# COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

## Q4 FY2024

**April – June 2024**

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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 the upcoming month) 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. 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.

COG/TPB staff collected data from local ridematching coordinators submitted through Table 6A.

After the TPB voted to approve the FY2025 CCWP on March 21st as documented in Resolution TPB R11-2024, COG/TPB staff posted the final document to the Publications section of the Commuter Connections website. Hard copies were produced for distribution to stakeholders upon request. TIP funding schedules were reviewed; funding commitment letters were sent to the state funding agencies.

COG/TPB staff coordinated with state funding agencies to secure funding commitments for FY2025. Letters of funding commitment for FY2025 were received by MDOT and VDOT. DDOT's letter remains outstanding.

COG/TPB staff coordinated with MDOT to build and launch BaltimoreCommutes.org, an expanded "microsite" of the Commuter Connections TDM System, to address emergency TDM solutions in the Baltimore region due to the Key Bridge collapse.

COG/TPB staff and MDOT discussed the possibility of expanding the 'Pool Rewards program to the Baltimore area to address emergency TDM solutions due to the Key Bridge collapse. A concept was developed; a CCWP amendment is likely in September.

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 4th Quarter of FY2024. The Q3 FY2024 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in April (Task H). A quarterly invoice was also prepared and

submitted; the Metropolitan Washington Council of Governments (COG) collaborated with project partners to obtain the necessary documentation associated with the invoice.

- As explained in the prior quarterly report, COG submitted a request to FHWA on March 29th to extend the Period of Performance through March 16, 2025; and modify the project budget to reallocate funding to pay for the contractual work needed for Technology Transfer (Task K). FHWA approved the request via email on May 14, 2024. Following approval, the project team worked to execute subcontracts with the University of Maryland and Villanova University to commence technology transfer activities. Villanova University entered into contract in June; the University of Maryland is expected to enter into contract in July.

- As noted in the extension request, and in the prior quarterly report, the project team anticipates an autumn re-launch of incenTrip in the Washington, DC megaregion. The app will be re-branded as CommuterCash, based on feedback from a public survey. COG anticipates developing a marketing campaign to align with the launch of CommuterCash.

- Concurrently, the project team collaborated with a regional task force to facilitate a regional Employer Challenge within the revamped incenTrip mobile application in conjunction with Earth Month (April). The project team onboarded eight employer teams and prepared the app to host the Challenge, named "Ride for the Region," which commences on April 1st and concluded on Earth Day, April 22nd. 52 participants logged 310 transit trips for the challenge, deferring 2,323 miles of vehicle travel.

- The project team met with FHWA and May 17th to discuss final report logistics.

COG/TPB staff continued work on the Enhancing Mobility Innovation (EMI) grant. Accomplishments include:
- COG/TPB staff completed administrative elements for the project. Monthly project update summaries and the Q3 FY2024 Progress Report were drafted and submitted to FTA. Invoices for contractor work completed in March, April, May, and June were processed.

- COG/TPB staff coordinated and held routine biweekly conference calls with the software developer, Media Beef, to discuss project updates.

- COG/TPB staff coordinated and held a special demonstration meeting on June 10th to review new functionality built by Media Beef for the VanHoppr program. Additionally, a check-in call was held with FTA on June 11th to discuss the transition of the Principal Investigator role from Nichlas Ramfos, who retired from COG, to Daniel Sheehan, the project manager.

- Contrary to the anticipated timeline for the project, a beta version was not tested by stakeholders in June. The project team will explore whether an extension may be needed to permit proper testing and vetting before public launch. Alternatively, testing could be accelerated to commence launch in August. Staff will coordinate with FTA on any proposed timeline deviations.

- Work continued on technical items related to the EMI 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 April 9th, May 14th, and June 11th.

COG/TPB staff presented a program overview of Commuter Connections to the COB Board on April 10th.

COG/TPB staff met with Enterprise Mobility representatives to discuss a new model of vanpooling on April 11th.

COG/TPB staff met with University of Maryland representatives on April 12th to discuss a potential FHWA Congestion Relief Program application.

A Commuter Connections Subcommittee meeting was coordinated and held on May 21st. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials.

A Commuter Connections Ridematching Committee meeting was coordinated held on June 18th. In anticipation of the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials.

# 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 June 2024, COG and its members served 12,824 commuters registered in the Ridematching program. This is a decrease of 636 quarter-to-quarter, from 13,460 at the end of March 2024. Year over year there was a decrease of exactly 1, from 12,825 at the end of June 2023.

