COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY - MARCH 2020

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2020 3rd 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 January 2020, February 2020 and March 2020) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick County, MD; WMATA; Tri-County Council for Southern Maryland; Loudoun County, VA; and PRTC. 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 finalized the draft FY2021 Commuter Connections Work Program and the 2019 - 2020 Commuter Connections Strategic Plan. Both documents were presented to the STDM Work Group on January 14th for approval; and to the Commuter Connections Subcommittee on January 21st where they were endorsed for release. Staff then presented the FY2021 draft CCWP to the TPB Technical Committee on February 7th and the TPB on February 22nd. The work program was subsequently released for public comment. Staff then integrated comments, when appropriate, into the work program following the comment period. Staff presented the final version of the work program to the TPB Technical Committee on March 6th and the TPB on March 18th. The TPB voted to approve the work program as documented in Resolution TPB R13-2020.

COG/TPB staff finalized updates to the January 2020 edition of the TDM Resources Directory. The directory was released in early February.

COG/TPB staff coordinated and held STDM Work Group meetings on January 14th, February 11th, and March 10th.

COG/TPB staff participated in and NVTC Transit Coordination Committee conference call meeting on January 9th regarding the WMATA Metro Platform shutdown project.

COG/TPB staff attended a University of Maryland TRB reception on January 13th.

COG/TPB staff met with vendors to discuss a new folding machine for the Operations Center and also obtained cost quotes.

COG/TPB staff participated in a conference call discussion on January 15th with VDOT and its consultants on the RM3P Dynamic Incentivization group.

A Commuter Connections Subcommittee meeting was coordinated and held on January 21st. Highlights from the meeting include:

- Endorsement of the 2019 Bike to Work Day Draft Event Report

- Endorsement of the updated GRH Participation Guidelines

- Endorsement of the FY2021 Commuter Connections Work Program (CCWP) and 2019 – 2020 Strategic Plan

- Briefing on the 2020 Metro platform work

- Highlights on findings from the FY2019 Guaranteed Ride Home Customer Satisfaction Surveys for both the Washington, D.C. and Baltimore regions

- Update on the Regional TDM Evaluation Project

- Highlights on findings from the Bike to Work Day and Car Free Day 2019 Event Surveys

- Briefing on the FY2020 2nd Quarter Preliminary Budget Report

COG/TPB staff participated in a TDMI Board meeting on January 30th.

COG/TPB participated in a NOVA Transit Coordination conference call meeting on February 18th.

COG/TPB staff met with GWRideConnect to discuss potential enhancements to vanpool components of the TDM System on February 20th.

COG/TPB staff coordinated a WMATA Platform Shutdown TDM Work Group meeting on February 26th and again on March 25th.

COG/TPB staff participated in a WMATA Platform Improvement Project Communications update conference call on March 6th.

A Commuter Connections Ridematching Committee meeting was coordinated and held via WebEx on March 17th. Highlights from the meeting include:

- Discussion on upcoming fairs and promotions in the region

- Update on the CarpoolNow mobile application

- Update on the incenTrip application and administrative guidance for ridematching coordinators

- Guest presentation on Best Practices within the TDM System

- Update on pending enhancements to the TDM System

- Highlights from the FY2020 2nd Quarter Progress Report

A Commuter Connections Subcommittee meeting was coordinated and held via WebEx on March 17th. Highlights from the meeting include:

- Endorsement of the FY2019 GRH Customer Satisfaction Surveys

- Endorsement of the FY2019 Bike To Work Day Event Survey

- Guest presentation on NextGen TDM in Montgomery County

- Guest presentation on the Regional Bus Transformation Study

- Highlights from the 2020 Vanpool Driver Survey

- Update on the 2020 Bike to Work Day Event

- Update on the Regional TDM Evaluation Project

- Briefing on the FY2020 2nd Quarter Progress Report

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers, moving accounts and data among jurisdictions and agencies, making corrections to commute logs for 'Pool Rewards, setting up access to reports for new ridematching coordinators, producing email lists, and making backups of the Oracle database.

COG/TPB staff continued producing reports as PDF files. 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 March 2020, COG and its members served 18,036 commuters registered in ridematching. This is an increase of 234 registrants during the quarter, up from 17,802 at the end of December 2019. Year over year there was an increase of 321 from 17,715 in the system at the end of March 2019.

COG/TPB staff met with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Notable discussion topics included streamlining registration through UI enhancements to the sign up forms, how to implement a chatbot to handle common questions, bug fixes, plans for expanding GIS capabilities, options for making virtual payments to incenTrip participants who made qualifying trips, TDM and SchoolPool bugs and maintenance, and other contract items for FY2020. The meetings also addressed planning for an enhancement to CarpoolNow that would show casual carpooling hotspots and adding route-based ride matching capability and alternate route origins and destinations to SchoolPool.

Media Beef continued to work on bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and Commuter Connections mobile apps. University of Maryland and Media Beef continued to add enhancements to the incenTrip API and fix bugs.

Media Beef fixed a bug in ridematching by routes. Some commuters have malformed routes in the database. If a commuter searching for a match on his/her route happens to match with a commuter having a malformed route, the program would crash. The short-term fix was to find and remove all malformed routes from the database. The long-term fix is to prevent malformed routes from getting stored in the database at all. Both fixes were implemented, which included enhancements to the TDM system program code.

Media Beef finished fixing bugs in the CarpoolNow and Flextime Incentive reports. These reports are used to track commuter trips that are eligible for incentives payments.

