COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
JULY – SEPTEMBER 2019

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2020 1st 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 July 2019, August 2019 and September 2019) 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 and Loudoun County, VA. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

COG/TPB staff completed and presented the draft timeline and highlights for the FY2021 CCWP to the STDM Work Group and to the Commuter Connections Subcommittee. Work also began on preparing the draft FY2021 CCWP.

The July 2019 TDM Resources Directory was updated, published, and distributed.

COG/TPB staff attended and participated in the STWG meeting on July 9th.

COG/TPB staff coordinated and held STDM Work Group meetings on July 16th and September 10th.

A Commuter Connections Subcommittee meeting was coordinated and held on July 16, 2019. Highlights from the meeting included:

- Presentation of the draft FY2019 Car Free Day Report
- Update on Clean Air Partners activities
- Briefing on draft highlights from the 2019 State of the Commute Survey
- Briefing on draft highlights from the 2019 Regional GRH & GRH Baltimore Surveys

- Status update on the Metro Platform Shutdown
- Briefing on Waze Carpool
- Presentation on the 2019 Car Free Day Event
- Briefing on the FY19 4th Quarter Preliminary Budget Reports

A Commuter Connections Vice Chair Nominating Committee conference call meeting was held on August 22nd to secure a new Vice Chair for the Subcommittee. Marina Budmir, DDOT, was nominated.

Commuter Connections continued to facilitate the WMATA Platform Shutdown TDM Work Group. Discussion topics during the waning months of this summer's shutdown pivoted to restoring routine service and presenting unified information as Metrorail restored normal service. COG/TPB staff facilitated a conference call on August 14th to discuss these topics.

An MPO TDM Peer Exchange group was coordinated and held on August 28th.

COG/TPB staff participated in a WMATA Public Information Officer's conference on September 4th call regarding the Platform Improvement project.

A Commuter Connections Subcommittee meeting was coordinated and held on September 17, 2019. Highlights from the meeting included:

- Announcement of new Vice Chair (Marina Budimir), recognition of current Chair, (George Clark), and Change of Chair to Marcus Moore
- Endorsement of the FY2019 Car Free Day Draft Report
- Endorsement of the 2019 State of the Commute Survey
- Endorsement of the 2019 Regional GRH & GRH Baltimore Surveys
- Briefing on the 2020 Congestion Management Process Technical Report
- Update on the FY2020 Regional TDM Evaluation Project
- Presentation on the 2019 Car Free Day Event
- Briefing on the FY2021 CCWP and Strategic Plan
- Briefing on the FY19 4th Quarter CCWP Progress and Budget Reports; and the FY2019 Annual Report

COG/TPB staff worked on securing a new Vice Chair for the Ridematching Committee. A Ridematching Committee meeting was coordinated and held on September 17, 2019. Highlights from the meeting included:

- Change of Chair to Allison Kemp, recognition of current Chair, Thomas Hamed and announcement of new Vice Chair, Yolanda Creal
- Update on the TDM System
- Updates to incenTrip
- Tutorial overview of SchoolPool
- July 2019 TDM Resource Directory update

- Quarterly and Annual Progress Report briefing

COG/TPB staff participated in a VDOT I-66 TMP Working Group meeting via conference call on September 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, 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 September 2019, COG and its members served 17,367 commuters registered in ridematching. This is a decrease of 453 registrants during the quarter, down from 17,820 at the end of June 2019. Year over year there was a decrease of 1,132 from 18,499 in the system at the end of September 2018.

COG/TPB staff met with Media Beef representatives eleven times during the quarter. Meetings were held in July on the 1st, 8th, 15th, 23rd, and 29th; in August on the 12th, 19th, and 26th; and in September on the 9th, 16th, and 23rd. Notable discussion topics included developing a new testing server to stage and test enhancements to the TDM System, navigational routing being programmed into the Commuter Connections GIS Depot, reporting for the Flextime Rewards and CarpoolNow programs, and scoping for FY2020 work tasks. The University of Maryland (UMD) also joined several of the calls to discuss the development and launch of incenTrip on August 28th and subsequent updates to the app that enhance Commuter Connections integration.

COG/TPB staff coordinated with Media Beef and UMD to develop and implement several enhancements to incenTrip. A webinar was held on July 25th to discuss trip logging, location monitoring, importing new users from the app into the TDM System, incentive fulfillment, and the purge process for incenTrip/Commuter Connections users. Subsequent work throughout the quarter include a registration API that allows new

users to create an account in Commuter Connections while creating an incenTrip account. Commuter Connections staff developed new administrative processes for handling users who registered through incenTrip. UMD also created an incentives dashboard for COG/TPB staff to monitor, award, and track incentive fulfillment.