COG/TPB staff oversaw the software developer, Media Beef, as work continued on Core System customizations for the Washington, DC region. Work concluded on database integration of the core system into the Commuter Connections TDM System. Work commenced on integrating VanHoppr queue APIs into the Commuter Connections TDM System.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. The meetings focused especially on incenTrip technology transfer, Enhancing Mobility Innovation, and new TDM functionality to deal with the Key Bridge emergency.

Media Beef and COG/TPB staff implemented and completed the Ride for the Region Challenge.

COG/TPB staff coordinated with Media Beef and MDOT to develop a scope of work for the Key Bridge TDM emergency product. Deliverables include developing a new microsite for the campaign with custom features. The new "mega" microsite template will have the ability to be replicated for future, unaffiliated campaigns.

Media Beef fixed a bug that affected branding for local agencies.

Media Beef coordinated with two subcontractors, the University of Maryland and Villanova University, to finalize subcontracts for the ATCMTD project in regards to Technology Transfer (Task K).

Media Beef continued technical work on the EMI VanHoppr program. Media Beef coordinated a system review with COG/TPB staff on June 10th.

COG/TPB staff began developing a recommended Statement of Work for Media Beef for work to be completed in FY2025. A discussion was held on June 25th to this effect.

The Commuter Connections mobile app was downloaded 161 times throughout the quarter, bringing total downloads to 7,565by the end of June.

# D. Commuter Information System

COG/TPB staff continued processing HERE Streets data to use in our maps, geocoding service, and routable networks. Staff deployed to production a new version of the street network on May 28. This network is used for route-based ride matching.

COG/TPB staff fixed a problem with the interactive bicycling web map. The Capital Bikeshare locations layer comes from a source outside our organization. That organization moved the location of the bikeshare layer and the bike map app could not find it. The layer source URL has been updated and the app is working as it should. Note that in order to see the Capital Bikeshare locations, users must zoom in to about 1:20,000 scale. The bikeshare symbols are large and they cannot be displayed at smaller scales without them covering up the entire map.

COG/TPB staff fixed a problem with the automobile routing service that caused it to stop providing routes without warning. The service is now performing reliably.

COG/TPB staff continued work on reviewing HERE data for a new network for bicycling.

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 April and June, there were 233 applications received. 305 commuters were re-registered. During the same time, the GRH program provided 152 GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of June 30th, a total of 2,310 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 met with Diamond Transportation Services, Inc. on May 22nd to discuss the status of daily program operations.

COG/TPB staff coordinated with the GRH Operations Contractor, Diamond Transportation Services, Inc., to generate a Statement of Work for FY25 activities. A contract amendment was also drafted and pending signature as of June 30th.

# 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. Staff discussed a Statement of Work for FY2025 on June 14th and subsequently negotiated a rate for proposed work. A contract amendment for FY2025 was in-the-works as of June 30th.

The Rideshare and GRH Spring Umbrella regional TDM marketing campaign ran throughout the quarter, while going on a brief hiatus for Bike to Work Day. Marketing themes included the "Did Someone Say Free?" GRH campaign and the "Roll With Rideshare" rideshare campaign. Several organic posts were placed on Facebook and Instagram. A video was also placed on YouTube. Other media outlets where the messages were featured included radio, digital/web, podcasts, digital truck, and bike billboard.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the spring 2024 newsletter and Federal ETC insert in April. Articles were then drafted and finalized. The newsletter was distributed via e-mail in May. Staff then prepared a timeline for the development of the summer 2024 newsletter and collaborated with the contractor to develop article content ideas. Discussions were held with other COG staff on how to migrate the newsletter to an "all digital" format.

COG/TPB staff received delivery of the updated third edition regional bike maps, in advance of Bike to Work Day.

COG/TPB staff attended events to promote Commuter Connections programs and services:

- April 18: USGS, Reston, VA
- April 25: FDA, Silver Spring, MD
- May 1: USPTO, Alexandria, VA
- May 15: Pentagon, Arlington, VA

COG/TPB staff continued to coordinate with vendor for printing and mail house services in preparation for the June 2024 mass mailing to approximately 500,000 households.

COG/TPB staff attended an Act Chesapeake Chapter workshop titled "Using Social Marketing for Social Media."

COG/TPB staff, with assistance from the marketing contractor, continued efforts on a holistic Commuter Connections website update. Staff continued transferring content for the new website to a staging area. Staff issued a contract amendment to Odonnell Company to proceed with template updates for the update. Staff coordinated a website review meeting with Odonnell Company on June 27th. Additionally, staff continued with standard website maintenance for the existing website, including the following activities:

- Posted news articles, publications (e.g., Placement Rate Survey, FY2025 CCWP, and GRH Customer Satisfaction Survey Report), construction projects, press releases (e.g., Bike to Work Day Press Release), and upcoming events as needed.

