COMMUTER CONNECTIONS.
—— A SMARTER WAY TO WORK ——

QUARTERLY WORK PROGRAM PROGRESS REPORT
APRIL – JUNE 2021

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2021 4th Quarter Progress Report
PROGRAM HIGHLIGHTS

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 April 2021, May 2021 and June 2021) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

The following agencies submitted table 6A data through the commuter support email box: NBTMD; BTS; TCCSMD; GWRideConnect; Frederick County, MD; Prince George's County, MD; and Loudoun County, VA.

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

After the TPB voted to approve the FY2022 CCWP on March 17th as documented in Resolution TPB R16-2021, 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. In May, TIP funding schedules were reviewed; funding commitment letters were sent to the state funding agencies

Commuter Connections continued to facilitate the Federal ETC Advisory Work Group with representation from GSA, NCPC, and COG. The group worked to update the Federal ETC TMP Handbook. NCPC worked to incorporate COG's suggested revisions into a new PDF document with graphics included. A draft PDF copy of the Handbook was submitted to COG/TPB staff for review and comment on April 27th. Staff conducted a review and submitted suggested edits to NCPC on May 15th. GSA submitted feedback on May 18th. Updates to Appendix B were secured from the District Department of Transportation and Fairfax County. In consultation with NCPC, 'best practice' TMPs were identified and

uploaded to the FederalETC.org website; they are referenced in Appendix F of the new Handbook. The group worked to release an embargoed copy of the Handbook, expected to occur in July. The group discussed a release strategy for the Handbook. COG intends to post a PDF copy of the new Handbook on the FederalETC website and will include a news story in the quarterly newsletter. GSA and NCPC may also identify other avenues for distribution. The updated Handbook is expected to be published in the summer.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Technical meetings were coordinated and held via Microsoft Teams on a biweekly recurrence with UMD and Media Beef (see *Section I.C.*). Prep work for the incenTrip pilot employer challenges in conjunction with goDCgo took place *(See Section III.A)*. An introductory coordination meeting with MDOT/MTA was held on April 1st to discuss integrating CharmPass into incenTrip; a follow-up meeting was subsequently held on April 27th. The Third Quarter ATCMTD Progress Report was drafted and prepared for submission to FHWA. A contract amendment was fully executed in April with Media Beef for work to be performed on the ATCMTD project, which is supplemental to planned work already approved for the contractor during FY2021. Staff coordinated and held a quarterly stakeholder group meeting on May 5th. At the request of FHWA, staff executed a Data Management Plan amendment to the project agreement and met with FHWA staff on June 11th to discuss the plan requirements.

COG/TPB staff continued to provide updates for the *Commute with Confidence* TDM pandemic-response clearinghouse. Updates to both the Commuter Connections and FederalETC versions of the clearinghouse, including English and Spanish PDFs, were conducted monthly.

COG/TPB staff participated in a WMATA Platform Improvement Project meeting on April 6th.

STDM Work Group meetings were coordinated and held on April 13th, May 14th, and June 8th.

COG/TPB staff coordinated a WMATA Platform Shutdown TDM Work Group conference call meeting on April 28th and May 26th. As part of the outreach effort to alert commuters and employers of the pending shutdown, staff generated targeted messages to commuters and employers within the Commuter Connections databases and distributed the respective messages via Informz. The WMATA Platform Shutdown webpage on the Commuter Connections website was also updated to reflect pertinent information regarding the summer 2021 station closures and travel alternatives.

A Commuter Connections Subcommittee meeting was coordinated and held on May 18th via Webex. 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:
- Endorsement of the FY2021 Placement Rate Survey Report

- Highlights from thee FY2021 Retention Rate Survey Draft Report
- Presentation on the 2020 Car Free Day Event Report
- Briefing on the latest Clean Air Partners activities
- Briefing on the status of the 2021 Bike to Work Day Event
- Update on the Federal ETC TMP Handbook
- Briefing on the status of the 2021 Car Free Day Event
- Briefing on the FY2021 3rd Quarter CCWP Progress and Budget Report

COG/TPB staff participated in an organizational Title VI – Participation Plan meeting on May 25th.

COG/TPB staff coordinated and held a MPO TDM Peer Exchange meeting on May 26th.

COG/TPB staff met with DDOT representatives on June 3rd to discuss SchoolPool implementation in partnership with schools in the District.

COG/TPB staff participated in a I-495 NEXT TMP project meeting on June 9th.

A Commuter Connections Ridematching Committee meeting was coordinated and held on June 15th via Webex. 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:
- Update on planned TDM System enhancements
- Guest presentation on Best Practices within the TDM System
- Roundtable discussion on Regional Ridematching Recovery
- Highlights from the FY2021 3rd Quarter Progress Report

COG/TPB staff attended a Big Data online demonstration of both StreetLight and Replica products facilitated by Kimley-Horn on June 24th.

