COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT
Q2 FY2023

October – December 2022

COMMUTER CONNECTIONS.
— A SMARTER WAY TO WORK —

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 October 2022, November 2022, and December 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.

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

TDM System Trainings were held on October 11th with Harford County, MD and North Bethesda (a supplemental training session was held of October 17th with Harford County); and with Rappahannock-Rapidan Regional Commission on December 19th.

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

COG/TPB staff developed and presented the FY2024 Draft Commuter Connections Work program (CCWP) and 2022-2023 Commuter Connections Strategic Plan to the STDM Work Group on October 11th and November 9th. Staff integrated comments from the STDM Work Group and presented the updated documents to the Commuter Connections Subcommittee on November 15th and established a comment period through December 5th. Staff worked on updates to the documents based on feedback and comments received during the comment period. The final draft of the work program was finalized and prepared for approval from the state funding agencies in January and for endorsement and release at the January Commuter Connections Subcommittee meeting.

COG/TPB staff began gathering updated information for the January 2023 TDM Resources Directory update.

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 Q3 CY2022 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA)

for review in October. 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 also drafted an annual report for Year 2 of the project and submitted the report to FHWA. FHWA provided feedback on the report and staff subsequently began drafting a comment/response document to address the feedback.

- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on November 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) and on Year 2 deliverables (Tasks D and E).

- Two primary tasks associated with the project, Task D: TDM Deployment for Non-Recurrent Congestion Mitigation and Task E: Corridor-level TDM Deployment were finalized and released to the public on December 19th.

- 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 October 11th, November 9th, and December 13th.

COG/TPB staff participated in WMATA Yellow Line Bridge/Tunnel and Potomac Yard Project Coordination meetings on October 25th and November 22nd.

A Commuter Connections Subcommittee meeting was coordinated and held on November 15th. 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:
- Presentation on the 2022 Bike to Work Day Draft Event Report
- Briefing on the 2022 Car Free Day event results
- Briefing on the Visualize 2045 Update
- Briefing on the Regional TDM Evaluation Project for FY2023
- Update on the ATCMTD Project
- Briefing on the FY2024 CCWP and Strategic Plan
- Briefing on the 1st Quarter CCWP Budget Report and Progress Report

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on November 30th.

A Commuter Connections Ridematching Committee meeting was coordinated held on December 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:
- Briefing on recent incentive program updates
- Overview of the new Realtime Flexible Vanpool program in CarpoolNow
- Update on the TDM System Database Migration process
- Call for updates for the January 2023 edition of the TDM Resource Directory

- Highlights from the FY2023 1ˢᵗ Quarter 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 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 December 2022, COG and its members served 13,411 commuters registered in ridematching. This is an increase of 138 quarter-to-quarter, from 13,273 at the end of September 2022. Year over year there was an increase of 149 from 13,262 at the end of December 2021.

COG/TPB staff and the TDM Technology Development contractor, Media Beef, finalized a FY2023 statement of work. A contract amendment was fully executed in October.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. Several rounds of beta testing occurred in October and November as the project team prepared to launch a new version of the incenTrip app. Staff provided UMD developers with newly updated park and ride geographic data to support the Corridor Challenges functionality. The technical project team met biweekly to discuss technical development tasks associated with the grant. Accomplishments include:

- Task D: TDM Deployment for Non-Recurrent Congestion Mitigation and Task E: Corridor-Level TDM Deployment for Multimodal ICM and TSM&O of the project were fully deployed when a new version of incenTrip was released in the Apple App Store and Google Play on December 19th. The new version of the app included the new Flextime Rewards program, travel alerts, Corridor Challenges, and enhanced rideshare trip logging.

- A development and implementation schedule for Year 3 tasks was created. The project team began exploring initial designs for Task G: Employer Module. Finalizing the design of the Employer Module and commencing development work will be the primary task in the coming quarter.

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, and remedying some small bugs in the TDM system.