- Replaced Bike Guides with the 2024 edition.
- Posted the new bike map on the "order brochure" and the "bicycling" pages.
- Posted the Commuter Connections Spring Newsletter
- Removed two park and ride lots located in Charles County from the listing
- Edited text in Flextime Rewards page
- 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. Cyfe analytics reports were generated for each social media account for March, April, and June.

A Regional TDM Marketing Group meeting was coordinated and held on June 18th. In anticipation of the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials.

# B. Bike to Work Day

Preparations for the May 17, 2024 Bike to Work Day event continued from the prior quarter. COG/TPB staff worked with the marketing contractor, Odonnell Company, to finalize creative assets for the event. A promotional toolkit for sponsors was developed to help promote their sponsorship of the event. Purchase orders were processed for the media buy. The marketing team executed the paid media plan and earned media plan. An email blast was sent to past Bike to Work Day participants, employers, and other stakeholders encouraging them to sign up for the event. Press releases for the event were drafted and distributed.

COG/TPB staff amended the marketing contractor's (Odonnell Company) contract to include social media management for the event.

COG/TPB staff assisted the Bike to Work Day Steering Committee Chair, LaToya Crump, in her presentation on Bike to Work Day at the April 5th TPB Technical Committee meeting. Staff coordinated the Bike to Work Day Proclamation signing on April 17th by TPB Vice Chair and Fairfax County Supervisor, James Walkinshaw. An email was sent to TPB members inviting them to participate in the event in May.

COG/TPB staff coordinated with a team of volunteers regarding the sorting of Bike to Work Day T-shirts. Staff facilitated t-shirt distribution at COG's office building.

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

- Added, updated, and removed pit stop pages.
- Updated bicycle convoys.
- Updated sponsorship logos on pit stop pages.
- Coordinated with WABA to embed convoy map.
- Posted press releases and news articles.
- Uploaded photos of the event.
- Posted bike raffle winners.
- Monitored website activity and computer code to maintain proper website functionality.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on May 8th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials.

The regional Bike to Work Day event took place on May 17th at 109 pit stops throughout the region.

Following the event, COG/TPB staff coordinated the distribution of prizes as part of the 2024 event region raffle. Social media posts were made regarding the 2024 Bike to Work Day Employer Challenge winner and raffle winners.

COG/TPB staff recapped the event at the Commuter Connections Subcommittee at its May 21st meeting about the upcoming Bike to Work Day 2023 event

COG/TPB staff coordinated and held a luncheon at the U.S. Food and Drug Administration on June 20th for the Bike to Work Day Employer Challenge.

# C. Employer Recognition Awards

As noted in the prior quarterly report, the Employer Recognition Awards ceremony was cancelled for June and will instead be incorporated into a larger event to take place in the fall surrounding Commuter Connections' 50th anniversary and the launch of CommuterCash. COG/TPB staff coordinated with winners regarding content for the program booklet. The booklet was finalized and printed in June. Staff identified candidates for the Employer Services awards. A trophy order was placed for all five award winners. Staff coordinated with TriVision and award winners on the production of video filming logistics. A giveaway item was selected and ordered.

COG/TPB staff continued to work on pintpointing dignitary speaker availability for the fall 50th anniversary event.

# D. 'Pool Rewards

COG/TPB staff operated the 'Pool Rewards vanpool and carpool incentive programs. As of June 30th, there were zero (0) active 'Pool Rewards carpools and thirteen (13) operating 'Pool Rewards vanpools. Vanpool subsidy payments were processed upon receiving invoice(s) from the vendor. Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:

- Staff approved no new 'Pool Rewards vanpools
- There were no new 'Pool Rewards carpool applications

# E. Car Free Day

COG/TPB prepared the FY2024 Car Free Day 2023 event draft report. The report was presented to the Commuter Connections Subcommittee at its May 21st meeting and set an open comment period through June 18th. Staff finalized the report in preparation for endorsement at the July 16th Commuter Connections Subcommittee meeting.

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on May 8th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials.

COG/TPB staff approved the flyer updated by the marketing contractor for the 2024 event, based on Steering Committee feedback.

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 continued monitoring participation within CarpoolNow. There were no requests for payment during the quarter. There were 68 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 437 times during the quarter, bringing total downloads to 7,642.

# G. Flextime Rewards

COG/TPB staff continued monitoring participation of the Flextime Rewards program within the incenTrip mobile app. Staff did not process any incentive payments attributable to a flextrip.