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. Media Beef solved two problems in the TDM System that arose when geocoding some addresses and when commuters change their routes for ridematching. These fixes are currently awaiting a patch update to the live TDM System. Additionally, COG/TPB staff worked with Media Beef to fix a bug in CarpoolNow that caused inactive drivers to appear as active.

COG/TPB staff continued work on expanding GIS capabilities. Staff deployed the newly developed geocoding service to the ArcGIS 10.7 server. Staff obtained SSL certificates in order to secure the server properly. Staff continued building a routing web service, although there are some persistent problems with certain turn restrictions. The software vendor is working toward resolving those issues. Staff also are looking at ways to simplify the generated routes because shrinking the data will speed up computation. Staff continued producing documentation of the design and how to develop the products.

COG/TPB staff worked with COG's IT department to build a new server for testing web apps for deployment on Wildfly 12. Once an app passes muster on this server, it can safely be deployed to the production server. The server was still pending as of September 30th.

A contract amendment was finalized between COG and Media Beef for FY2021.

The Commuter Connections mobile app was downloaded 419 times throughout the quarter, bringing total downloads to 4,942 by the end of September.

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.

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.

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.

COG/TPB staff provided AAA and Pizza Hut coupons to commuters who renewed their GRH membership.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 678 GRH applications received. A total of 620 applicants were registered (600 new applicants and 20 previous "one-time exception" users) and 1,170 commuters were re-registered. During the same time period, the GRH program provided 561 GRH trips. Thirteen (13) of these trips were "one-time" exceptions accounting for 2.4% 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 June 30th, a total of 7,797 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. This included an effort to obtain and process final FY19 invoices from ride providers.

The GRH Operations Contractor began dispatching Uber trips.

COG/TPB staff worked on collecting information from each of the ride providers to include in their respective contract amendments for the new fiscal year.

COG/TPB staff executed a contract amendment with Diamond Transportation Services for daily program operations.

COG/TPB staff met with the GRH Daily Operations contractor, Diamond Transportation Services, on Wednesday, September 25 to discuss program operations.

III.   MARKETING

A. TDM Marketing and Advertising

COG/TPB staff managed and oversaw the marketing and public relations contractor (Odonnell Company) and associated vendors. This included six biweekly status update conference calls to discuss various marketing efforts and an additional call on August 26th to discuss brand positioning for Commuter Connections. An Earned Media strategy call with Arch Street Communications and Odonnell Company representatives occurred on September 12th. Administrative oversight included facilitating payments of any outstanding FY19 invoices and reconciling all remaining media-buy balances. A contract amendment for FY2020 was executed. A media plan for the upcoming regional TDM mass marketing Fall Umbrella campaign was developed and finalized; purchase orders were generated. The "Why Rideshare? Why Not?" rideshare campaign and "Don't Freak Out" Guaranteed Ride Home (GRH) campaign are set to begin in October.

The summer 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 summer newsletter was developed and sent via email blast. Articles featured in the newsletter included a summary of the "Celebrating Stars" 2019 Employer Recognition Awards, 2019 Car Free Days, and incenTrip. Following distribution of the newsletter, a timeline was developed for the autumn 2019 newsletter.

Work began on developing creative concepts for 2020 marketing. COG/TPB staff developed, distributed, and collected responses from an online creative input survey that was sent to Regional TDM Marketing Group members. The results of the survey were used to guide the marketing contractor in developing a new batch of creative marketing concepts. The concepts were initially reviewed by COG/TPB staff and are scheduled to undergo further review at the October STDM meeting, after which the marketing workgroup will have an opportunity to review and comment on the materials as well. The creative materials will be refined based on the various feedback and finalized for the spring campaign.

The following employer transportation fairs were attended during the first quarter of FY20:

- July 10   -   Landmark Mall, Alexandria
- August 20   -   NIH, Bethesda
- September 4   -   Coast Guard, DC
- September 12   -   NIH, Bethesda
- September 17   -   Tysons One Place, Tysons

COG/TPB staff corresponded with network partners for updates to the FY2020 Draft Regional TDM Resource Guide and Strategic Marketing Plan (SMP). After receiving updates, staff issued the SMP at the September 17th Regional TDM Marketing Group meeting. Staff subsequently posted the document on SharePoint for a comment period scheduled to conclude on October 31st.

COG/TPB staff and the marketing contractor worked to update the FY2020 Marketing Communications Plan and Schedule. A draft version of the document was posted to SharePoint in August for an open comment period. Comments were then integrated into the final document, which was presented and issued at the September 17th Regional TDM Marketing Group meeting.