Media Beef and COG/TPB staff continued exploring ways to implement a chatbot in the TDM system. A chatbot is a computer program that simulates conversation with human users and is usually found in web applications. A chatbot communicates with users and behaves like a human in a conversation. The thinking is the TDM system could use a chatbot to help with customer service tasks, such as helping people with registering for Commuter Connections. A chatbot could help with marketing by analyzing user input and recommending programs for the user to join. COG/TPB staff combed through call center data to find the top 25 reasons commuters call us for assistance and sent that to Media Beef for the database. Testing of the chatbot is expected to commence in April.

Scoping for a streamlined registration process commenced. Media Beef submitted dummy screen layouts for UI improvements that would streamline the process of signing up for Commuter Connections. COG/TPB staff analyzed and discussed the proposed screen layouts for streamlining commuter registration; proposed revisions

were sent back to Media Beef. Media Beef submitted a new set of revised screen layouts for streamlining commuter registration. Further feedback was given to Media Beef. The new registration process is currently being programmed on a test server for COG review.

COG/TPB staff set up a database server and installed the newest version of the Oracle Database software. This is version 19c. Staff loaded sample data and tested the web applications against the new database. The testing includes terminating web applications' access to 12c and resuming access on 19c. Media Beef is expected to submit documentation for switching to 19c. Once the documentation is received, COG will make the changeover.

COG/TPB staff found two problems in the SchoolPool software and asked Media Beef to fix them. One problem is that when creating a new account, the process occasionally fails on the final step. The second issue is that geocoding is not always reflective of the addresses the commuter is currently using. This was a synchronization problem that was fixed and deployed by Media Beef.

COG/TPB staff asked Media Beef to make enhancements to SchoolPool that would enable commuters to find matches using alternate start and end points and perform route-based ridematching. This item was tabled for implementation in the fourth quarter.

COG/TPB staff began work on an enhancement to the CarpoolNow mobile app. This new feature will show informal carpooling pickup points near the user's address. Staff gathered data from the web, HERE streets, and aerial photography to place pickup points on the system's map data. Finally, staff extracted, transformed, and loaded the data into Oracle Database to make it available to web applications. Media Beef adjusted symbology and other logic models within the application to accommodate the change. Testing on the enhancement is planned for April.

COG/TPB staff continued work on expanding its GIS capabilities. A demo software program was produced to handle geocoding and routing. This program's code will be incorporated into the TDM system. Staff have developed procedures to exercise this code once it has been installed on our test server. The TDM system is going to change from using Google for geocoding to using Commuter Connections geocoding that runs on a ArcGIS Server. Staff wrote a sample webpage to demonstrate how a web application can access geocodes from ArcGIS Server. ArcGIS Server includes a "suggest as you type" facility similar to that supplied by better search engines. The new functionality is expected to be available to users by the end of May. Additionally, the TDM system is going to switch from using Google for route computation to using ArcGIS Server's Route Solver that was installed, configured, and is maintained by COG/TPB staff. Staff furnished Media Beef with sample code for a web application that queries the server for a route and processes the returned data into a route compatible with the old Google routes. The development contractor is working on implementing this code into the TDM system.

COG/TPB staff completed the installation of SSL certificates on the Commuter Connections ArcGIS server.

Several modifications to incenTrip were made throughout the quarter. The points algorithm model was realigned by UMD in order to meet the original scope submitted in summer 2019. incenTrip users were given the option of contacting Commuter Connections for questions/support directly from the app. Program guidelines and updated graphics were scheduled to be included in the next incenTrip app update, likely in May 2020. Staff asked Media Beef to look into electronic payment methods such as Venmo or PayPal to facilitate incentive payments. After receiving Media Beef's original recommendation, staff alerted COG's Finance department of potential solutions.

COG/TPB staff met with Oracle representatives on February 6th and February 27th to discuss cloud server solutions and upgrading from the Standard Edition platform to Enterprise Edition. Staff then began investigating upgrading the Oracle Database to Enterprise Edition and moving it to cloud servers. A meeting was held on March 25th with Oracle representatives to discuss the matter further.

COG/TPB staff debugged a problem in the Flextime Rewards program that caused incorrect messages to commuters and reported and explained the fix for it to the development contractor for repair.

The Commuter Connections mobile app was downloaded 288 times throughout the quarter, bringing total downloads to 5,536 by the end of March.

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, 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 to the public.

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. The map covers bike paths in the area from Frederick County, MD in the north to Prince William County, VA in the south and from Loudoun County, VA in the west to Prince George's County, MD in the east.

COG/TPB staff began planning for publishing the Commute Options (park and ride lot) Map and the bicycling map on paper. Several hundred data fields were updated in preparation for the project using new data from VDOT and MDOT SHA.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

COG/TPB staff continued sending weekly 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 processed taxi and car rental invoices and transit vouchers.

The Commuter Connections Subcommittee endorsed changes to the GRH Program Guidelines during the January 21st meeting. The new guidelines were subsequently posted to the website.

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 745 new GRH applications received. A total of 689 applicants were registered (673 new applicants and 16 previous "one-time exception" users) and 1,272 commuters were re-registered. During the same time period, the GRH program provided 518 GRH trips. Seven (7) of these trips were "one-time" exceptions accounting for .03% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care." As of March 31st, a total of 7,281 commuters are currently 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 and paid invoices for all GRH service providers.

COG/TPB staff met with Diamond Transportation Services staff on January 29th to discuss daily GRH operations.

COG/TPB staff met with Diamond Transportation, Inc. on March 24th to discuss program operations status related to the coronavirus pandemic.