# H. incenTrip Mobile Application

COG/TPB staff operated and monitored the Commuter Connections Rewards Program within incenTrip. According to the UMD Agency Dashboard, approximately 4,253 users were registered for the program as of June 30th. There were 98 new Commuter Connections accounts created through the incenTrip app. A total of 202 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 108 check, 59 PayPal, 12 gift card, 18 WMATA SmarTrip, 1 Capital Bikeshare and 4 E-ZPass incentive requests. Staff responded to incenTrip related inquires from end-users.

COG/TPB staff operated the Ride for the Region Transit Challenge. Upon the Challenge's conclusion, staff provided input and metrics for the Ride for the Region Transit Challenge to interested stakeholders.

COG/TPB staff met with Audi of America representatives on April 12th to discuss an Employer Challenge at their worksite.

## J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. Planning meetings were held monthly with MDOT staff to discuss general operations of the program. According to the UMD Agency Dashboard, approximately 357 end-users were registered for the program as of June 30th. A total of 3 check, 8 PayPal, and one 1 gift card 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 monthly data sweeps of the Employer Outreach Act! Database. Staff also collected monthly sales activity reports and data requests from local jurisdictions. Staff oversaw the employer site survey coordination.

COG/TPB staff coordinated with the TDM Evaluation Contractor, LDA Consulting, to prepare the final version of the FY2024 Applicant Placement Rate Study. The study was endorsed by the Commuter Connections Subcommittee at the May 21st meeting and subsequently posted to the Commuter Connections website.

COG/TPB staff finalized an RFP for a Regional TDM Evaluation consultant and published the RFP on June 13th. A Pre-Proposal meeting with prospective bidders was held on June 27th.

## 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 FY2024 2nd Half Regional TDM Marketing Campaign Summary draft report was presented to the Regional TDM Marketing Group meeting on June 18th.

COG/TPB staff discussed results from the Employer Outreach Customer Satisfaction Survey at the April 16th Employer Outreach Committee 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.

COG/TPB staff presented the final Second Quarter FY2024 Employer Outreach Verification Statement and draft Third Quarter FY2024 Employer Outreach conformity verification statements to the Employer Outreach Committee on April 16th. Data collection concluded for the FY2024 third quarter report and commenced for the FY2024 fourth quarter report.

COG/TPB staff completed and distributed the final March FY2024, April FY2024, and May FY2024 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 3rd Quarter CCWP Progress Report for FY2024. The report was distributed at the May 21st 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 and monitored the system. Staff updated Act! database training materials for local employer outreach sales representatives.

### B. EMPLOYER OUTREACH FOR BICYCLING

The regional Bicycling to Work Employer/Employees guide was updated and made available for distribution as part of general fulfillment to employers. Guides were also distributed to pit stop managers for Bike to Work Day.

## 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. FY2025 Scopes of Work and budget requests were prepared for the jurisdictions.

### B. DC, MD, AND VA PROGRAM ADMINISTRATION

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 continued research on potential FY2024 Employer Case Study candidates.

COG/TPB staff coordinated, facilitated, and presented at the April 16th Employer Outreach Committee meeting. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Preparations commenced for the July 16th meeting.

COG/TPB staff began updating the sales support questionnaire.

COG/TPB staff coordinated and held an Employer Outreach "Train the Trainer" sales training session on May 20th. The training was conducted by Steer.

# 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 June 30th, a total of 105 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore and St. Mary's region commuters who used the Guaranteed Ride Home 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 and the marketing contractor, Odonnell Company, implemented the FY2024 GRH Baltimore spring marketing campaign throughout the quarter. The campaign was suspended temporarily for Bike to Work Day messaging in May, but resumed after the event.

## B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided 18 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 Baltimore service providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff met with representatives of the GRH Baltimore Operations Contractor, Diamond Transportation, on May 22nd to discuss daily GRH program operations. Staff also coordinated with the contractor to generate a Statement of Work for FY2025 activities. A contract amendment was also drafted and pending signature as of June 30th.

