued to enroll new applicants throughout the quarter. New GRH ID cards were printed and distributed routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRH Baltimore applicant letters and processed and mailed One Time Exception letters with GRH Baltimore applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of September 30th, a total of 99 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore, MD region commuters who used the GRH service for trips occurring during the quarter.

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

COG/TPB staff oversaw the TDM evaluation contractor, LDA Consulting, as work continued on the 2022 GRH Baltimore Applicant Survey Draft Report. The draft report was presented at the July 19th Commuter Connections Subcommittee meeting. A comment period was subsequently established through August 17th to permit Subcommittee members an opportunity to provide feedback on the report. Staff then reviewed the comments and finalized the report in conjunction with LDA Consulting. The report presented and endorsed at the September 20th Commuter Connections Subcommittee Meeting. COG/TPB staff subsequently began preparing the report for publication and distribution.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided sixteen (16) trips during the quarter.

COG/TPB staff monitored the Guaranteed Ride Home Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent. Staff also monitored the TDM System for duplicate GRH accounts and consolidated/removed excess accounts.

COG/TPB staff monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and removed excess accounts.

COG/TPB staff processed and paid invoices for all GRH service providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff continued the process of collecting GRH Baltimore ride provider contractual items for FY2023 renewals throughout the quarter.

COG/TPB staff finalized the FY2023 contract with the GRH Baltimore Daily Operations Contractor (Diamond Transportation Services, Inc. – National Express Transit, LLC) in September.

COG/TPB staff met with representatives of Diamond Transportation Services, Inc. on September 28th to discuss daily GRH Baltimore program operations.

Table 1

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

JULY - SEPTEMBER 2022

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2022
Total applicants/info provided:	3,842	4,195	3,842
Rideshare applicants	1,679	1,799	1,679
Matchlists sent	2,944	3,762	2,944
Transit applicants/info sent	34	28	34
GRH applicants	624	604	624
Bike to work info requests	5	10	5
Telework info requests	13	58	13
Internet users	20,451	25,185	20,451
Internet applicants	2,225	2,392	2,225
New employer clients	249	361	249
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2022
Continued placements	732	785	732
Temporary/one-time placements	214	230	214
Daily vehicle trips reduced	204	218	204
Daily VMT reduced	4,713	5,036	4,713
Daily tons NOx reduced	0.0009	0.0010	0.0009
Daily tons VOC reduced	0.0006	0.0007	0.0006
Daily tons PM2.5 reduced	0.00006	0.00007	0.00006
Daily tons PM2.5 NOx reduced	0.0012	0.0013	0.0012
Daily tons GHG reduced	1.8867	2.0165	1.8867
Daily gallons of gas saved	262	280	262
Daily commuter costs saved	\$1,084	\$1,158	\$1,084

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

TDM SERVICES**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	120	125	136
Locals Rideshare Apps (New and Re-apps)	1,559	1,799	2,386
Matchlists Requested	2,865	3,762	2,231
Transit Applicants/Info Sent	34	28	6
GRH Washington Applicants	237	243	166
GRH Washington Rides Provided	130	138	54
GRH Baltimore Applicants	6	15	3
GRH Baltimore Rides Provided	16	6	10
Telework Info Requests	13	58	49
Phone/Fax Applicants	0	0	0
Internet Applicants	2,245	2,392	3,036
Employer Applicants	0	0	0
Total Hits on website	20,451	25,185	23,720

TDM SERVICES

**ALEXANDRIA
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	10	16
Matchlists Sent	74	42	56
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	8	2	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	171	105
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	15	152
Employers Contacted (Follow up)- Visit	0	25	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	2
Level 2	0	0	1
Level 3	0	0	3
Level 4	0	4	1

TDM SERVICES

ARLINGTON

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	20	9
Matchlists Sent	70	84	34
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	9	9	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	0	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,904	1,115	2,331
Employers Contacted (Follow up)- Visit	54	49	51
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	2
Level 2	3	0	1
Level 3	2	0	0
Level 4	0	0	1

TDM SERVICES

**ANNE ARUNDEL
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	9	11
Matchlists Sent	111	48	45
Transit Applicants and Info Sent	1	3	0
GRH Washington Applicants	17	7	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	13	6
Matchlists Sent	63	66	35
Transit Applicants and Info Sent	1	3	1
GRH Washington Applicants	6	8	2
GRH Baltimore Applicants	4	8	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	7	3
Matchlists Sent	46	36	19
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	4	1
GRH Baltimore Applicants	1	4	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	108	119	101
Matchlists Sent	335	408	367
Transit Applicants and Info Sent	6	0	0
GRH Washington Applicants	41	31	47
GRH Baltimore Applicants	0	2	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	19	36	5
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	33	158	86
Employers Contacted (Follow up)- Visit	7	37	17
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	2
Level 2	0	23	12
Level 3	3	10	20
Level 4	1	3	7

TDM SERVICES

DOD/WHS

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	1
Matchlists Sent	33	15	0
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

DATA

JULY - SEPTEMBER 2022

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

*See FFX - EO numbers reported under Fairfax County

**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	72	115	53
Matchlists Sent	299	684	249
Transit Applicants and Info Sent	1	3	0
GRH Washington Applicants	26	30	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	85	72	51
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	125	519	250
Employers Contacted (Follow up)- Visit	57	0	0
Employers Contacted - Number of Potential (Follow up)	0	86	0
New TDM Programs Established			
Level 1	6	29	0
Level 2	1	40	0
Level 3	5	12	0
Level 4	1	0	0