COG/TPB staff worked on securing a new Vice Chair for the Regional TDM Marketing Group. A Regional TDM Marketing Group meeting was coordinated and held on September 17, 2019. 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:

- Change of Chair and announcement of new Vice Chair
- Presentation of the Final FY19 Second Half Marketing Campaign Summary Report
- Presentation of the Final FY20 Marketing Communication Plan and Schedule
- Overview of the education campaign for the I-395 Express Lanes
- Briefing on Commuter Connections FY20 Marketing Activity
- Update on the Metro Platform Improvement Project
- Update on the Draft FY20 Regional TDM Resource Guide and Strategic Marketing Plan

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

- Posted news articles, publications (e.g. 2019 GRH and GRH Baltimore Applicant Survey Reports, Car Free Day 2018 Event Report, updated 2016 State of the Commute Flipbook, Summer Newsletter), construction projects, press releases, and upcoming events as needed;
- Updated content in the accordion sections and individual webpages, including language in the Carpooling, Vanpooling, Overview of Services, NVTC Contact Information, and FAQ sections;
- Added a CarpoolNow Mobile App Terms of Use page;
- Updated the version of the *Commuter Connections Incentives Programs Rack card*;
- Added a new webpage for incenTrip and created a landing page to take in RSVPs for the launch event;
- Updated plugins;
- Setup a webmaster new email address;

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

A meeting was held with the Commuter Connections website ISP on August 21st to discuss upgrades to WordPress.

COG/TPB staff managed the Commuter Connections social media pages. Analytics on each account were recorded. As part of the data collection process, a Monthly Digital Marketing Report was created for June. The report examines the impact of Commuter Connections' social media presence and online advertising effectiveness. Monthly Digital Marketing Reports will commence again in October. Staff also monitored and catalogued the analytics data from the Commuter Connections social media accounts.

COG/TPB staff meet with NVTC staff on September 11th to discuss marketing efforts and collaboration.

B. Bike to Work Day

COG/TPB staff added 2019 raffle winners to the www.BikeToWorkMetroDC.com website.

A Bike to Work Day Steering Committee meeting was held on September 11, 2019. Henry Dunbar, Bike Arlington, was recognized with a plaque for his service as the 2019 event Committee Chairperson. McKenna Pugh, Capitol Hill BID, was selected as Chairperson for the 2020 Steering Committee. Agenda topics for the meeting included a 2019 event slideshow, a briefing on the 2019 employer challenge luncheon won by the National Institutes of Health (NIH), pit stop manager recaps, an overview of the 2019 Event Draft Report, an overview of the Pit Stop Expectations and Best Practices document, and a discussion on virtual pit stops. Friday, May 15, 2020 was established as the date of next year's Bike to Work Day event. The Pit Stop Responsibilities and Requirements document was posted on SharePoint for an open comment period.

C. Employer Recognition Awards

Thankyou letters were sent out to speakers who participated at the June 24, 2019 awards event held at the National Press Club. Program booklets from the awards ceremony were distributed to TPB members at their July meeting. All vendor invoicing was obtained, and the 2019 award winners were featured in the Commuter Connections Summer 2019 newsletter.

COG/TPB staff prepared the 2020 event task schedule.

D. 'Pool Rewards

There was no 'Pool Rewards marketing activity for the first quarter of FY2020.

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools. Program participant trip logging was monitored and incentive payments during the quarter were distributed as follows:

- Staff processed fifteen (15) payments for 'Pool Rewards vanpools.

- Staff processed four (4) carpool payments for general 'Pool Rewards carpools.

- Staff processed one (1) carpool payment for a 'Pool Rewards carpool operating on I-66 outside the beltway.

- There were no incentive payments to I-395 Virginia Pool Rewards Incentive carpool participants; no 'Pool Rewards carpools were reported travelling along the corridor.

As of September 30, 2019, there are two (2) active 'Pool Rewards carpools and two (2) operating 'Pool Rewards vanpools.

E. Car Free Day

A Car Free Day Steering Committee meeting was coordinated and held on July 10, 2019. A new version of the poster was presented. Radio segments were played for the Committee. An overview of the proclamation was presented. There was also a discussion revolving around potential and secured sponsors for the event.

Briefings on Car Free Days 2019 occurred at several COG related committees. COG/TPB staff briefed the TPB Technical Committee on July 12th and the Commuter Connections Subcommittee on July 16th. Staff also briefed the TPB on Car Free Days at their July 24th meeting and the Car Free Day proclamation was endorsed by the TPB Chair. The proclamation signing was live streamed on the CFD Facebook page.