# VII. MDOT EMPLOYER OUTREACH STATEWIDE

## A. Regional Employer Database Management and Training and Program Administration

COG/TPB staff continued coordination efforts with Stewart Technologies to create the database, a copy of the existing Commuter Connections Act! Regional Employer Database. Staff met with MDOT representatives on April 19th and 23rd to discuss customizations for the Act! Employer database. A training session with local Maryland representatives was scheduled for July 23rd.

| Table 1 |
|:---:|
| **National Capital Region Transportation Planning Board**<br>**Commuter Connections Program**<br>**Quarterly Activity and Impact Summary** |
| **APRIL - JUNE 2024** |

| Commuter Connections<br>Activity | This<br>Quarter | Last<br>Quarter | Since<br>July 1, 2023 |
|:---|:---:|:---:|:---:|
| **Total applicants/info provided:** | 3,423 | 3,560 | 13,449 |
| Rideshare applicants | 1,658 | 1,543 | 5,978 |
| Matchlists sent | 3,629 | 3,151 | 13,109 |
| Transit applicants/info sent | 19 | 43 | 125 |
| GRH applicants | 558 | 675 | 2,359 |
| Bike to work info requests | 0 | 0 | 0 |
| Telework info requests | 0 | 0 | 0 |
| **Internet users** | 32,453 | 32,725 | 138,832 |
| Internet applicants | 2,216 | 2,218 | 8,337 |
| **New employer clients** | 601 | 366 | 1,969 |
| Employee applicants | 0 | 0 | 0 |

| Program Impact<br>Performance Measure | This<br>Quarter | Last<br>Quarter | Since<br>July 1, 2023 |
|:---|:---:|:---:|:---:|
| **Continued placements** | 723 | 673 | 2,607 |
| **Temporary/one-time placements** | 211 | 197 | 763 |
| **Daily vehicle trips reduced** | 201 | 188 | 727 |
| **Daily VMT reduced** | 4,643 | 4,343 | 16,797 |
| **Daily tons NOx reduced** | 0.0009 | 0.0009 | 0.0033 |
| **Daily tons VOC reduced** | 0.0006 | 0.0006 | 0.0023 |
| **Daily tons PM2.5 reduced** | 0.00006 | 0.00006 | 0.00023 |
| **Daily tons PM2.5 NOx reduced** | 0.0012 | 0.0012 | 0.0044 |
| **Daily tons GHG reduced** | 1.8586 | 1.7395 | 6.7240 |
| **Daily gallons of gas saved** | 258 | 241 | 933 |
| **Daily commuter costs saved** | $1,068 | $999 | $3,863 |

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home.

**TABLE 2**
**COMMUTER CONNECTIONS**
**APPLICATION ACTIVITY SUMMARY**
**APRIL - JUNE 2024**

| | New Apps | Re-Apps | Follow Up | Total |
|---|---|---|---|---|
| ALEXANDRIA | 6 | 2 | 25 | 33 |
| ARLINGTON (COG) | 11 | 1 | 38 | 50 |
| ANNE ARUNDEL | 20 | 3 | 8 | 31 |
| BALTIMORE CITY | 22 | 0 | 31 | 53 |
| BMC | 13 | 2 | 22 | 37 |
| COG | 184 | 4 | 53 | 241 |
| DOD/WHS | 3 | 1 | 2 | 6 |
| DISTRICT OF COLUMBIA | 33 | 3 | 144 | 180 |
| FDA | 2 | 160 | 6 | 168 |
| FAIRFAX COUNTY | 85 | 15 | 16 | 116 |
| FREDERICK | 18 | 1 | 39 | 58 |
| GW RIDE CONNECT | 119 | 78 | 315 | 512 |
| HARFORD | 1 | 0 | 8 | 9 |
| HOWARD | 13 | 3 | 14 | 30 |
| LOUDOUN | 28 | 48 | 115 | 191 |
| MTA | 10 | 1 | 13 | 24 |
| MONTGOMERY COUNTY | | | | |
|   Bethesda Transportation Solutions | 1 | 2 | 4 | 7 |
|   Countywide | 18 | 1 | 48 | 67 |
|   Friendship Heights/Rockville | 0 | 0 | 0 | 0 |
|   North Bethesda TMD | 9 | 305 | 377 | 691 |
|   Shady Grove | 0 | 0 | 0 | 0 |
|   Silver Spring | 2 | 0 | 15 | 17 |
| NIH | 0 | 0 | 3 | 3 |
| NORTHERN SHENANDOAH | 5 | 1 | 5 | 11 |
| PRINCE GEORGE'S | 14 | 4 | 50 | 68 |
| PRTC | 55 | 69 | 74 | 198 |
| RAPPAHANNOCK-RAPIDAN | 13 | 1 | 2 | 16 |
| TRI - COUNTY | 30 | 238 | 281 | 549 |
| **TDM NETWORK MEMBERS** | | | | |
| **TOTAL INPUT COMMUTER CONNECTIONS** | **715** | **943** | **1,708** | **3,366** |
| **COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS** | | **1,658** | | |