III. MARKETING

A. TDM Marketing and Advertising

COG/TPB staff managed and oversaw the Marketing and Public Relations Contractor, Odonnell Company, and its subcontractors. This included biweekly status update conference calls to discuss various FY2020 marketing efforts. Staff reviewed media invoices and authorized payment for various ongoing marketing campaigns.

The winter 2019 newsletter and federal ETC insert were created, finalized, and distributed to the regional employer database, various Commuter Connections Committees and other TDM stakeholders. The newsletter with insert was distributed via email to the federal ETC community through GSA. A pdf version was placed onto the Commuter Connections website and the Federal ETC website. An electronic version of the winter newsletter was developed and sent via email blast. Following distribution of the newsletter, work began on the development of the spring 2020 newsletter and Federal ETC insert.

Staff contributed to planning efforts for the FY2020 Regional TDM Mass Marketing Project by providing feedback and edits to the Spring Umbrella Social Media Strategy and Spring Umbrella Earned Media Plan.

Radio scripts and creative were finalized for the FY2020 spring marketing campaign, which carried the themes of "The Big Deal" for Rideshare, and "Why Ride Alone" for Guaranteed Ride Home. Voice talent was selected, scheduled, and the newly produced radio spots were finalized. Both new campaigns launched in February and included ad placement which included radio, broadcast and streaming TV, social media, digital, native articles, and MARC interiors. Staff provided edits and input for native content articles on Popville.com and video ads created by the Marketing Contractor for YouTube. The campaigns were paused in March due to the coronavirus pandemic. In lieu of traditional campaigns, a social media promotion advertising new Commuter Connections telework resources was launched.

Coordination occurred with various transit agencies to secure donated ad space throughout the region using GRH artwork developed by the marketing contractor. The following transit properties partnered with Commuter Connections as part of the spring GRH campaign: bus interiors on Arlington Transit, OmniRide, and Fairfax Connector; bus shelters and station benches in Prince George's County; and bus exteriors on Montgomery County Ride On.

During the quarter, COG/COG/TPB staff managed the marketing and public relations contractors. COG/TPB staff also processed insertion orders, purchase orders, and invoices for the regional TDM Mass Marketing campaign. COG/TPB staff and marketing contractors held regular conference call s throughout the quarter to discuss progress of the FY2020 regional TDM Mass Marketing project.

A Regional TDM Marketing Group meeting was coordinated held via WebEx on March 17th. COG/TPB staff prepared notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting include:

- Distribution of the FY2020 First Half Regional TDM Marketing Campaign Summary final report;
- Presentation on the draft FY2020 Second Half Campaign Summary report;
- A guest marketing presentation by the Virginia Railway Express;
- A guest marketing prestation by the City of Alexandria;

- An update from ODonnell Company regarding Commuter Connections' FY2020 spring marketing activity.

The FY2020 Regional TDM Strategic Marketing Plan and Resource Guide (SMP) was finalized in January and posted online and in hard copy upon request. The incentives programs rackcard and the green employer brochure were updated and printed.

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

- Posted news articles, publications (e.g. GRH Participation Guidelines, FY2020 Washington Metropolitan Region TDM Resource Guide and Strategic Marketing Plan (SMP), FY2019 Bike to Work Day Event Report, FY2019 Bike to Work Day Survey Analysis Final Report, FY2019 GRH Customer Satisfaction Survey for the Washington, DC Region Final Report, and FY2019 GRH Customer Satisfaction Survey for the Baltimore Region Final Report), construction projects, press releases, and upcoming events as needed;

- Updated plugins;

- Added the new Rideshare and GRH web banners;

- Updated the Flextime Rewards Participation Requirements;

- Updated telework images;

- Updated the Metro platform shutdown page with summer 2020 info;

- Posted a message on the homepage during server shutdowns;

- Updated the incenTrip program page, which included adding FAQs and further describing the points allocation model;

- Added an incenTrip section to the Mobile Apps page;

- Updated the Vanpool section;

- Updated the Overview of Services section;

- Updated the Federal Transit Benefit amount;

- Posted a message on the homepage during server shutdowns;

- Updated the Online Brochure Ordering form reporting credentials;

- Updated content within the various telework accordions and created a new teleworking landing page that is linked from the homepage;

- Updated the Telework page disclaimer;

- Replaced the Employer and Incentives brochures on the Brochure Order page;

- Updated the Resource Directory;

- Updated the Express Lanes map to include the new I395 express lanes;

- Troubleshot an issue with the brochure order form and added an auto-generated confirmation email sent to requesters;

- Fixed broken links;

- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff managed the Commuter Connections social media pages and Google Ad Words accounts. The new rideshare and GRH videos for the Spring Umbrella regional TDM marketing campaign were uploaded to YouTube. Analytics on each account were recorded.

COG/TPB staff met with Clean Air Partners representatives on March 24th to discuss sponsorship packages for FY2021.

COG/TPB staff met with VRE on March 26th to discuss joint marketing opportunities.

B. Bike to Work Day

Bike to Work Day Steering Committee meetings were coordinated and held on November 8, 2019 and March 11, 2020. COG/TPB staff prepared meeting notes, generated agendas, and created presentation materials. Highlights from the meetings included:

- Printed marketing material overview;
- Vinyl banner creation;
- Registration reports
- Update on the 2020 Sponsorship Drive;
- Updates from local pit stop managers on their local event planning progress.

The Committee gave design feedback for the posters and t-shirt.