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. This included monitoring the web and database servers and making backups of the Oracle database.

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

At the end of June 2021, COG and its members served 13,697 commuters registered in ridematching. This is a decrease of 18 quarter-to-quarter, from 13,715 at the end of March 2021. Year over year there was a decrease of 2,863 from 16,560 at the end of June 2020.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. The technical group met biweekly to discuss technical tasks scheduled for development in the current grant year (November 2020 – October 2021). These tasks include the expansion of incenTrip to encompass the entire Washington, DC megaregion and the integration of new rewards options into the app. UMD completed the process of integrating new transit agencies and routes into the application, including real-time transit data for WMATA and MTA. Alpha testing was completed within the Maryland expansion areas and beta testing is expected to commence in conjunction with MDOT in July. UMD also continued developing the expanded road network model for the expanded megaregion. Arizona State University is assisting with the building the model.

Staff refined project plans that explain the integration approach being sought for PayPal digital payments and WMATA SmarTrip credits based on feedback from COG's Accounting team and the ATCMTD Technical Group. Staff coordinated technical meetings between Media Beef and UMD on April 20th and May 17th to discuss PayPal integration into incenTrip and the TDM System; discussion revolved around APIs identified for rewards fulfillment within the TDM System. These APIs are needed in order to conduct reward fulfillment procedures. UMD finished database design for PayPal integration in June; this is a prerequisite to API development. An introductory coordination meeting with E-ZPass Maryland was held on May 11th to discuss integrating E-ZPass into incenTrip; a follow-up meeting with Virginia E-ZPass representatives is expected in the coming months.

A SmartBenefits orientation session was held with WMATA on May 12th. WMATA subsequently provided staff with several materials to review and prepare a procedure for operating SmartBenefits as a rewards option within incenTrip. Staff investigated potential eGift Card vendors and local businesses who may be interested in partnering with incenTrip to provide incentives. For the goDCgo pilot commuter challenge, Media Beef deployed a report that shows which commuters are linked to which employer

record in the TDM System. Staff consolidated over 100 duplicate employer records within the TDM System of employers who are participating in the pilot program. UMD continued programming employer-based reports that can be accessed by program administrators (e.g., COG/TPB staff) within the incenTrip dashboard. Media Beef aided UMD in providing employer records affiliated with each active incenTrip account.

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 enhancements to the TDM system's vanpool modules, incenTrip administration and rewards fulfillment, incenTrip performance challenges, changes to the radius match algorithm and employer location data storage, refreshing the look of the TDM system's landing page, improving the quality of commuter location data, and items for development in FY2022.

COG/TPB staff finished cleaning up commuter location data. There were some commuters who registered for ridematching but whose addresses lacked geocodes. All ridematching commuters now have accurate location data for both home and work. COG/TPB staff provided a report that characterizes the errors people make when entering their address information into a web form.

Work progressed on the incenTrip Local Administration enhancement for the TDM System. After confirming bug fixes had been addressed by Media Beef, COG/TPB staff approved the migration from CCTDM-CLONE to production. The module is partially built but sufficient in its ability to generally determine trip eligibility for incenTrip account holders. In May, staff reported trip log inconsistencies and an email search bug afflicting the newly launched incenTrip Local Administration enhancement for the TDM System to Media Beef. Media Beef added the issues to their queue.

COG/TPB staff continued to provide guidance for UMD on how to best categorize trip logging within incenTrip while also accurately conveying the information to the user. Staff tested a beta version with location-tracking hotfixes released by UMD and provided feedback. UMD released new versions of the app to the Apple App Store and Google Play, version 0.9.101 and version 0.9.030, respectively, on May 27th.

COG/TPB staff coordinated with UMD and Media Beef to identify commuter accounts who remain "in limbo" between the TDM System and incenTrip. An effort to reconcile the accounts is expected to commence in the coming months.

In an effort to improve the quality of ride matches, Media Beef is making changes to the commuter dashboard (first page shown after logging in) that will ask commuters who have invalid geocodes associated with their accounts to make corrections to their addresses. Mockups were submitted for COG/TPB staff to review. The enhancement was approved and pushed to production.

COG/TPB staff finished building a new geocoding service for the region and deployed it to the Commuter Connections ArcGIS Server in May. This version contains hundreds of new points of interest, streets, and employer location data. Staff also changed the

coverage area by removing several counties in northern New Jersey and adding several counties in southern Virginia.