In October, COG/TPB staff began work on determining computer resource requirements for migrating the TDM System to the Amazon Web Services (AWS) cloud. This requires migrating the web server software and operating systems into a new database (Postgres) that is provided by a different vendor, so there is considerable work in getting all the components running and communicating with one another. It was determined that reports will have to be managed with a different workflow because the database will be a hosted service as opposed to an installation on a server managed by COG/TPB staff. In November, Media Beef and staff reviewed the original plan for computer resource requirements and made some adjustments. Media Beef reported successful results from their testing of database migration tools. In December, Media Beef completed migration tasks for all the Commuter Connections websites and prepared the assets for final COG testing on December 23rd.

COG/TPB staff requested members of the Ridematching Committee identify reports to retain in the TDM System at the December 20th Commuter Connections Ridematching Committee meeting by January 17th. COG/TPB staff intends to update the reporting function as part of the TDM System migration to AWS and conversion to Postgres

Media Beef fixed a couple small problems in the TDM System and SchoolPool. In the TDM System, an issue with domain names in the "from" and "to" fields caused emailing pool rewards invitations to fail. Media Beef fixed a broken link on a SchoolPool web page so users can contact MWCOG from the page.

The Commuter Connections mobile app was downloaded 122 times throughout the quarter, bringing total downloads to 6,636 by the end of December.

D. Commuter Information System

COG/TPB staff continued to 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. A new park and ride lot to the map was added. The new lot is the Balls Ford Road Park & Ride Lot. It is located at 7100 Century Park Drive, Manassas, VA, 20109 and parking is free. The lot has 200 spaces now. More will be added until there are 1,300 spaces. There are covered waiting areas for carpoolers and vanpoolers, a kiss-and-ride area, lighting, and covered bicycle racks. The new lot is served by several commuter bus routes. 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=b55f928648174dc8a7c5030 38a8b36e2, 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 October and December, there were 220 applications received. A total of 187 new applicants were registered (184 new applicants and 3 "one-time exception" users) and 313 commuters were re-registered. During the same time period, the GRH program provided 160 GRH trips. One of these trips was a "one-time" exception. "Unscheduled Overtime" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of December 31st, a total of 1,995 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.

GRH ride provider contract amendments for FY2023 renewals were executed between COG and Barwood/Regency, DC Yellow, Enterprise, Red Top Cab, Smart Ride, and Uber.

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.

The Look Again regional TDM marketing campaign ran through most of the quarter. COG/TPB staff placed several boosted posts on Instagram. A video was also boosted on YouTube. Other media outlets where the Look Again message was featured included radio, digital/web, podcasts, Waze, internet radio, LinkedIn, and influence social media.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the fall 2022 newsletter and Federal ETC insert in October. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in November. Staff then prepared a timeline for the development of the winter 2023 newsletter and generated article content ideas.

COG/TPB staff and the marketing contractor continued preparations for a direct mailer. Creative was updated in November. Staff then coordinated logistics with the vendor who was awarded the direct mailer Invitation for Bid. The mailer was then sent to approximately 500,000 households within the region to promote ridematching services and the GRH program. The mailing was sent to a 60/40 split of equity emphasis area households and general audience households.

The FY2023 TDM Resource Guide and Strategic Marketing Plan (SMP) report was completed and released. In preparation for the release, COG/TPB staff sent reminders to jurisdictions in October to complete finalize their contributions. Staff then then made final preparations to the report and presented it at the December 20th Regional TDM Marketing Group meeting, where it was endorsed for release.

COG/TPB staff attended and participated in the Alexandria Renew Enterprises Transportation Fair on October 20th.

COG/TPB staff met with ODonnell Company representatives on November 1st to discuss the data collection results from the qualitative surveys of commuters and employers. Results will inform the development of the 2nd half of the fiscal year Regional TDM Marketing campaign.

Preparations for a spring 2023 regional TDM marketing campaign commenced. COG/TPB staff presented new creative concepts developed by the marketing contractor to the State TDM Work Group in December for feedback for spring umbrella marketing campaign consideration. Staff subsequently coordinated with the Marketing Work Group to obtain feedback on the new creative concepts.