Discussion was held with potential new Bike to Work Day pit stops to examine the plausibility of accepting them as official localities for the 2020 event. A small number of pit stops from 2019 dropped out of the 2020 event, while nine new pit stops were added in 2020, bringing the total 2020 pit stop count to 120. Staff coordinated and held the Bike to Work Day new pit stop orientation session on January 8, 2020 where a comprehensive presentation was given, and veteran pit stop managers shared their wisdom and answered questions.

The sponsor drive continued through January and discussions were held with potential companies and organizations regarding Bike to Work Day sponsorship opportunities for 2020. The drive ended at the end of January, netting a total of $56,000 in cash donations. Invoices were generated and sent to sponsors. Calendar listings notifications were sent to publications and websites throughout the region with events calendars.

A total of 100,000 Bike to Work Day flyers, rack cards, large posters, plus flyers translated into Spanish were printed and distributed to pit stop managers and employers throughout the region. A formal bid was issued for the Bike to Work Day T-shirts and a vendor was selected. The T-shirt art was created and finalized. Size allocations were determined based on a pit stop manager questionnaire.

Banner art was created for the pit stops, each containing the look and feel of the 2020 graphics, along with a custom area for pit stop specifics. The Washington Area Bicyclist Association (WABA) designed a new registration page which was tested by Commuter Connections staff and modified accordingly. Registration for the Bike to Work Day event was officially launched the first week of March with an announcement on social media.

Discussions were held with the state funding agencies, COG senior management, and WABA regarding the coronavirus pandemic and its impact on the 2020 Bike to Work Day event. An online survey was also conducted of the Bike to Work Day Steering Committee with regard to the possible canceling/postponement of the event. After all possible scenarios were carefully examined, on March 30, 2020 the decision was made to cancel the Bike to Work Day event for the entirety of the calendar year. Messages were sent out to notify the Steering Committee, registrants (thus far) and sponsors about the event cancellation. Planning for the Bike to Work Day media buy was paused.

COG/TPB staff maintained and updated the www.BikeToWorkMetroDC.com website. Notable activities include:

- Added new sponsor logos;
- Added new pit stops;
- Updated the map coordinates for new and old pit stops;
- Updated the color scheme to represent the 2020 color theme;
- Updated the rotating logos;
- Added the registration link to the homepage and other language;
- Added new PDF versions of the flyers;
- Updated the homepage and registration page to reflect the cancelation of the 2020 event;
- Updated plugins.

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

COG/TPB staff programmed the announcement that registration is open via Hootsuite.

COG/TPB staff updated the logo and masthead on Twitter.

C. Employer Recognition Awards

To boost nominations, an email blast was sent to Level 3 & 4 employers, chambers of commerce, and federal employers (via GSA) throughout the region. The marketing contractor discussed potential award nominees with the Employer Outreach sales representatives during exploratory phone calls. A deposit check was sent to the National Press Club to secure the venue for the June 23, 2020 Awards Ceremony. Cost estimates were obtained for photography services, awards trophies, and various giveaway item choices were sent to the awards workgroup members for ranking.

Employer nominations were reviewed and qualified, and nominees were interviewed to clarify any ambiguous or omitted information on the submitted nomination forms. One-page summary reports were created of each nominee for Selection Committee review. The Awards Selection Committee was formed of various TDM professionals and stakeholders from throughout the region, and welcome letters were sent. Remarks were prepared for TPB Vice Chairman and District of Columbia Councilmember, Charles Allen who was to serve as Chair for the Selection Committee. An agenda was prepared for the Selection Committee meeting scheduled for March 20th, which was then postponed, due to the coronavirus pandemic. A separate meeting was held internally among COG/TPB staff to discuss the Employer Services Organization and Sales Achievement awards. Development of additional elements for the Employer Recognition Awards were placed on hold in mid-March, due to the coronavirus pandemic. Items on hold include the program booklet, invitations, video, podium signage, and print ad.

D. 'Pool Rewards

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

- Staff processed twenty (20) payments for 'Pool Rewards vanpools.

- There were no carpool payments for 'Pool Rewards carpools; however, one carpool recorded trips during the quarter. This carpool may be paid in April or May.

As of March 31st, there was one (1) active 'Pool Rewards carpool and eight (8) operating 'Pool Rewards vanpools.

E. Car Free Day

COG/TPB staff coordinated and held the Car Free Day College Campus Challenge luncheon at Georgetown University on January 10th for students, administration, and faculty who participated in Car Free Day 2019. Ledo Pizza provided the food and iHeart Radio's WASH-FM provided music and giveaways. Speaking Remarks were written for Commuter Connections Director Nicholas Ramfos. Mr. Ramfos presented a commemorative plaque to Diann Smith, Georgetown University Office of Transportation

Management and Shuttle Director for an outstanding year in support of the Car Free Day event and winning the Campus Challenge. The University had 109 pledges using their @georgetown.edu domain.

The first Steering Committee meeting for 2020 was held on March 11th with a pledge goal set at 11,000, and the date for Car Free Day being established for September 22, 2020. A comprehensive recap draft report of the 2019 event was developed and distributed, which highlighted the various marketing and promotional aspects of the fall event. Following the meeting, the Car Free Day 2019 event recap draft report was posted to SharePoint for an open comment period.