The 2019 Car Free Days campaign continued with the "Drop it for a Day" message from the previous year, with the visual of a hand dropping car keys. The call to action directed area workers, residents, and students to go online and take the pledge to use transportation alternatives on September 20, 21, and/or 23, 2019. A letter was drafted and sent to companies, along with the poster, as part of a company mailout campaign.

COG/TPB staffed managed the marketing and public relations contractors (Odonnell Company) to promote the event. Marketing strategy calls were held on August 8th and 14th. The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges. An Earned Media Plan for the event was drafted and refined/approved by Commuter Connections. Marketing for the event included media interviews, an email blast, text messages, pre-recorded radio endorsement ads with on-air personalities, a native sponsored article on WTOP.com, paid blogs, and a social media marketing campaign on Facebook, Instagram, and YouTube. Press releases were developed and sent on August 13th, September 12th, and 20th. COG/TPB staff coordinated with the Dulles Area Transportation Association to place a Car Free Day display ad, developed by the marketing contractor, into the @Livemore publication. COG/TPB staff coordinated the printing and installation of Car Free Day transit signage around the region. All creative material was reviewed and approved by COG/TPB staff.

COG/TPB staff and the marketing contractor discussed sponsorship opportunities with various businesses and organizations and secured sponsor agreements. $30 Nift gifts were included with every pledge.

Car Free Days were included as a "Challenge" within the incenTrip mobile app. Users who pledged to go Car Free and logged a trip on one of the three eligible days received bonus points redeemable for cash.

The following updates were implemented on the Car Free Day website:

- Added the new poster (PDF) and proclamation photo;
- Added new sponsors and partners and their respective logos;
- Updated the masthead;
- Updated the privacy policy;
- Changed language on the website sign-up button;
- Created a new banner for the homepage;
- Added a new prize listing;
- Modified sign-up message to include incenTrip and Nift links

COG/TPB staff met with Clean Air Partners staff and the programs' marketing contractor on August 12th to discuss promoting Car Free Days.

A Car Free Day Steering Committee meeting was coordinated and held on September 11, 2019. Prior to the meeting, COG/TPB staff secured Kendall Tiffany, Frederick County TransIT, as the new Chair for the 2020 event. Ms. Tiffany was announced at the September 11th meeting. Other agenda topics for the meeting included updates on sponsorships, marketing, and earned media.

COG/TPB staff provided a Car Free Day update at the September 17, 2019 Commuter Connections Subcommittee meeting.

More than 4,700 took the pledge to go Car Free or Car-Lite on September 21-23, 2019. The breakdown by mode is as follows: Rail 22%, Walk 21%, Bike 20%, Bus 20%, Pool 9%, and Telework 8%. The SOV group consisted of 50% of those who pledged, reducing 102,196 vehicle miles over the three-day event. Pledges were made by residents of the District 30%, Maryland 31%, Virginia 38%, and other states 1%.

F. CarpoolNow Mobile Application

There were no CarpoolNow major marketing activities to report for Q1.

The CarpoolNow app was downloaded 170 times during the second quarter, bringing total downloads to 3,926.

COG/TPB staff continued monitoring participation within CarpoolNow. Sixteen (16) Driver Incentive redemptions were claimed in July; payment for these requests was processed in August. August and September participation metrics will be reported in the Second Quarter Progress Report.

G. Flextime Rewards

There were no Flextime Rewards major marketing activities to report for Q1.

COG/TPB staff continued monitoring participation within the Flextime Rewards program.

H. incenTrip

Commuter Connections partnered with the University of Maryland to submit a grant proposal as part of FHWA's Advanced Transportation and Congestion Management Technologies Deployment (ATCTMD) Program to expand incenTrip. COG/TPB staff contributed to the grant application and coordinated with various stakeholders to develop the proposal.

A new webpage was created for incenTrip on the Commuter Connections website.

A launch event for incenTrip was planned and facilitated at the National Press Club on August 28, 2019. COG/TPB staff secured TPB officers for speaking roles at the event and prepared written remarks. A flyer for the event was also created that describes the points and rewards structure for incenTrip. The press event generated several earned media articles published from various media outlets.

Marketing creative for incenTrip was developed by the marketing contractor (Odonnell Company) with oversight provided by COG/TPB staff. A creative brief was prepared for co-marketing along with Car Free Days; social media ads were also developed. An independent incenTrip Fall 2019 social media marketing campaign was also developed and scheduled to begin in October.

COG/TPB staff briefed the TPB Technical Committee on the launch of the incenTrip application at the September 9th meeting.