COG/TPB staff and Media Beef forged ahead on designing the new flexible vanpool model. Following a technical meeting on April 29th, staff continued to provide guidance and answer questions from Media Beef about the work specs for the project. In particular, staff addressed the need for the feature to conduct real-time matching while also offering static matching to "book a seat." Compensating drivers who pick up riders and how to arrange pickup/drop-off was also discussed at length. Staff coordinated another technical meeting on May 26th to review the revised Statement of Work for this project. Traditional vanpool enhancements to the TDM System were also folded into the SOW. Notably, COG/TPB staff determined that COG should not be involved with payment transactions; rather the primary deliverable is the technology to connect potential riders with existing vanpools. Staff determined a reconvening of the Flexible Vanpool Workgroup was necessary in order to review the feasibility of the draft work specifications. The stakeholder meeting is expected to be scheduled in July.

Media Beef continued their work on cosmetic changes to the TDM System's webpages. Mockups for the homepage, commuter dashboard, and "quick match" pages were produced in April. Displays for both desktop and mobile were created. COG/TPB staff reviewed the designs and submitted feedback to Media Beef. Media Beef incorporated staff's suggestions and provided another round of design review for COG/TPB staff in May. Another review cycle took place in May. Staff submitted final comments on June 9th. Media Beef then began finalizing the design and will build a prototype on the CCTDM-CLONE testing instance prior to a public launch.

COG/TPB staff identified TDM Technology Development work items to include in the contractor's FY2022 Statement of Work. Staff met with Media Beef on June 17th to discuss technical improvements to GIS in an effort to enhance the ridematching experience within the TDM System.

Media Beef fixed a problem in SchoolPool that prevented parents from registering their children in June.

The Commuter Connections mobile app was downloaded 96 times throughout the quarter, bringing total downloads to 5,866 by the end of June.

D. Commuter Information System

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 web site 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.

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The web app helps the user find the safest, most enjoyable routes when traveling by bicycle in the Washington, DC Metropolitan Region. Using this data, staff completed the technical design work on the first edition of the paper Regional Bike Map, which was released in May.

COG/TPB staff continued building a new navigable street network for use in the TDM system. Deployment is expected in July. It will contain several enhancements which include better handling of restricted turns and much more informative turn by turn directions.

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 program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January and March, there were 60 GRH applications received. A total of 59 applicants were registered (56 new applicants and 3 previous "one-time exception" users) and 252 commuters were re-registered. During the same time period, the GRH program provided 43 GRH trips. Three of these trips were "one-time" exceptions accounting for 6.97% of the total number of GRH trips provided. "Overtime" accounted for the largest portion of the GRH trip reasons followed by "Personal Emergency." As of June 30th, a total of 1,659 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 staff on May 26th to discuss daily GRH operations.

COG/TPB staff began collecting information from GRH ride providers to issue FY2022 contract renewals.

COG/TPB staff issued an RFP for the daily operations of the GRH program. A pre-proposal meeting was held on April 9th; proposals were due on April 22nd. Staff assembled a Technical Selection Committee to evaluate proposal(s) submitted in response to the RFP. Diamond Transportation - National Express Transit, LLC was selected as the contractor for the project. COG/TPB staff met with Diamond Transportation Services, Inc. – National Express Transit, LLC on June 9th to discuss the FY2022 contract.

III.   MARKETING

A. TDM Marketing and Advertising

Throughout the quarter, 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.

Creative concepts for the Regional TDM Recovery Campaign were finalized by COG/TPB staff and Odonnell Company after receiving input from the STDM work group. Media and earned media plans for the campaign were finalized. Staff solicited transit agencies throughout the region for complimentary ad space on buses. Radio ads, text message copy, blogger talking points, motion graphic videos and micro-videos, artwork, and copy for social media posts were developed. Staff developed a social media posting calendar for June as part to the Regional TDM Recovery Campaign. Facebook posts were made regularly throughout the month. A paid LinkedIn post was placed on June 17th.

COG/TPB staff coordinated final editing, printing, and distribution (via mail and email) of the 2021 spring newsletter and Federal ETC insert created by Odonnell Company. Staff then prepared a timeline for the development of the summer 2021 newsletter and Federal ETC insert.

COG/TPB staff finalized the first edition of the Regional Paper Bike Map and worked with the printer to schedule delivery in time for the Bike to Work Day event. Staff reviewed blueline proofs, submitted final revisions to the printer, and coordinated delivery to ICF so that Bike to Work Day pit stop managers could obtain copies for their pit stops. A separate delivery was coordinated to COG's office.