Other topics included a presentation of the draft 2019 Car Free Day Event Survey results. The online survey was completed at a 21.6 percent rate of response. Almost all respondents (98%) used alternative methods of transportation during Car Free Days, and most used the same travel mode as previously designated when taking the online pledge. About 8.5 out of 10 respondents (86%) used a travel alternative for a work trip. About nine in ten (91%) respondents participated in the event on Monday, while about half did so during the weekend. Nearly half (47%) of respondents walked for a trip during Car Free Days, but only 15 percent walked for a work-related trip. Other than walking, respondents made work and non-work trips using other travel modes at about a similar ratio. More than 8 in 10 (84%) used an alternative travel mode to get to work, while only 16 percent drove alone. Transit was the most frequently used travel method (47%) for a work trip. Respondents traveled an average of 14.9 miles to work. Of respondents who changed their commute mode for a work trip during Car Free Days, 71 percent would otherwise be likely to have driven alone. Lastly, exactly a third of respondents increased use of alternative travel modes for non-work-related trips since participating in Car Free Days.

F. CarpoolNow Mobile Application

A conference call was held with Odonnell Company on February 14th to discuss a marketing strategy for the app; a media strategy was subsequently developed. Talking points and scripts for value-added CarpoolNow radio were written and fine-tuned and a CarpoolNow 2020 campaign media plan was developed. Plans for participation in Metro popup events to address the summer platform improvement project were discussed. All plans were placed on pause due to the coronavirus pandemic.

The CarpoolNow app was downloaded 150 times during the third quarter, bringing total downloads to 4,233.

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

G. Flextime Rewards

The media buy was finalized and launched in February 2020. The Flextime Rewards marketing campaign included social media, and wtop.com and Federal News Radio

website banner ads. The campaign continued through mid-March and then placed on pause due to the coronavirus pandemic.

COG/TPB staff continued monitoring participation within the Flextime Rewards program. Payments(s) were process for ten (10) flexed trips throughout the quarter.

H. incenTrip Mobile Application

The incenTrip marketing campaign continued consisted of WTOP radio, Google ad words, and social media and was paused in mid-March due to the coronavirus pandemic.

COG/TPB staff monitored incenTrip program participation. According to the University of Maryland's Agency Dashboard, there weas an average of 3,744 monthly users actively logging trips within incenTrip from January – March. An estimated 964 new Commuter Connections accounts were created through the app's Registration API throughout the quarter; the lifetime total amount of accounts created through incenTrip was approximately 2,518 as of March 31st. A total of 572 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 343 incenTrip related inquires; an additional 288 email correspondences were received for address verifications.

COG/TPB staff met with representatives from goDCgo and UMD on March 26th on including an employer challenge through the incenTrip app.

COG/TPB staff met with UMD staff on March 31st to discuss enhancements to the mobile app.

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 January 13th, February 10th, and March 9th.

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

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

In March, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County, the City of Alexandria, and the District of Columbia.

There were outstanding reports from Prince William, Prince George's, Fairfax, Loudoun, Montgomery counties, and Tri-County Council for Southern Maryland.

In January, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax County and the Tri-County Council for Southern Maryland.

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

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

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

COG/TPB staff met with Lori Diggins, LDA Consulting, on January 21st to discuss upcoming data collection activities and progress for the Regional TDM Evaluation project.

COG/TPB staff presented Telework Results from the 2019 State of the Commute survey on January 28th to the ACT Telework Council.

COG/TPB staff, in consultation with the Regional TDM Evaluation contractor, LDA Consulting, continued work on the FY2019 Bike to Work Day Survey Results report. A draft report was presented to the Commuter Connections Subcommittee on January 21st and an open comment period was then established through February 28th. Comments received from the open comment period were addressed and the report was finalized. The FY2019 Bike to Work Day Survey Results report was endorsed by the Commuter Connections Subcommittee on March 17th. The report was subsequently posted to the Commuter Connections website.

COG/TPB staff, in consultation with LDA Consulting, continued work on the FY2020 Car Free Day Participant Survey. Findings from the survey were announced in January and presented to the Commuter Connections Subcommittee on January 21st and to the Car Free Day Steering Committee on March 11th.

COG/TPB staff began work on a telework survey for Maryland employers that received telework assistance from Commuter Connections at any point between January 2017 – December 2019 as part of the Telework TDM project. A list of employers to receive the survey was assembled. The survey instrument was developed in conjunction with LDA Consulting and reviewed/finalized by staff. Shortly before its expected distribution, however, work on the survey paused due to the coronavirus pandemic. Further discussion regarding the implementation of the survey is expected to occur in April.

Information packaging for the draft Regional TDM Analysis Report began. The ACT! Regional Employer Database with information relative from July 2017 – December 2019 was packaged and sent to LDA Consulting for analysis. Data on the Operations Center, Guaranteed Ride Home, and Mass Marketing from July 2017 – December 2019 was also packaged and sent to LDA Consulting for analysis. Emissions factors relevant to the Regional TDM Analysis report were updated and supplied to LDA Consulting.

B. Program Monitoring and Tracking Activities

Advertising campaign effectiveness was tracked through call volumes and internet visits.

The FY2020 First Half Regional TDM Marketing Campaign Summary final report and FY2020 Second Half Regional TDM Marketing Campaign Summary draft report were prepared and distributed at the March 17, 2020 Regional TDM Marketing Group meeting. Each contained data showing the degree of effectiveness of the marketing campaigns based on tracked call volumes, internet visits, and GRH and Rideshare applications for the period. The FY2020 First Half Regional TDM Marketing Campaign Summary final report was posted to SharePoint.