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| COG Rideshare Applicants (New and Re-apps) | 224 | 192 | 150 |
| Locals Rideshare Apps (New and Re-apps) | 1,434 | 1,351 | 1,725 |
| Matchlists Requested | 3,629 | 3,151 | 3,755 |
| Transit Applicants/Info Sent | 18 | 43 | 31 |
| New GRH Washington Applicants | 233 | 283 | 240 |
| GRH Washington Rides Provided | 152 | 170 | 132 |
| New GRH Baltimore Applicants | 2 | 4 | 6 |
| GRH Baltimore Rides Provided | 18 | 41 | 13 |
| Telework Info Requests | 0 | 0 | 0 |
|  |  |  |  |
| Phone/Fax Applicants | 0 | 0 | 0 |
| Internet Applicants | 2,216 | 2,244 | 2,466 |
| Employer Applicants | 0 | 0 | 0 |
|  |  |  |  |
| Total Hits on website | 32,453 | 32,725 | 29,741 |

**TDM SERVICES**

**ALEXANDRIA**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 6 | 1 | 9 |
| Matchlists Sent | 23 | 16 | 99 |
| Transit Applicants and Info Sent | 0 | 1 | 2 |
| GRH Washington Applicants | 8 | 4 | 8 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 166 | 0 | 0 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 412 | 0 | 0 |
| Employers Contacted (Follow up)- Visit | 202 | 0 | 0 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 6 | 0 | 0 |
| Level 2 | 1 | 0 | 0 |
| Level 3 | 4 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**ARLINGTON**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 11 | 10 | 10 |
| Matchlists Sent | 32 | 28 | 101 |
| Transit Applicants and Info Sent | 0 | 0 | 2 |
| GRH Washington Applicants | 9 | 5 | 5 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 2 | 0 | 0 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 1,870 | 1,510 | 1,397 |
| Employers Contacted (Follow up)- Visit | 48 | 48 | 72 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 2 | 0 | 0 |
| Level 2 | 0 | 0 | 0 |
| Level 3 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**ANNE ARUNDEL**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 20 | 12 | 7 |
| Matchlists Sent | 70 | 56 | 45 |
| Transit Applicants and Info Sent | 1 | 1 | 0 |
| GRH Washington Applicants | 7 | 9 | 7 |
| 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 22 | 16 | 6 |
| Matchlists Sent | 123 | 112 | 40 |
| Transit Applicants and Info Sent | 1 | 1 | 0 |
| GRH Washington Applicants | 21 | 6 | 7 |
| GRH Baltimore Applicants | 1 | 2 | 2 |
| 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 13 | 8 | 6 |
| Matchlists Sent | 63 | 53 | 38 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 14 | 7 | 5 |
| 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 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 217 | 189 | 148 |
| Matchlists Sent | 774 | 612 | 536 |
| Transit Applicants and Info Sent | 3 | 5 | 7 |
| GRH Washington Applicants | 41 | 29 | 25 |
| GRH Baltimore Applicants | 0 | 0 | 1 |
| Telework Information Requests | 0 | 0 | 0 |
|  |  |  |  |
| Employers Contacted (New)- Phone | 12 | 0 | 25 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
|  |  |  |  |
| Employers Contacted (Follow up)- Phone | 610 | 0 | 136 |
| Employers Contacted (Follow up)- Visit | 20 | 0 | 52 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
|  |  |  |  |
| New TDM Programs Established |  |  |  |
| Level 1 | 0 | 0 | 2 |
| Level 2 | 3 | 0 | 13 |
| Level 3 | 4 | 0 | 2 |
| Level 4 | 3 | 0 | 2 |

**TDM SERVICES**

**DOD/WHS**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 3 | 5 | 10 |
| Matchlists Sent | 12 | 6 | 316 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 0 | 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**

**FAIRFAX**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 85 | 144 | 136 |
| Matchlists Sent | 343 | 394 | 435 |
| Transit Applicants and Info Sent | 2 | 2 | 5 |
| GRH Washington Applicants | 16 | 30 | 29 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 166 | 125 | 49 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 408 | 299 | 465 |
| Employers Contacted (Follow up)- Visit | 193 | 113 | 86 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 78 | 8 | 9 |
| Level 2 | 37 | 40 | 35 |
| Level 3 | 48 | 74 | 4 |
| Level 4 | 5 | 1 | 0 |