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:
- Review of the Final FY2023 Regional TDM Resource Guide and Strategic Marketing Plan (SMP)

- Guest presentation on Southern Maryland Marketing
- Overview of Commuter Connections FY2023 Marketing Activities and distribution of the FY2023 First Half Marketing Campaign Summary draft report
- Guest presentation on goDCgo marketing
- Briefing on the results of the FY2022 Guaranteed Ride Home Customer Satisfaction Surveys

COG/TPB staff conducted the following activities to update and maintain the Commuter Connections website:
- Posted news articles, publications (e.g., Fall 2022 Newsletter), construction projects, press releases, and upcoming events as needed
- Monitored website activity and computer code to maintain accurate website functionality

COG/TPB staff managed the Commuter Connections social media pages. Analytics on each account were recorded. A Cyfe analytics report was generated for each social media account for September, October, and November.

B. Bike to Work Day

The sponsorship drive for the May 2023 Bike to Work Day event commenced in October and is expected to conclude in January. COG/TPB staff oversaw Arch Street Communications' efforts to implement the sponsor drive, which include editing creative materials. Staff invoiced sponsors following their submission of the sponsorship form.

An Invitation for Bid for Bike to Work Day 2023 event T-shirts was drafted and posted in November. COG/TPB staff monitored responses and questions regarding the bid.

COG/TPB staff coordinated with new pit stop locations to bring them onboard.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on November 9th. 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 draft Bike to Work Day 2022 Event Report
- Discussion on 2023 Pit Stop Commitments, New Pit Stops, and Orientation Session
- Establishment of the 2023 Rider Goal
- 2023 Color Theme selection
- Update on the 2023 Event Sponsorship Drive

An online questionnaire was prepared in SurveyMonkey and sent to pit stop managers. The questionnaire seeks to gather information about each pit stop, including pit stop manager contact information, T-shirt orders, etc.

The marketing contractor developed poster concepts for presentation at the January 11th Steering Committee meeting.

COG/TPB staff completed the following BikeToWorkMetroDC.org website updates:
- Monitored website activity and computer code to maintain proper website functionality

C. Employer Recognition Awards

There were several planning and preparation activities conducted throughout the quarter. COG/TPB staff developed a task schedule timeline for the 2023 Employer Recognition Award deliverables. Work began on the creation of the 2023 Employer Recognition Awards nomination brochure and form. Staff prepared written description of 2022 Employer Recognition Awards winners for inclusion in the 2023 nomination brochure. Staff obtained estimates for printing and distribution of the materials; staff oversaw the marketing contractor, Odonnell Company, in the development of creative concepts for the materials. Staff solicited and received feedback from the Employer Recognition Awards workgroup on the creative concepts and oversaw Odonnell Company in final production of the brochure and form. The brochure was uploaded to the Commuter Connections website. The nomination webpage and online form were also updated. The auto forwarding message was updated Staff compiled a mailing list for nomination brochure which included employers, CEOs, Chambers of Commerce, and Commuter Connections network members, and coordinated the printing and distribution process.

COG/TPB staff secured a contract with the National Press Club for the 2023 Employer Recognition Awards ceremony.

COG/TPB staff sent an email blast to employers for the Employer Recognition Awards 2023 call for nominations in December.

D. 'Pool Rewards

A marketing campaign for both the regional 'Pool Rewards program and the VDOT I-66 'Pool Rewards bonus incentive was developed. COG/TPB staff reviewed and approved the media plan developed by the contractor. Ad copy and creative assets were edited, finalized, and placed. Insertion orders were processed. The campaign commenced in November and ran through the end of the quarter. Staff placed social media ads and posts as part of the campaign.

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:
- Staff approved three (3) new 'Pool Rewards vanpools
- Staff approved four (4) new 'Pool Rewards carpools

As of December 31st, there were zero (5) active 'Pool Rewards carpools and twelve (12) operating 'Pool Rewards vanpools.

COG/TPB staff operated the 'Pool Rewards vanpool incentive program. There were 29 vanpool subsidy payments prepared for processing for vanpools that operated in October, November, and December. Payment will be issued upon execution of the operations contract with Commute with Enterprise.

COG/TPB staff worked with Enterprise on the renewal of their 'Pool Rewards contract for FY2023. Staff met with Enterprise representatives on December 1st to discuss the status of the 'Pool Rewards vanpool incentive program.