GRH Customer Satisfaction surveys were sent to Washington, DC region commuters who used the service throughout the quarter. The FY2019 GRH Customer Satisfaction Survey report for the Washington, DC region was presented at the Commuter Connections Subcommittee meeting on January 21, 2020. The survey reflects ratings and feedback from respondents who took trips between July 2018 and June 2019. After an open comment period, the final version was endorsed for release at the March 17, 2020 Commuter Connections Subcommittee meeting. The report was published onto the Commuter Connections website. Of 2,304 surveys distributed in fiscal year 2019, 300 (13%) percent of surveys were completed. The overwhelming majority, 94 percent of survey respondents were satisfied with the overall GRH service. Written responses were provided by more than two-thirds (69%) of respondents, the majority of which, 77 percent contained compliments. Compliments outweighed criticism more than 6 to 1. For every program category, good or above ratings were given by 94% or more respondents. Lastly, the average response time wait was 13 minutes and 96 percent waited 30 minutes or less.

COG/TPB staff presented the final First Quarter FY2020 Employer Outreach Verification Statement and draft Second Quarter FY2020 Employer Outreach conformity verification statements to the Employer Outreach Committee on January 21st. Data collection for the second and third quarter reports (FY2020) continued throughout the quarter. Data documentation from the Employer Outreach activity reports was also collected throughout the quarter.

COG/TPB staff completed and presented the final Bike to Work Day 2019 event report to the Commuter Connections Subcommittee on January 21st. The report was endorsed for release and was posted to the publications section of the Commuter Connections website for distribution

COG/TPB staff completed a draft version of the Car Free Day 2019 event report and presented the report to the Car Free Day Steering Committee on March 11, 2020. The report was subsequently posted to SharePoint for an open comment period.

COG/TPB staff worked to implement updates to the Commuter Survey database and coordinated with the contractor (VHB). VHB conducted a presentation for the January 21st Employer Outreach Committee meeting that demonstrated the new mapping

features recently migrated to COG's GIS server. VHB continued scrubbing the survey database in preparation for updates to the web application and new GIS mapping features. A new testing server, CCSTEST, was created to host the application dashboard improvements internally on COG's servers. VHB intends on uploading the updated SQL database and revamped dashboard to the CCSTEST server for COG testing in April

COG/TPB staff, in consultation with the Regional TDM Evaluation contractor, LDA Consulting, completed the Vanpool Driver survey. Staff distributed the survey on January 17th via Informz. Staff then monitored the status of the survey. Reminders were sent to survey recipients on January 24th, February 3rd, and February 11th via Informz. Staff also coordinated with Enterprise to send the survey to its list of vanpool drivers during the weeks of February 17th and 24th. Notable findings from the survey were highlighted at the March 17th Commuter Connections Subcommittee meeting. Data from the vanpool survey will be included in a draft report that will be available for review and feedback in May 2020, with the final draft available in July 2020 for endorsement.

COG/TPB staff completed and distributed the final December FY2020, January FY2020, and February FY2020 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 2nd Quarter CCWP Progress Report for FY2020. The report was distributed at the March 17th Commuter Connections Subcommittee 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/IT staff on upgrades for the ACT! database software and monitored the system.

COG/TPB staff met with North Bethesda TMD staff on January 15th and with Bethesda Transportation Solutions on January 22nd to discuss and resolve issues with the ACT! database.

b) Employer Outreach for Bicycling

Bicycle guides were distributed at various events throughout the quarter, as well as upon request. Staff coordinated with COG's Bicycling/Pedestrian Subcommittee to take edits and updates for the Employer/Employee Bicycling to Work Guide.

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 completed the tasks recommended by the Telework Work Group. This effort is an outcome of the TDM aspirational initiatives identified in Resolution R10-2019. The work group consulted with Elham Shirazi to develop telework and flexwork materials. A new teleworking landing page was created on the Commuter Connections website to host the new materials. The landing page also includes select information from teleworking sections located in both the Commuters and Employers menus. Sample agreements and policy templates developed by Elham Shirazi were uploaded to the website. Updated FAQs, best practices for teleworking, and updated information on alternative work schedules were also posted.

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

COG/TPB staff coordinated, facilitated, and presented at the January 21st Employer Outreach Committee meeting. Topics covered in the meeting included:

- Final First Quarter FY2020 and Draft Second Quarter FY2020 Conformity Verification Statements;
- An update on improvements to the Commuter Survey Database GIS mapping application;
- An update on efforts conducted by the Telework Work Group;
- An update on the Regional TDM Analysis Project;
- A Training Update and Review for FY2020;
- Roundtable updates.

COG/TPB staff continued work prospecting for employers to feature as FY2020 case studies.

COG/TPB staff coordinated and held a sales training session led by Felica Woodruff, Woodruff Company Engineered Solutions, titled *Best Practices for Expanding Commuting Programs at Employer Sites* on March 10th. Materials from the training were subsequently posted to SharePoint.

COG/TPB staff prepared content for the upcoming April 21st Employer Outreach Committee meeting.

VI.   GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The GRH Baltimore program continued to enroll new applicants throughout the quarter. New GRH ID cards were printed and distributed every Tuesday. Additionally, COG/TPB staff processed and mailed declined GRH applicant letters every Friday and processed and mailed One Time Exception letters with GRH applications at the end of each month. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of March 31st, a total of 319 commuters are currently registered in the GRH Baltimore program.