TDM SERVICES

FDA

JULY - SEPTEMBER 2022

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

TDM SERVICES

FREDERICK

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	22	8
Matchlists Sent	156	232	75
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	7	9	5
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	1	0	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	39	0	3
Employers Contacted (Follow up)- Visit	3	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	1
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	118	100	96
Matchlists Sent	254	465	229
Transit Applicants and Info Sent	2	3	0
GRH Washington Applicants	33	35	21
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD

JULY - SEPTEMBER 2022

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

TDM SERVICES

HOWARD

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	12	11
Matchlists Sent	0	123	0
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	5	5	2
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	35	45	22
Matchlists Sent	198	223	122
Transit Applicants and Info Sent	4	2	0
GRH Washington Applicants	8	16	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	19	2	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	175	95	57
Employers Contacted (Follow up)- Visit	9	4	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	2
Level 2	0	1	1
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

MTA

JULY - SEPTEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	6	5
Matchlists Sent	41	24	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	5	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	9	13
Matchlists Sent	0	1	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	30	9
Matchlists Sent	93	150	93
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	13	8	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	25
Employers Contacted (New)- Phone	73	24	65
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,133	7,837	1,413
Employers Contacted (Follow up)- Visit	57	85	64
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	13	1	5
Level 3	0	0	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2022**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	88	5
Matchlists Sent	45	16	24
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE

JULY - SEPTEMBER 2022

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	10	8
Matchlists Sent	41	26	80
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	9	6	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2022**

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

TDM SERVICES**NORTHERN SHENANDOAH
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	3	4
Matchlists Sent	182	174	25
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	2	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES**PRINCE GEORGE'S
JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	31	27
Matchlists Sent	153	181	179
Transit Applicants and Info Sent	3	2	0
GRH Washington Applicants	7	20	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	49	13
Employers Contacted (New)- Phone	0	34	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	15	11
Employers Contacted (Follow up)- Visit	0	2	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES**PRTC****JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	61	31
Matchlists Sent	292	321	270
Transit Applicants and Info Sent	8	0	1
GRH Washington Applicants	28	27	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	24	8	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	9
Employers Contacted (Follow up)- Visit	6	11	16
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	0	2	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES			
RAPPAHANNOCK-RAPIDAN			
JULY - SEPTEMBER 2022			
Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	10	7
Matchlists Sent	53	123	62
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	1	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES**TRI-COUNTY****JULY - SEPTEMBER 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	34	0
Matchlists Sent	306	306	9
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	5	9	0
GRH Baltimore Applicants	0	0	9
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	24	14	0
Employers Contacted (New)- Visit	0	0	7
Employers Contacted - Number of Potential (New)	0	0	4
Employers Contacted (Follow up)- Phone	6	6	0
Employers Contacted (Follow up)- Visit	11	6	12
Employers Contacted - Number of Potential (Follow up)	0	0	4
New TDM Programs Established			
Level 1	2	8	0
Level 2	2	0	0
Level 3	0	0	0
Level 4	0	0	0

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JULY - SEPTEMBER 2022**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	16	2	14	32
ARLINGTON (COG)	19	1	32	52
ANNE ARUNDEL	19	4	21	44
BALTIMORE CITY	15	2	9	26
BMC	5	0	17	22
COG	56	6	30	92
DOD/WHS	4	0	0	4
DATA	0	1	1	2
DISTRICT OF COLUMBIA	52	6	77	135
FDA	0	150	4	154
FAIRFAX COUNTY	72	6	25	103
FREDERICK	20	45	72	137
GW RIDE CONNECT	118	346	522	986
HARFORD	3	0	6	9
HOWARD	9	2	11	22
LOUDOUN	35	3	42	80
MTA	3	1	7	11
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	0	4	4	8
Countywide	29	3	32	64
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	3	213	689	905
Shady Grove	0	0	0	0
Silver Spring	16	1	25	42
NIH	0	0	3	3
NORTHERN SHENANDOAH	10	0	8	18
PRINCE GEORGE'S	27	4	46	77
PRTC	54	12	117	183
RAPPAHANNOCK-RAPIDAN	7	2	0	9
TRI - COUNTY	21	252	286	559
TOTAL INPUT COMMUTER CONNECTIONS	613	1,066	2,100	3,779
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1,679		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY23, FIRST QUARTER	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	1
ALEXANDRIA, VA	1
ARLINGTON COUNTY, VA	3
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	13
FAIRFAX COUNTY, VA	16
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	9
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	1
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	0
TOTAL	44

**Technical Assistance to Local Agencies
July – September 2022**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2022				
TransIT Services of Frederick County	7/15/2022	10/11/2022	10/11/2022	Table 4a
GW RideConnect	7/19/2022	7/19/2022	7/19/2022	TDM Training
August 2022				
NBMTD	8/15/2022	8/16/2022	9/12/2022	Marriott Commuters Report
September 2022				
TransIT Services of Frederick County	9/16/2022	10/11/2022	10/11/2022	Table 4a

FY 2023										
July to September 2022	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new) Site Visits (prospects)	0	4	19	85	1	19	73	0	24	24
Telework - NEW	0	0	0	0	0	0	0	0	0	2
Employers Contacted (follow-up)	0	1904	33	125	39	175	1,133	0	0	6
Telework - FOLLOWUP	0	0	2	0	0	2	1	0	3	2
Total Broadcast Contacts Letters, Flyers, Newsletter	0	7889	3341	0	884	105	21999	0	300	42
Total Sales Meetings	0	54	7	57	3	9	57	0	6	11
Total Employers Contacted	0	9851	3402	267	927	310	23263	0	333	87
New Level 1 TDM Programs	0	1	2	6	0	2	0	0	0	2
New Level 2 TDM Programs	0	3	0	1	0	0	13	0	0	2
New Level 3 TDM Programs	0	2	3	5	1	0	0	0	0	0
New Level 4 TDM Programs	0	0	1	1	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	2
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0