COG/TPB staff collected and reported 'Pool Rewards vanpool data to the National Transit Database (NTD) maintained by FTA. The report was submitted on October 27th. At the request of FTA, staff provided additional comments and clarifications to the data in November and December.

E. Car Free Day

Raffle prizes were awarded and sent to winners, and prize recipients were publicized through social media and the event website. A summary of Car Free Day 2022 pledge data and an emissions impacts analysis were prepared and presented at the November 15th Commuter Connections Subcommittee meeting. COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, as they created a debrief report of earned media summarizing press coverage of the Car Free Day event. "Thank you" emails were sent to Car Free Day sponsors and participants. The University of Maryland was announced as the 2022 Capital Area Car Free Day College Campus Challenge winner. Media invoices were processed.

COG/TPB staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated.

F. CarpoolNow Mobile Application

COG/TPB staff reviewed and approved the media plan for the regional CarpoolNow fall 2022 marketing campaign developed by the marketing contractor. Staff then reviewed and approved the ad copy and creative assets. The campaign commenced in November and continued through the end of the quarter. Staff placed social media ads and posts as part of the campaign.

COG/TPB staff held events at Park & Ride Lots with iHeart Radio in Frederick County on November 15th with Frederick County TransIT Services and in Prince William County on November 29th with OmniRide.

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 52 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 243 times during the quarter, bringing total downloads to 5,509.

Work continued to promote the new Flexible Vanpool feature of CarpoolNow. COG/TPB staff drafted and sent a Flexible Vanpool recruitment email to vanpool operator stakeholders throughout the region. Staff also developed a Flexible Vanpool flyer for employers to promote at their worksites. Intake forms were sent to interested vanpool operators. Staff briefed the Northern Virginia Vanpool Council on the Flexible Vanpool program on November 7th. The Ridematching Committee was briefed on Realtime Flexible Vanpool at the December 20th committee meeting.

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 integrated Flextime Rewards to the incenTrip mobile application and released the program to the public on December 19th (see *Section I.C.*).

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,494 users were registered for the program as of December 31st. There were 27 new Commuter Connections accounts created through the incenTrip app. A total of 115 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 48 check, 53 PayPal, 3 gift card, 10 WMATA SmarTrip, and 1 E-ZPass incentive requests. Staff responded to 28 incenTrip related inquires.

J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. According to the UMD Agency Dashboard, approximately 188 end-users were registered for the program as of December 31st. A total of five check, five PayPal, and one SmarTrip incentive requests were submitted by MDOT incenTrip users throughout the quarter.

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 October 17th, November 14th, and December 12th.

In October, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, and Montgomery County. Outstanding reports were pending as of October 31st from the City of Alexandria, Loudoun County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In November, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, and Montgomery County. Outstanding reports were pending as of November 30th from the City of Alexandria, Loudoun County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In December, Monthly Employer Outreach sales activity reports were received from the District of Columbia and Montgomery County. Outstanding reports were pending as of December 31st from the City of Alexandria, Arlington County, Loudoun County, Prince William County, Fairfax County, Frederick County, and the Tri-County Council for Southern Maryland.

In October, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery and Loudoun Counties

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

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

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

COG/TPB staff presented results from the 2022 State of the Commute Survey to COG's Chief Administrative Officers Committee on October 5th, to the TPB on October 19th, to the Systems Performance, Operations and Technology Subcommittee on November 3rd, and to the Metropolitan Washington Air Quality Technical Advisory Group on December 6th.

COG/TPB staff conducted the Car Free Day emissions and transportation impact analysis.

COG/TPB staff published and distributed the 2022 GRH Washington Applicant Survey Draft Report following its approval at the September 20th Commuter Connections Subcommittee Meeting. The report was posted to the Commuter Connections website.

The FY2022 Bike to Work Day participant survey questionnaire was developed in conjunction with the Regional TDM Evaluation contractor, LDA Consulting. The survey was tested, programmed, and prepared for distribution in early November. A participant list was generated. The survey questionnaire was distributed to participants on November 4th. The survey closed on November 28th.