As an extension of the ATCMTD project, COG/TPB staff coordinated with goDCgo to organize an employer challenge pilot program for a limited amount of District employers. A meeting was held on June 11th to discuss a September push for the challenge; many organizations are expected to return to recall employees to the office around this time. Employer onboarding sessions were coordinated with goDCgo and help with the following D.C. employers:

- George Washington University – Friday, April 2nd
- American Pharmacists Association – Friday, May 7th

COG/TPB staff met with Clean Air Partners staff on April 16th and their marketing contractor to discuss sponsorship opportunities for 2021.

COG/TPB staff created a digital asset list was created to help manage website domain renewals, SSL renewals, etc.

COG/TPB staff met with ODonnell Company on June 1st to discuss the contract amendment scope of work and budget for FY2022 and began working on the amendment process.

COG/TPB staff and Odonnell Company held supplemental conference calls on June 7th and June 21st to discuss the Regional Recovery Marketing Campaign.

A Regional TDM Marketing Group meeting was coordinated and held on June 15th via Webex. 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:

- Presentation on Commuter Connections FY2021 first half marketing activity
- Discussion regarding the FY2022 Regional TDM Resource Guide and SMP
- Guest presentation on Metro's marketing campaign

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

- Posted news articles, publications (e.g., FY2022 CCWP, FY2021 Commuter Connections Applicant Database Annual Placement Survey Report), construction projects, press releases, and upcoming events as needed
- Made regular updates to the COVID-19 Commute with Confidence webpage
- Uploaded a revised Lose the Commute SOC 2016 presentation
- Made changes to the Order Brochures webpage, including a new PDF for the Regional Bike Map
- Updated content on the WMATA Platform Shutdown page to include information regarding the summer 2021 shutdown
- Setup the Employer Awards online RSVP form
- Updated contact information contained in the Employer Outreach page
- Created a new webpage for the 2021 Employer Recognition Awards award winners
- Updated the Commute Cost Calculator
- Updated plugins
- Monitored website activity and computer code to maintain accurate website functionality

COG/TPB staff managed the Commuter Connections social media pages.

B. Bike to Work Day

Preparation for the Bike to Word Day event continued from the prior quarter. A coordination call with Odonnell was held on April 1st to discuss a social media strategy for the event. COG/TPB staff subsequently created and routinely updated a social media posting schedule. Posts were made to Facebook, Instagram, and Twitter. Staff crafted the Bike to Work Day Regional Proclamation which was signed (digitally) on April 2nd by TPB Chair and DC Councilmember, Charles Allen. Staff and Odonnell Company finalized the Bike to Work Day 2021 creative assets. An animated video was was created by Odonnell; staff posted the video to YouTube. Staff created signage templates pertaining to COVID safety for use at the Bike to Work Day pit stops. Staff developed content for sponsors to promote their sponsorship of Bike to Work Day on social media, newsletters, and emails. Staff processed purchase orders for the media buy. Staff coordinated the storage, sorting, and pick up of Bike to Work Day T-shirts at ICF. Staff recorded a t-shirt unveiling video and posted it to Facebook. Staff participated in media interviews and reviewed and edited the final press release prepared by Odonnell. Staff reviewed and provided edits to the Popville.com sponsored article written by the website and based on an outline prepared by Odonnell. Staff sent an HTML email blast to employers and to previous event participants. Staff conducted an email marketing campaign and distributed the Bike to Work Day poster via email to potential participants. Staff updated the Commuter Connections Subcommittee at its May 18th meeting about the upcoming Bike to Work Day 2021 event.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on May 5th via Webex. 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:

- T-Shirt Pickup
- Marketing Update
- Proclamation/Earned Media
- Pit Stop Manager Progress Reports

The regional Bike to Work Day event took place on May 21st at 94 pit stops throughout the region.

Following the event, COG/TPB staff coordinated the distribution of winner prizes as part of the 2021 event for the regional raffle, including bicycles and Giant Food gift cards.

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

- Updated language on the homepage
- Updated map coordinates for pit stops (as needed)
- Uploaded the new proclamation to the website
- Added pit stop logos upon request

- Updated pit stop contact information
- Removed logos from pit stops of sponsors no longer participating
- Added new sponsor logos to their respective pit stop pages
- Added press releases and relevant articles
- Added the event video to the website
- Troubleshoot pages with errors (as needed)
- Updated plugins

COG/TPB staff monitored Bike to Work Day website activity and computer code to maintain accurate website functionality.