**TDM SERVICES**

**FDA**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 2 | 1 | 2 |
| Matchlists Sent | 9 | 23 | 18 |
| 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 | 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 18 | 10 | 7 |
| Matchlists Sent | 189 | 84 | 85 |
| Transit Applicants and Info Sent | 0 | 3 | 0 |
| GRH Washington Applicants | 5 | 7 | 6 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 1 |
|  |  |  |  |
| Employers Contacted (New)- Phone | 1 | 4 | 2 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
|  |  |  |  |
| Employers Contacted (Follow up)- Phone | 166 | 158 | 300 |
| Employers Contacted (Follow up)- Visit | 0 | 0 | 1 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
|  |  |  |  |
| New TDM Programs Established |  |  |  |
| Level 1 | 0 | 0 | 7 |
| Level 2 | 0 | 0 | 0 |
| Level 3 | 0 | 0 | 1 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**GW RIDE CONNECT**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 119 | 110 | 71 |
| Matchlists Sent | 444 | 365 | 482 |
| Transit Applicants and Info Sent | 4 | 5 | 4 |
| GRH Washington Applicants | 32 | 57 | 37 |
| 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**

**HARFORD**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 1 | 3 | 2 |
| Matchlists Sent | 16 | 15 | 39 |
| Transit Applicants and Info Sent | 0 | 0 | 1 |
| GRH Washington Applicants | 0 | 5 | 1 |
| 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 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 13 | 19 | 12 |
| Matchlists Sent | 97 | 93 | 61 |
| Transit Applicants and Info Sent | 0 | 2 | 0 |
| GRH Washington Applicants | 6 | 10 | 11 |
| 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 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 28 | 32 | 31 |
| Matchlists Sent | 319 | 221 | 210 |
| Transit Applicants and Info Sent | 2 | 1 | 3 |
| GRH Washington Applicants | 4 | 18 | 14 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 3 | 2 | 5 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 62 | 125 | 90 |
| Employers Contacted (Follow up)- Visit | 5 | 6 | 4 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 6 | 1 | 0 |
| Level 2 | 1 | 0 | 1 |
| Level 3 | 0 | 0 | 2 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**MTA**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 10 | 7 | 5 |
| Matchlists Sent | 31 | 36 | 22 |
| Transit Applicants and Info Sent | 0 | 0 | 1 |
| GRH Washington Applicants | 3 | 3 | 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**

**BETHESDA TRANSPORTATION SOLUTIONS**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 1 | 17 | 1 |
| Matchlists Sent | 0 | 4 | 2 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRHWashington Applicants | 0 | 0 | 1 |
| 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 18 | 20 | 16 |
| Matchlists Sent | 105 | 122 | 117 |
| Transit Applicants and Info Sent | 0 | 4 | 0 |
| GRH Washington Applicants | 11 | 23 | 7 |
| GRH Baltimore Applicants | 0 | 1 | 0 |
| Telework Information Requests | 0 | 0 | 1 |
| | | | |
| Employers Contacted (New)- Phone | 23 | 0 | 32 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 6,405 | 0 | 2,899 |
| Employers Contacted (Follow up)- Visit | 73 | 0 | 95 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 0 | 0 |
| Level 2 | 0 | 0 | 3 |
| 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**
**APRIL - JUNE 2024**

| 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**

**NORTH BETHESDA TMD**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 9 | 5 | 6 |
| Matchlists Sent | 83 | 48 | 59 |
| Transit Applicants and Info Sent | 0 | 1 | 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**

**SHADY GROVE**
**APRIL - JUNE 2024**

| 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 2 | 10 | 3 |
| Matchlists Sent | 30 | 36 | 49 |
| Transit Applicants and Info Sent | 0 | 3 | 1 |
| GRH Washington Applicants | 3 | 8 | 4 |
| 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)**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 0 | 2 | 0 |
| Matchlists Sent | 0 | 14 | 0 |
| Transit Applicants and Info Sent | 0 | 0 | 0 |
| GRH Washington Applicants | 0 | 1 | 3 |
| 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 Potiential (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 Potiential (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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 5 | 6 | 10 |
| Matchlists Sent | 116 | 93 | 168 |
| Transit Applicants and Info Sent | 2 | 0 | 0 |
| GRH Washington Applicants | 4 | 1 | 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**