Several reminder messages were sent while the survey was open; the response rate was nearly 20%. Data from the survey was then compiled and examined; trends were identified in preparation for a briefing scheduled to occur at the Commuter Connections Subcommittee on January 17th.

COG/TPB staff programmed and reviewed the Car Free Day participant survey questionnaire. A participant list was generated. The survey was released to potential respondents on December 16th. Data collection continued throughout the month.

COG/TPB staff began preparing the State of the Commute general public report.

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. The FY2023 First Half Regional TDM Marketing Campaign Summary report was drafted and distributed at the December 20th Regional TDM Marketing Group meeting.

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 provided a synopsis regarding the FY2022 GRH Customer Satisfaction Survey results for Washington, DC region trips at the December 20th Regional TDM Marketing Group meeting.

COG/TPB staff presented the final Fourth Quarter FY2022 Employer Outreach Verification Statement and draft First Quarter FY2023 Employer Outreach conformity verification statements to the Employer Outreach Committee on October 18th. Data collection for the first quarter of FY2023 was completed and data collection for the second quarter of FY2023 began.

COG/TPB staff collected comments on the Bike to Work Day 2022 Event Draft Report from the Bike to Work Day Steering Committee that occurred through October 21st. Relevant comments were integrated into the draft report, which was then presented at the November 15th Commuter Connections Subcommittee meeting. Subcommittee members were given the opportunity to comment on the report through December 16th.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to develop a TDM Analysis Export from the Commuter Connections survey archive database. A mockup design was produced for the contractor. Staff coordinated with COG IT to restore the contractor's access to the CCS server.

COG/TPB staff completed and distributed the final September FY2023, October FY2023, and November FY2023 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 1st Quarter CCWP Progress Report for FY2023. The report was distributed at the November 15th 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. A discussion with Stewart Technologies occurred on October 13th. Staff routinely monitored activity in the system.

COG/TPB staff coordinated and held one-on-one Act! Database training sessions with Employer Outreach Sales coordinators and Steward Technologies. These sessions included:
- October 31st – Fairfax County
- October 31st – Frederick County
- October 31st – OmniRide
- November 2nd – Friendship Heights
- November 2nd – Loudoun County
- November 3rd – Montgomery County Commuter Services
- November 7th – Bethesda Transportation Solutions

COG/TPB staff provided an Act! Database training to Prince George's County on November 18th.

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 in the prior quarter; a contract with Montgomery County was fully executed in October. A scope of work and budget for a contract amendment with Prince George's County was pending as of December 31st.

B. DC, MD, AND VA PROGRAM ADMINISTRATION

Staff then continued 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 October 18th Employer Outreach Committee meeting. Topics covered in the meeting included:

- Kendall Tiffany, Frederick County, was announced as the new Chairperson for FY2023. Antoinette Rucker, WMATA, was announced as the new FY2023 Vice Chair.
- Final Fourth Quarter FY2022 and Draft First Quarter FY2023 Conformity Verification Statements
- Presentation on the new Commuter Connections Flexible Vanpool program
- Update on Hybrid Work Guidelines maintained by Commuter Connections
- Update on the Act! Employer Database
- Review of FY2023 TDM and Sales Training Sessions
- Briefing on the FY2023 Employer Outreach Analysis schedule

COG/TPB staff coordinated and held a sales training session titled "Planning a Virtual Event – Effective Marketing Messages and Tactics" on December 1st. Session planning meetings were held with the trainer, Gail Cooperman, MLD, BA, on October 12th and 21st.

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 December 31st, a total of 96 commuters were registered in the GRH Baltimore program.

COG/TPB staff published and distributed the 2022 GRH Baltimore Applicant Survey Draft Report following its approval at the September 20th Commuter Connections Subcommittee Meeting. The report was posted to the Commuter Connections website.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore region and St. Mary's County commuters who used the GRH service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff provided a synopsis regarding the FY2022 GRH Baltimore Customer Satisfaction Survey results for Baltimore and St. Mary's region trips at the December 20th Regional TDM Marketing Group meeting.

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

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided fifteen (15) 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.