C. Employer Recognition Awards

There were several planning and preparation activities conducted for the Employer Recognition Awards. COG/TPB staff obtained quotes for printing of the program booklet, photography services, awards trophies, and video services; vendors were secured for each of these items. Staff worked with Odonnell Company to design the awards program booklet. A contract with the National Press Club was fully executed; staff coordinated COVID policy logistics with the venue. Staff finalized the selection of winners for the two Employer Services awards. TPB officers were secured to serve as Emcee and the COG awards presenter; confirmation letters to the speakers were drafted and sent. An agenda for the event was created. Staff prepared remarks for TPB officers presenting award at the ceremony. The podium sign was created. Staff coordinated with TriVision, the video services vendor, to produce videos for the event. Invitations and RSVP forms were created and distributed via both postal mail and email; reminder emails were sent shortly before the event.

The Commuter Connections Employer Recognition Awards event was held at the National Press Club on June 29th. The in-person event was livestreamed by COG/TPB staff on Facebook.

Following the event, a press release was issued. Additionally, a Wall Street Journal award winner ad ran in the paper on June 30th; the ad was developed by staff and Odonnell Company. Award winners were added to the Commuter Connections website. Staff sent thank you letters to awards presenters.

D. 'Pool Rewards

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

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

COG/TPB staff process invoices for vans operating during the months of March, April, and May:

- Staff approved one (1) payment for 'Pool Rewards vanpools
- There were no payments for 'Pool Rewards carpools

As of June 30th, there were zero (0) active 'Pool Rewards carpools and two (2) operating 'Pool Rewards vanpools.

COG/TPB staff participated in a Virginia Vanpool Council meeting on April 22nd.

COG/TPB staff met with WMATA staff on June 10th to discuss the CARES, CRRSAA, and ARPA federal allocations for the regional 'Pool Rewards program to reconcile what was spent on the program and how to handle the remaining funds with DDOT and MDOT.

There was no 'Pool Rewards marketing activity for the fourth quarter of FY2021.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free day Steering Committee meeting on May 5th via Webex. In preparation for the meeting, staff drafted meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Car Free Day 2020 Event Draft Report
- Marketing Materials
- Prize Sponsors
- Jurisdiction Roundtable

COG/TPB staff updated the Commuter Connections Subcommittee at its May 18th meeting on the status of the regional Car Free Day 2021 event planning.

COG/TPB staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated. The website was migrated to a new server.

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter.

COG/TPB staff continued investigating the feasibility of implementing and/or promoting Flexible Vanpool within the region (*see Section I.C.*).

The CarpoolNow app was downloaded 54 times during the quarter, bringing total downloads to 4,443.

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.

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 2,913 users were registered for the program as of June 30th. A total of 43 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 32 incenTrip related inquires.

COG/TPB staff coordinated with UMD to gather pertinent information requested by FHWA and Cambridge Systematics representatives as part of the ADTM Traveler Behavior Evaluation and Cohort Project on the incenTrip project.

COG/TPB staff met with MDOT staff on April 14th to discuss the administration of the incenTrip program for Maryland outside of the Washington DC nonattainment region. A budget and scope of work was created for the administration for Maryland's incenTrip program. Staff then worked to amend the FY2022 CCWP to include a new work element, "MDOT incenTrip Mobile Application for Maryland Mega-Region." Staff coordinated with MDOT to develop and draft Commuter Connections' responsibilities in the work element. Staff prepared an amendment, memo, and TIP modification document for presentation to the TPB Steering Committee on June 4th. The amendment was approved. Staff subsequently held a project kickoff meeting with MDOT on June 25th.

COG/TPG staff coordinated with goDCgo to administer the pilot incenTrip Employer Challenge project at five select employer sites. Staff aided goDCgo in educating employers how to promote the app to employees.

Following an update to incenTrip that was pushed to production in late May by UMD, COG/TPB staff commenced heavy testing of the application. The primary update was intended to improve the accuracy and reliability of Auto Trip Logging. However, staff uncovered concerning results and communicated findings regularly to UMD for resolution. Fixing the bugs associated with Auto Trip Logging remains a top priority for UMD.

Development of incenTrip rewards fulfillment APIs commenced.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of April 13th, May 12th, and June 13th.

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

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In April, COG/TPB staff fulfilled Employer Outreach data requests the City of Alexandria, Fairfax County, and the District of Columbia.

In May, COG/TPB staff fulfilled Employer Outreach data requests from the City of Alexandria, Fairfax County, and the District of Columbia.

In June, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery County and the District of Columbia.

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

Work continued on the FY2021 Placement Rate Survey. COG/TPB staff accepted comments on the draft report through April 6th. Staff oversaw the TDM Evaluation Contractor, LDA Consulting, in integrating comments and finalizing the report. The report was endorsed for release at the May 18th Commuter Connections Subcommittee meeting and subsequently posted to the publications page of the Commuter Connections website and distributed.