GRH Baltimore Customer Satisfaction surveys were sent to Baltimore region commuters which includes St. Mary's County, who used the service throughout the quarter. The FY2019 GRH Customer Satisfaction Survey report for the Baltimore region was presented at the Commuter Connections Subcommittee meeting on January 21, 2020. The survey reflects ratings and feedback from respondents who took trips between July 2018 and June 2019. After an open comment period, the final version was endorsed for release at the March 17, 2020 Commuter Connections Subcommittee meeting. The report was published onto the Commuter Connections website. Of 118 surveys distributed in fiscal year 2019, 14 percent responded. At 50 percent, overtime was the reason most stated for using the GRH service within the Baltimore region. The vast majority, 93 percent of survey respondents were pleased with the Overall GRH service. Written responses were made by 75% of survey participants and no comments were classifieds as complaints. The average response wait time was 31 minutes, with 75 percent waiting 30 minutes or less for their ride.

Radio scripts and creative were finalized for the FY2020 Guaranteed Ride Home Baltimore region spring marketing campaign, using the theme of "Why Ride Alone?". The campaign launched in February 2020 and was paused in mid-March, due to the coronavirus pandemic.

COG/TPB staff presented finalized changes to the GRH Participation Guidelines during the January 21st Commuter Connections Subcommittee meeting. The guidelines were subsequently 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.

B. Process Trip Requests and Provide Trips

The GRH program provided twenty (20) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Overtime."

COG/TPB staff continued to monitor 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, Inc. on January 29th to discuss daily GRH operations.

COG/TPB staff met with Diamond Transportation, Inc. on March 24th to discuss program operations status related to the coronavirus pandemic.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JANUARY - MARCH 2020

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2019
Total applicants/info provided:	7,773	6,258	20,659
Rideshare applicants	3,072	2,834	9,233
Matchlists sent	4,499	6,301	18,525
Transit applicants/info sent	19	100	159
GRH applicants	2,012	1,752	5,574
Bike to work info requests	6	8	16
Telework info requests	3	7	140
Internet users	31,029	31,289	86,816
Internet applicants	4,882	5,226	15,245
New employer clients	159	148	557
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2019
Continued placements	1,117	1,031	3,356
Temporary/one-time placements	160	148	483
Daily vehicle trips reduced	583	538	1,750
Daily VMT reduced	17,138	15,821	51,450
Daily tons NOx reduced	0.0039	0.0036	0.0116
Daily tons VOC reduced	0.0022	0.0020	0.0065
Daily tons PM2.5 reduced	0.00029	0.00027	0.00087
Daily tons PM2.5 NOx reduced	0.0041	0.0038	0.0124
Daily tons GHG reduced	6.9618	6.4268	21
Daily gallons of gas saved	952	879	2,858
Daily commuter costs saved	$3,513	$3,243	$10,547

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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	174	329	251
Locals Rideshare Apps (New and Re-apps)	2,898	3,199	2,334
Matchlists Requested	4,499	6,163	4,581
Transit Applicants/Info Sent	19	100	59
GRH Washington Applicants	740	743	723
GRH Washington Rides Provided	518	609	573
GRH Baltimore Applicants	16	34	23
GRH Baltimore Rides Provided	20	21	27
Telework Info Requests	3	7	12
Phone/Fax	0	0	0
Internet	4,892	5,226	4,219
Employer Applicants	0	0	0
Total Hits on website	31,029	31,289	29,950

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	17	7
Matchlists Sent	54	96	99
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	9	10	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	40	14	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	38	33	95
Employers Contacted (Follow up)- Visit	10	7	8
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	19	31
Matchlists Sent	65	216	126
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	7	20	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	14	11	6
Employers Contacted (New)- Visit	0	0	12
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,065	2,070	2,309
Employers Contacted (Follow up)- Visit	47	41	68
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	13	5
Level 2	5	6	1
Level 3	1	6	0
Level 4	2	4	0

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	23	28
Matchlists Sent	92	200	195
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	20	21	13
GRH Baltimore Applicants	2	1	2
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	44	25	16
Matchlists Sent	43	101	55
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	9	14	11
GRH Baltimore Applicants	7	11	5
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	9	9
Matchlists Sent	89	51	34
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	15	11	8
GRH Baltimore Applicants	3	9	10
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	148	180	237
Matchlists Sent	470	670	1,018
Transit Applicants and Info Sent	2	3	5
GRH Washington Applicants	52	65	49
GRH Baltimore Applicants	1	2	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	11	7	37
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	286	180	58
Employers Contacted (Follow up)- Visit	16	14	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	81	25	27
Level 2	25	16	7
Level 3	5	5	8
Level 4	4	1	4

TDM SERVICES

DOD/WHS
QUARTERLY REPORT (JAN - MAR 2020)

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

TDM SERVICES

DATA
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	13	15
Matchlists Sent	13	21	47
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	7	1
GRH Baltimore Applicants	0	0	1
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	123	217	203
Matchlists Sent	529	862	905
Transit Applicants and Info Sent	3	0	6
GRH Washington Applicants	77	75	73
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	20	50	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	328	585	0
Employers Contacted (Follow up)- Visit	54	34	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	29	0
Level 2	14	8	0
Level 3	5	5	0
Level 4	4	1	0

TDM SERVICES

FDA
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	35	14
Matchlists Sent	145	190	175
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	24	23	21
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	39	39
Matchlists Sent	354	365	328
Transit Applicants and Info Sent	1	1	2
GRH Washington Applicants	35	28	28
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	8	9	7
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	16	19	52
Employers Contacted (Follow up)- Visit	7	3	6
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	0
Level 2	1	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	228	269	266
Matchlists Sent	407	544	605
Transit Applicants and Info Sent	2	5	2
GRH Washington Applicants	136	132	120
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	3	1
Matchlists Sent	54	67	7
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	8	3
GRH Baltimore Applicants	1	6	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