GRH ride provider contract amendments for FY2023 renewals were executed between COG and Enterprise, Smart Ride, TransDev/WHC, and Uber.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
OCTOBER - DECEMBER 2022

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2022
Total applicants/info provided:	4,792	3,842	8,634
Rideshare applicants	1,810	1,679	3,489
Matchlists sent	4,219	2,944	7,163
Transit applicants/info sent	24	34	58
GRH applicants	500	624	1,124
Bike to work info requests	0	5	5
Telework info requests	110	13	123
Internet users	24,182	20,451	44,633
Internet applicants	2,310	2,225	4,535
New employer clients	145	249	394
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2022
Continued placements	790	732	1,521
Temporary/one-time placements	231	214	445
Daily vehicle trips reduced	220	203	423
Daily VMT reduced	5,082	4,690	9,772
Daily tons NOx reduced	0.0010	0.0009	0.0019
Daily tons VOC reduced	0.0007	0.0006	0.0013
Daily tons PM2.5 reduced	0.00007	0.00006	0.00013
Daily tons PM2.5 NOx reduced	0.0013	0.0012	0.0026
Daily tons GHG reduced	2.0337	1.8768	3.9117
Daily gallons of gas saved	282	261	543
Daily commuter costs saved	$1,169	$1,079	$1,169

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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	125	120	78
Locals Rideshare Apps (New and Re-apps)	1,685	1,559	1,323
Matchlists Requested	4,219	2,865	2,051
Transit Applicants/Info Sent	24	34	13
GRH Washington Applicants	220	237	440
GRH Washington Rides Provided	160	130	73
GRH Baltimore Applicants	5	6	3
GRH Baltimore Rides Provided	15	16	5
Telework Info Requests	110	13	36
Phone/Fax Applicants	0	0	0
Internet Applicants	2,310	2,245	1,745
Employer Applicants	0	0	0
Total Hits on website	24,182	20,451	15,104

TDM SERVICES

ALEXANDRIA
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	16	7
Matchlists Sent	32	74	36
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	1	8	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	113
Employers Contacted (New)- Visit	0	0	1
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	21
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	19	6
Matchlists Sent	84	70	61
Transit Applicants and Info Sent	4	1	0
GRH Washington Applicants	6	9	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	2	4	3
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	124	1,904	1,562
Employers Contacted (Follow up)- Visit	7	54	61
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	1
Level 2	0	3	1
Level 3	0	2	0
Level 4	0	0	1

TDM SERVICES

ANNE ARUNDEL
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	19	12
Matchlists Sent	107	111	72
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	11	17	3
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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	15	3
Matchlists Sent	53	63	17
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	8	6	4
GRH Baltimore Applicants	2	4	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	5	5
Matchlists Sent	104	46	39
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	5	5	3
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	120	108	70
Matchlists Sent	520	335	327
Transit Applicants and Info Sent	2	6	2
GRH Washington Applicants	37	41	26
GRH Baltimore Applicants	2	0	1
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	29	19	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	157	33	61
Employers Contacted (Follow up)- Visit	96	7	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	2	2
Level 2	7	0	4
Level 3	9	3	26
Level 4	1	1	21

TDM SERVICES

DOD/WHS
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	4	1
Matchlists Sent	5	33	3
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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 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 FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	107	72	45
Matchlists Sent	764	299	231
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	23	26	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	7	85	46
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	297	125	547
Employers Contacted (Follow up)- Visit	17	57	103
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	6	32
Level 2	3	1	21
Level 3	3	5	7
Level 4	0	1	2

TDM SERVICES

FDA
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	2
Matchlists Sent	11	0	24
Transit Applicants and Info Sent	1	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	20	11
Matchlists Sent	122	156	93
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	8	7	5
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	140	39	6
Employers Contacted (Follow up)- Visit	0	3	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	117	118	133
Matchlists Sent	590	254	144
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	41	33	18
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	0
Matchlists Sent	97	20	13
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	2	2
GRH Baltimore Applicants	1	0	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	9	3
Matchlists Sent	78	0	1
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	5	5	3
GRH Baltimore Applicants	0	0	0
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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	35	12
Matchlists Sent	120	198	70
Transit Applicants and Info Sent	1	4	4
GRH Washington Applicants	5	8	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	3	19	19
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	108	175	119
Employers Contacted (Follow up)- Visit	6	9	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	5
Level 2	1	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