Work continued on the FY2021 Retention Rate Survey Draft Report. COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, in preparing the draft report for presentation at the May 18th Commuter Connections Subcommittee meeting; a comment period was established through June 10th. Staff subsequently began integrating final edits into the report in preparation for endorsement at the upcoming July 20th Commuter Connections Subcommittee meeting.

COG/TPB staff issued an RFP for the Regional TDM Evaluation project on April 15th and a pre-proposal conference was held on April 23rd. Staff assembled the Technical Selection Committee to evaluate the proposal(s). LDA Consulting was selected as the contractor for the project.

COG/TPB staff met with National Renewable Energy Laboratory (NREL) staff on April 27th to discuss the TDM Evaluation project methodology.

B. Program Monitoring and Tracking Activities

Advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare

applications. The FY2021 First Half Regional TDM Marketing Campaign Summary final document was posted to the Commuter Connections SharePoint for network members to access and reference. Staff distributed the FY2021 2nd Half Regional TDM Marketing Campaign Summary draft report at the Regional TDM Marketing Group meeting on June 15th.

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 FY2020 Washington, DC region GRH Customer Satisfaction Survey final draft report, which was endorsed at the March 16th Regional TDM Marketing Group meeting, was finalized and posted to the Commuter Connections website.

COG/TPB staff presented the final Second Quarter FY2021 Employer Outreach Verification Statement and draft Third Quarter FY2021 Employer Outreach conformity verification statements to the Employer Outreach Committee on April 20th. Data collection for the third and fourth quarter reports (FY2021) continued throughout the quarter. Data documentation from the Employer Outreach activity reports was also collected throughout the quarter.

COG/TPB staff prepared the Car Free Day 2020 draft event report. After presenting a draft version of the to the Car Free Day Steering Committee on March 10th, COG/TPB staff accepted comments on the report through April 7th. Comments and edits were subsequently integrated into the report and it was presented again to the Car Free Day Steering Committee on May 10th and also to the Commuter Connections Subcommittee at its May 18th meeting. A comment period was established through June 18th.

COG/TPB continued to manage work performed by the Employer Commuter Survey data tabulation contractor, VHB. Progress update calls were coordinated and held on April 8th and 14th. VHB published the "Express Export" feature staff demonstrated the update at the April 20th Employer Outreach Committee meeting. Staff met with VHB on June 25th to discuss potential work items as part of the scope of work and budget for FY2022.

COG/TPB staff completed and distributed the final March, April, and May FY2021 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 3rd Quarter CCWP Progress Report for FY2021. The report was distributed at the May 18th Commuter Connections Subcommittee meeting and at the June 15th Ridematching Committee meeting.

V.   EMPLOYER OUTREACH

1.   Regional Component Project Tasks

a) *Regional Employer Database Management and Training*

Throughout the quarter, COG/TPB staff coordinated with COG/ITFM staff on upgrades for the ACT! database software and monitored the system.

COG/TPB staff began to review specifications for the development of a Request for Information procurement for an Employer Outreach Customer Relationship Management database.

b) *Employer Outreach for Bicycling*

The regional Bicycling to Work Employer/Employees guide was distributed as part of general fulfillment to employers. Guides were also included in Bike to Work Day pit stop materials and distributed during T-shirt pickup at ICF.

2.   Jurisdictional Component Project Tasks

a) *MD Local Agency Funding and Support*

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

b) *DC, MD, and VA Program Administration*

COG/TPB staff continued work on preparing and finalizing new case studies for FY2021.

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 worked on updating the Employer Telework brochure. Staff procured a printer to order hardcopies. A PDF version of the brochure was posted to the Order Brochures page on the Commuter Connections website.

COG/TPB staff ordered and received 5,000 new Commuter Connections General Employer Services brochures.

COG/TPB staff coordinated and held an Employer Outreach sales training session titled *Unleash the Power of Storytelling: Win Hearts, Change Minds, Get Results* on June 24th. The session was conducted by Rob Biesenbach. An evaluation survey was created by staff and sent via email following the session. Training session materials were posted to SharePoint.

COG/TPB staff worked on documenting the results from the FY2021 spring sales support calls for the District of Columbia and Maryland.

COG/TPB staff coordinated, facilitated, and presented at the April 20th Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:

- Final Second Quarter FY2021 and Draft Third Quarter FY2021 Conformity Verification Statements
- Guest presentation on TransitScreen
- Guest presentation on VRE
- Guest presentation on WMATA's Return to Work Assistance for Employers
- Discussion of Employer Outreach Sales Trainings for FY2022

COG/TPB staff began preparing meeting materials and a draft agenda for the July 20th Employer Outreach Committee meeting.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The Guaranteed Ride Home Baltimore (GRHB) program continued to enroll new applicants throughout the quarter. New GRHB ID cards were printed and distributed routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRHB applicant letters and processed and mailed One Time Exception letters with GRHB 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 91 commuters were registered in the GRH Baltimore program.