HOWARD
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	24	18
Matchlists Sent	88	0	0
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	26	19	20
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

LOUDOUN
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	63	92	99
Matchlists Sent	383	581	677
Transit Applicants and Info Sent	0	1	3
GRH Washington Applicants	45	50	56
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	14	7
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	109	325	107
Employers Contacted (Follow up)- Visit	10	15	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	0
Level 2	0	0	1
Level 3	1	2	0
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	5	9
Matchlists Sent	17	34	54
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	6	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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	28	5
Matchlists Sent	1	33	5
Transit Applicants and Info Sent	2	16	8
GRHWashington Applicants	1	2	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
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	26	16
Matchlists Sent	127	221	98
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	28	36	33
GRH Baltimore Applicants	1	0	0
Telework Information Requests	3	0	8
Employers Contacted (New)- Phone	64	7	92
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,614	1,648	1,518
Employers Contacted (Follow up)- Visit	36	64	67
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	4
Level 2	2	0	13
Level 3	4	0	0
Level 4	1	1	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	1	0	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	126	35
Matchlists Sent	47	179	103
Transit Applicants and Info Sent	1	64	3
GRH Washington 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

SHADY GROVE
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	8	4
Matchlists Sent	11	40	25
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	11	7	10
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	2	4
Matchlists Sent	15	47	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	5	3
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	2	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	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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	1	1	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	11	19
Matchlists Sent	85	77	128
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	5
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	41	96
Matchlists Sent	150	198	309
Transit Applicants and Info Sent	0	3	8
GRH Washington Applicants	45	30	46
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	2	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	3	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	136	138	144
Matchlists Sent	807	853	1,360
Transit Applicants and Info Sent	2	1	6
GRH Washington Applicants	111	113	146
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	23	21
Employers Contacted (New)- Visit	0	22	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	7	5
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 (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	17	11
Matchlists Sent	114	130	118
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	14	5	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

TRI-COUNTY
QUARTERLY REPORT (JAN - MAR 2020)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	37	53
Matchlists Sent	332	379	378
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	57	52	38
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	13	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	6	12
Employers Contacted (Follow up)- Visit	0	5	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	1
Level 2	0	6	2
Level 3	0	0	1
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JANUARY - MARCH 2020

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	6	4	3	13
ARLINGTON (COG)	13	2	16	31
ANNE ARUNDEL	18	4	2	24
BALTIMORE CITY	44	7	2	53
BMC	14	6	8	28
COG	118	20	230	368
DOD/WHS	1	0	0	1
DATA	2	0	1	3
DISTRICT OF COLUMBIA	27	9	63	99
FDA	15	96	1	112
FAIRFAX COUNTY	123	35	10	168
FREDERICK	23	123	179	325
GW RIDE CONNECT	228	1,261	2,943	4,432
HARFORD	7	2	1	10
HOWARD	14	4	14	32
LOUDOUN	63	24	66	153
MTA	4	2	4	10
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	10	4	20	34
Countywide	13	14	28	55
Friendship Heights/Rockville	0	1	0	1
North Bethesda TMD	4	177	539	720
Shady Grove	0	0	0	0
Silver Spring	6	3	3	12
NIH	3	2	4	9
NATIONAL GUARD READINESS CENTER	0	2	4	6
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	12	5	0	17
PRINCE GEORGE'S	39	11	13	63
PRTC	136	63	145	344
RAPPAHANNOCK-RAPIDAN	12	4	4	20
TRI - COUNTY	28	204	261	493
TDM NETWORK MEMBERS				
TOTAL INPUT COMMUTER CONNECTIONS	**983**	**2,089**	**4,564**	**7,636**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**3,072**		

Technical Assistance to Local Agencies
January – March 2020

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2020				
TransIt	Wed 1/15/2020 3:38 PM	N/A	Wed 1/22/2020 3:40 PM	Table 4A
PRTC	Wed 1/22/2020 1:49 PM	Wed 1/22/2020 2:36 PM	Tue 1/28/2020 5:35 PM	Website Down
February 2020				
North Bethesda	Tue 11/19/2019 10:55 AM		2/3/2020	Update email address for commuter
TransIt	Mon 2/17/2020 3:04 PM	N/A	Wed 3/18/2020 3:18 PM	Table 4a
March 2020				
TransIt	Wed 3/11/2020 2:42 PM	N/A	Wed 3/18/2020 3:18 PM	Table 4a Jan & Feb
Loudound	Mon 3/23/2020 10:35 AM	Mon 3/23/2020 10:39 AM	Fri 3/27/2020 4:19 PM	Park & Ride update

FY 2020

January to March 2020	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)	40	14	11	20	8	0	64	2	0	0
Telework - NEW	0	0	0	0	0	0	2	0	0	0
Employers Contacted (follow-up)	38	2065	286	328	16	109	1614	3	0	0
Telework - FOLLOWUP	0	0	0	0	0	0	74	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	2265	4459	8371	0	0	150	20005	233	0	0
Total Sales Meetings	10	47	16	54	7	10	36	0	0	0
Total Employers Contacted	2353	6585	8684	402	31	269	21795	238	0	0
New Level 1 TDM Programs	0	6	81	14	2	1	1	0	0	0
New Level 2 TDM Programs	0	5	25	5	1	0	2	0	0	0
New Level 3 TDM Programs	0	1	5	4	0	1	4	0	0	0
New Level 4 TDM Programs	0	2	4	0	0	0	1	0	0	0
New Telework Programs	0	0	0	0	0	0	2	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0