MTA
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	3	1
Matchlists Sent	7	41	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	3	2
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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	8
Matchlists Sent	90	0	1
Transit Applicants and Info Sent	1	0	0
GRHWashington 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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	29	10
Matchlists Sent	99	93	62
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	13	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	110	0	28
Employers Contacted (New)- Phone	58	73	75
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3,271	1,133	2,716
Employers Contacted (Follow up)- Visit	43	57	39
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	13	6
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
OCTOBER - DECEMBER 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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	3	4
Matchlists Sent	137	45	17
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	16	4
Matchlists Sent	44	41	19
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	8	9	2
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 Potiential (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 Potiential (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)
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NORTHERN SHENANDOAH
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	10	3
Matchlists Sent	184	182	18
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	2	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	27	16
Matchlists Sent	156	153	185
Transit Applicants and Info Sent	1	3	0
GRH Washington Applicants	12	7	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	59	54	39
Matchlists Sent	365	292	286
Transit Applicants and Info Sent	5	8	0
GRH Washington Applicants	21	28	15
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	28	24	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	4	6	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	7	2
Matchlists Sent	146	53	38
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	1	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 Potiential (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 Potiential (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
OCTOBER - DECEMBER 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	21	3
Matchlists Sent	304	306	290
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	9	5	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	5
Employers Contacted (New)- Phone	17	24	10
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	8	6	6
Employers Contacted (Follow up)- Visit	9	11	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	2	4
Level 2	7	2	2
Level 3	0	0	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
OCTOBER - DECEMBER 2022

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	4	0	12	16
ARLINGTON (COG)	10	1	20	31
ANNE ARUNDEL	15	0	10	25
BALTIMORE CITY	9	0	23	32
BMC	22	0	18	40
COG	84	3	23	110
DOD/WHS	3	0	0	3
DATA	0	0	0	0
DISTRICT OF COLUMBIA	36	2	53	91
FDA	2	1	0	3
FAIRFAX COUNTY	107	9	27	143
FREDERICK	17	27	72	116
GW RideConnect	117	731	1,056	1,904
HARFORD	5	0	5	10
HOWARD	8	0	7	15
LOUDOUN	20	5	49	74
MTA	1	0	2	3
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	1	139	230	370
Countywide	20	1	42	63
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	24	2	805	831
Shady Grove	0	0	0	0
Silver Spring	4	1	15	20
NIH	0	0	2	2
NORTHERN SHENANDOAH	9	3	10	22
PRINCE GEORGE'S	20	3	44	67
PRTC	59	12	116	187
RAPPAHANNOCK-RAPIDAN	13	0	9	22
TRI - COUNTY	29	231	274	534
TOTAL INPUT COMMUTER CONNECTIONS	639	1,171	2,924	4,734
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1,810		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY23, SECOND QUARTER	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	1
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	1
FAIRFAX COUNTY, VA	1
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	0
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	0
TOTAL	3

Technical Assistance to Local Agencies
October – December 2022

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October 2022				
November 2022				
December 2022				
BMC	Fri 12/2/2022 12:16 PM	Mon 12/19/2022 5:30 PM	Mon 12/19/2022 5:31 PM	Locate Commuter ID: 763422

Employer Outreach Activity Summary

FY 2023 October to December 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)		2	29	7	1	3	58		28	17
Telework - NEW										
Employers Contacted (follow-up)		124	157	297	140	108	3271			8
Telework - FOLLOWUP							110			
Total Broadcast Contacts Letters, Flyers, Newsletter		4338	9931		141	107	23413		600	12
Total Sales Meetings		7	96	17		6	43		4	9
Total Employers Contacted		4471	10213	321	282	224	26785		632	46
New Level 1 TDM Programs		1	9	2						12
New Level 2 TDM Programs			7	3		1				7
New Level 3 TDM Programs			9	3						
New Level 4 TDM Programs			1							
New Telework Programs										
Expanded Telework Programs										