The GRHB Customer Satisfaction Survey was sent to Baltimore, MD region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The FY2020 GRHB Customer Satisfaction Survey final draft report, which was endorsed at the March 16th Regional TDM Marketing Group meeting, was finalized and posted to the Commuter Connections website.

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided four (4) GRHB 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 processed and paid invoices for all GRH service providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff met with Diamond Transportation Services staff on May 26th to discuss daily GRH operations.

COG/TPB staff began collecting information from GRHB ride providers to issue FY2022 contract renewals.

COG/TPB staff issued an RFP for the daily operations of the GRHB program on April 9th. A pre-proposal meeting was held on April 9th; proposals were due on April 22nd. Staff assembled a Technical Selection Committee to evaluate proposal(s) submitted in response to the RFP. Diamond Transportation – National Express Transit, LLC was selected as the contractor for the project. Staff met with Diamond Transportation Services, Inc. – National Express Transit, LLC on June 9th to discuss the FY2022 contract.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
APRIL - JUNE 2021

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2020
Total applicants/info provided:	3,782	4,539	17,018
Rideshare applicants	1,453	2,217	7,226
Matchlists sent	1,574	1,372	5,208
Transit applicants/info sent	8	5	18
GRH applicants	308	576	1,935
Bike to work info requests	0	0	1
Telework info requests	31	0	203
Internet users	16,682	12,127	51,669
Internet applicants	1,775	2,787	9,175
New employer clients	272	285	1,129
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2020
Continued placements	528	806	2,626
Temporary/one-time placements	76	117	378
Daily vehicle trips reduced	275	420	1,370
Daily VMT reduced	8,087	12,344	40,271
Daily tons NOx reduced	0.0018	0.0028	0.0091
Daily tons VOC reduced	0.0010	0.0016	0.0051
Daily tons PM2.5 reduced	0.00014	0.00021	0.00068
Daily tons PM2.5 NOx reduced	0.0020	0.0030	0.0097
Daily tons GHG reduced	3.2852	5.0166	16.3638
Daily gallons of gas saved	449	686	2,237
Daily commuter costs saved	$1,658	2,531	8,256

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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	68	52	45
Locals Rideshare Apps (New and Re-apps)	1,407	2,166	860
Matchlists Requested	1,574	1,372	1,115
Transit Applicants/Info Sent	8	5	8
GRH Washington Applicants	68	60	54
GRH Washington Rides Provided	43	33	20
GRH Baltimore Applicants	0	2	3
GRH Baltimore Rides Provided	4	2	0
Telework Info Requests	3	3	2
Phone/Fax	0	0	0
Internet	1,775	2,787	3,138
Employer Applicants	0	0	0
Total Hits on website	16,682	12,127	14,427

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	1
Matchlists Sent	25	4	96
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	1	3	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	6
Employers Contacted (New)- Phone	58	22	69
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	53	36	94
Employers Contacted (Follow up)- Visit	16	9	8
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	4	0
Level 2	1	3	0
Level 3	3	3	1
Level 4	1	3	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	3
Matchlists Sent	29	14	4
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	4	0	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,887	2,063	0
Employers Contacted (Follow up)- Visit	51	90	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	4	5
Matchlists Sent	15	12	22
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	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

BALTIMORE CITY
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	2	1
Matchlists Sent	21	7	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	2
GRH Baltimore Applicants	0	0	3
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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	1
Matchlists Sent	7	9	8
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	2	0	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

COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	58	32	40
Matchlists Sent	177	137	165
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	17	9	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	30	49	79
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	210	1,960	154
Employers Contacted (Follow up)- Visit	23	31	30
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	14	77
Level 2	1	10	2
Level 3	0	7	5
Level 4	0	0	1

TDM SERVICES

DOD/WHS
QUARTERLY REPORT (APR - JUNE 2021)

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	2
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
QUARTERLY REPORT (APR - JUNE 2021)

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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	42	25	25
Matchlists Sent	168	127	142
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	8	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	39	66	57
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	212	156	1,637
Employers Contacted (Follow up)- Visit	181	38	41
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	43
Level 2	0	0	12
Level 3	0	3	4
Level 4	0	0	4

TDM SERVICES

FDA
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	1
Matchlists Sent	3	9	6
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

FREDERICK
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	5	6
Matchlists Sent	146	92	136
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3	25	6
Employers Contacted (Follow up)- Visit	0	0	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