**PRINCE GEORGE'S**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 14 | 10 | 12 |
| Matchlists Sent | 96 | 102 | 120 |
| Transit Applicants and Info Sent | 1 | 4 | 2 |
| GRH Washington Applicants | 22 | 7 | 16 |
| GRH Baltimore Applicants | 0 | 1 | 0 |
| Telework Information Requests | 0 | 0 | 77 |
| | | | |
| Employers Contacted (New)- Phone | 125 | 0 | 52 |
| Employers Contacted (New)- Visit | 0 | 0 | 0 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 0 |
| | | | |
| Employers Contacted (Follow up)- Phone | 13 | 0 | 58 |
| Employers Contacted (Follow up)- Visit | 3 | 0 | 95 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 0 | 0 |
| Level 2 | 0 | 0 | 3 |
| Level 3 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**PRTC**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 55 | 68 | 91 |
| Matchlists Sent | 246 | 292 | 353 |
| Transit Applicants and Info Sent | 1 | 8 | 3 |
| GRH Washington Applicants | 14 | 32 | 34 |
| GRH Baltimore Applicants | 0 | 0 | 0 |
| Telework Information Requests | 0 | 0 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 215 | 226 | 50 |
| 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 | 5 | 4 | 4 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 0 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 0 | 11 | 0 |
| Level 2 | 0 | 0 | 0 |
| Level 3 | 1 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 13 | 4 | 8 |
| Matchlists Sent | 93 | 19 | 44 |
| Transit Applicants and Info Sent | 1 | 1 | 0 |
| GRH Washington Applicants | 3 | 1 | 2 |
| GRH Baltimore Applicants | 1 | 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**
**APRIL - JUNE 2024**

| Total Applicants and Services Provided | Current Quarter | Prior Quarter | Current Quarter, Prior FY |
|---|---|---|---|
| Rideshare Applicants | 30 | 29 | 0 |
| Matchlists Sent | 315 | 307 | 12 |
| Transit Applicants and Info Sent | 0 | 1 | 0 |
| GRH Washington Applicants | 10 | 18 | 0 |
| GRH Baltimore Applicants | 0 | 0 | 1 |
| Telework Information Requests | 0 | 2 | 0 |
| | | | |
| Employers Contacted (New)- Phone | 13 | 9 | 0 |
| Employers Contacted (New)- Visit | 0 | 0 | 9 |
| Employers Contacted - Number of Potiential (New) | 0 | 0 | 12 |
| | | | |
| Employers Contacted (Follow up)- Phone | 4 | 7 | 0 |
| Employers Contacted (Follow up)- Visit | 14 | 8 | 7 |
| Employers Contacted - Number of Potiential (Follow up) | 0 | 0 | 3 |
| | | | |
| New TDM Programs Established | | | |
| Level 1 | 12 | 8 | 0 |
| Level 2 | 4 | 1 | 0 |
| Level 3 | 0 | 0 | 0 |
| Level 4 | 0 | 0 | 0 |

| FY 2024 April to June 2024 | 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) | 166 | 2 | 12 | 166 | 1 | 3 | 23 | 125 | 215 | 13 |
| Telework - NEW | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | |
| Employers Contacted (follow-up) | 412 | 1,870 | 610 | 408 | 166 | 62 | 6,405 | 13 | 0 | 4 |
| Telework - FOLLOWUP | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | |
| Total Broadcast Contacts Letters, Flyers, Newsletter | 400 | 1,504 | 10,719 | 2 | 472 | 98 | 18,619 | 3,875 | 1,126 | 57 |
| Total Sales Meetings | 202 | 48 | 20 | 193 | 0 | 5 | 73 | 3 | 5 | 14 |
| Total Employers Contacted | 1,180 | 3,424 | 11,361 | 769 | 644 | 168 | 25,121 | 4,016 | 1,346 | 88 |
| New Level 1 TDM Programs | 6 | 2 | 0 | 78 | 0 | 6 | 0 | 0 | 0 | 12 |
| New Level 2 TDM Programs | 1 | 0 | 3 | 37 | 0 | 1 | 0 | 0 | 0 | 4 |
| New Level 3 TDM Programs | 4 | 0 | 4 | 48 | 0 | 0 | 0 | 0 | 1 | 0 |
| New Level 4 TDM Programs | 0 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |

**Technical Assistance to Local Agencies**
**April – June 2024**

| Agency | Date Reported | Acknowledgement of Receipt | Notice of Resolution | Nature of the Problem |
|---|---|---|---|---|
| **Prior Quarter(s)** | | | | |
| GWRideConnect | 11/24/23 | 11/29/23 | 7/3/24 | PurgeApp Report Bug Fix |
| GWRideConnect | 1/9/24 | 5/19/24 | 6/27/24 | Secondary solution to co-branded matchletter |
| **April 2024** | | | | |
| PGC DPWT | 4/5/24 | 4/15/24 | 6/5/24 | Admin credentials |
| Loudoun | 4/30/24 | 5/8/24 | 5/15/24 | Routing bug fix for matchletters |
| **May 2024** | | | | |
| TCCSMD | 5/6/24 | 5/6/24 | 5/6/24 | System outage |
| **June 2024** | | | | |
| NBTMD | 6/6/24 | 6/7/24 | 6/7/24 | Biweekly report troubleshooting |