GW RIDE CONNECT
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	66	47	52
Matchlists Sent	192	160	62
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	16	11	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

HARFORD
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	0
Matchlists Sent	9	10	29
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	0
GRH Baltimore Applicants	0	2	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

HOWARD
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	4	2
Matchlists Sent	25	47	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	10	2
Matchlists Sent	113	99	10
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	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	64	62	121
Employers Contacted (Follow up)- Visit	2	2	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	0
Matchlists Sent	8	15	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	0	1
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	1
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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	3
Matchlists Sent	25	62	75
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	2	1	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	3	3
Employers Contacted (New)- Phone	54	108	137
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,304	1,502	3,070
Employers Contacted (Follow up)- Visit	57	48	46
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	1	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (APR - JUNE 2021)

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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	2	0
Matchlists Sent	9	16	6
Transit Applicants and Info Sent	4	3	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
QUARTERLY REPORT (APR - JUNE 2021)

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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	0
Matchlists Sent	7	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	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)
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	2
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

NORTHERN NECK
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	0
Matchlists Sent	1	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	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

NORTHERN SHENANDOAH
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	7
Matchlists Sent	83	31	32
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	5	8
Matchlists Sent	127	45	90
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	4	9	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	28	0	0
Employers Contacted (New)- Phone	28	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	21	0	0
Employers Contacted (Follow up)- Visit	2	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	0
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	24	21
Matchlists Sent	156	161	63
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	6	6	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	47	38	17
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	75
Employers Contacted (Follow up)- Visit	9	8	4
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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	2
Matchlists Sent	19	27	19
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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
QUARTERLY REPORT (APR - JUNE 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	8	9
Matchlists Sent	209	288	142
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	5	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	0	22
Employers Contacted (New)- Phone	15	2	22
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	5	0	8
Employers Contacted (Follow up)- Visit	5	2	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	8
Level 2	3	1	0
Level 3	0	0	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
APRIL - JUNE 2021

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	2	4	4	10
ARLINGTON (COG)	7	2	23	32
ANNE ARUNDEL	6	2	3	11
BALTIMORE CITY	7	0	4	11
BMC	1	0	2	3
COG	37	9	18	64
DOD/WHS	0	0	0	0
DATA	0	0	0	0
DISTRICT OF COLUMBIA	21	1	75	97
FDA	1	71	0	72
FAIRFAX COUNTY	42	9	5	56
FREDERICK	13	99	124	236
GW RIDE CONNECT	66	305	482	853
HARFORD	1	0	1	2
HOWARD	4	1	3	8
LOUDOUN	20	11	23	54
MTA	5	1	1	7
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	2	1	3	6
Countywide	6	4	10	20
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	46	353	1,213	1,612
Shady Grove	0	0	0	0
Silver Spring	1	0	8	9
NIH	0	0	0	0
NORTHERN NECK	1	0	1	2
NORTHERN SHENANDOAH	7	6	2	15
PRINCE GEORGE'S	19	9	17	45
PRTC	27	9	23	59
RAPPAHANNOCK-RAPIDAN	5	2	0	7
TRI - COUNTY	5	202	206	413
TOTAL INPUT COMMUTER CONNECTIONS	**352**	**1,101**	**2,251**	**3,704**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**1,453**		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY21, FOURTH QUARTER	
JURISDICTION	**COUNT**
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
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	0
FAIRFAX COUNTY, VA	3
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	2
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	0
TOTAL	5

Technical Assistance to Local Agencies
April – June 2021

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2021				
May 2021				
June 2021				
TransIt	Wed 6/16/2021 8:42 AM	Tue 7/6/2021 3:10 PM	Tue 7/6/2021 3:10 PM	Table 4a Request April & May

FY 2021 April to June 2021	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)	58	1	30	39	0	0	54	28	47	15
Telework - NEW	0	0	0	0	0	0	3	28	0	0
Employers Contacted (follow-up)	53	1887	210	212	3	64	1304	21	0	5
Telework - FOLLOWUP	0	0	0	0	1	0	0	21	0	3
Total Broadcast Contacts Letters, Flyers, Newsletter	668	8898	8209	1538	267	167	27258	860	900	248
Total Sales Meetings	16	51	23	181	0	2	57	2	9	5
Total Employers Contacted	795	10837	8472	1970	271	233	28676	960	956	276
New Level 1 TDM Programs	3	1	1	0	0	1	0	1	0	2
New Level 2 TDM Programs	1	0	1	0	0	0	0	1	0	3
New Level 3 TDM Programs	3	0	0	0	0	0	0	0	0	0
New Level 4 TDM Programs	1	0	0	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0