COG/TPB staff monitored incenTrip program participation. An internal process for pulling data from the online incenTrip dashboard, screening trip logs, and awarding payment was implemented. Thirty (30) individuals were approved for payment for commute logs completed between August 28 – September 25. Payments are expected to be issued in October.

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 July 22nd, August 12th, and September 16th.

In July, monthly Employer Outreach sales activity reports were received from Arlington County, Frederick County, Prince George's County and the District of Columbia. There

were outstanding reports from Prince William, Loudoun, Montgomery, and Fairfax Counties as well as the City of Alexandria and Tri-County Council for Southern Maryland.

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

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

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

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

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

Throughout the quarter COG/TPB staff oversaw the employer site survey coordination. A contract amendment for work activities during FY2020 with VHB was fully executed.

COG/TPB staff executed a contract for the new fiscal year with the Regional TDM Evaluation Contractor (LDA Consulting) in August. COG/TPB staff oversaw and provided guidance to the contractor as work continued on the 2019 State of the Commute Technical Report and 2019 Guaranteed Ride Home Applicant Survey Reports.

COG/TPB staff, in consultation with the Regional TDM Evaluation Contractor, developed and finalized the 2019 State of the Commute Technical Report. The draft report was presented to the Commuter Connections Subcommittee on July 16th and subsequently posted to SharePoint for a comment period that concluded on August 20th. The report was updated and presented at the September 17th Commuter Connections Subcommittee meeting where it was then endorsed for release. Staff also briefed the TPB Technical Committee on September 6th and the TPB on September 18th on key findings from the report. Several media interviews regarding the results were also conducted.

COG/TPB staff, in consultation with the Regional TDM Evaluation Contractor, developed and finalized the 2019 GRH Applicant Survey Report. The draft report was presented to the Commuter Connections Subcommittee on July 16th and subsequently posted to SharePoint for a comment period that concluded on August 15th. The report was updated and presented at the September 17th Commuter Connections Subcommittee meeting where it was then endorsed for release. The report was published on the Commuter Connections website and distributed to those interested in receiving a hard copy.

COG/TPB staff met with LDA Consulting and CIC Research, Inc. on September 25th to discuss the timeline and deliverables for FY2020 data collection activities.

B. Program Monitoring and Tracking Activities

COG/TPB staff collected data for various FY2019 and FY2020 Employer Outreach conformity verification statements. The final Third Quarter (FY19) Employer Outreach Conformity Verification Statement was presented at the July 16th Employer Outreach Committee meeting. A draft version of the Fourth Quarter (FY2019) Employer Outreach Conformity Verification Statement was presented at the July 16th Employer Outreach Committee meeting; the final version was prepared for the October meeting. Staff also began collecting data for the First Quarter (FY2020) Employer Outreach Conformity Verification Statement; a draft statement was prepared for the October Employer Outreach Committee meeting.

COG/TPB staff collected data documentation from the Employer Outreach activity reports throughout the quarter.

The Regional Guaranteed Ride Home Customer Satisfaction Survey was sent to Washington region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits and by measuring the volume of GRH and Rideshare applications.

The FY2019 2nd Half Regional TDM Marketing Campaign Summary final report was completed and presented at the September 17th Regional TDM Marketing meeting.

Marketing material graphics and content from pit stops were gathered for inclusion into the 2019 Bike to Work Day event draft report.

Using data procured by the Regional TDM Evaluation Contractor, COG/TPB staff created the 2019 Employer Outreach Satisfaction Survey draft report to document the results from the survey. The draft report was presented at the July 10th Employer Outreach Committee meeting and subsequently posted to SharePoint for an open comment period. Comments and edits were integrated into the report in preparation for a final presentation to the Employer Outreach Committee on October 15th.

COG/TPB staff continued to work with data contractors (VHB) to plan updates to the COG survey database. A FY2020 scoping meeting was held on August 9th to develop a contract amendment for the new fiscal year. The amendment was fully executed in September. Work on deliverables for the contract are expected to commence in the second quarter of FY2020.

COG/TPB staff completed and distributed the final June FY2019, July FY2020, and August FY2020 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 4rd Quarter CCWP Progress Report for FY2019. The report was distributed at the September 17, 2019 Commuter Connections Subcommittee meeting. Additionally, work accomplishments were documented in the FY2019 CCWP Annual Progress Report, which was also completed, presented and distributed at the September 17, 2019 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. A new software maintenance agreement for FY2020 was executed with Stewart Technologies.

COG/TPB staff began preparations for a regional ACT! database training event on October 30th. A certified trainer was found, and a RSVP message was sent to stakeholders.

b) Employer Outreach for Bicycling

The regional Bicycling to Work Employer/Employees guide was distributed to employers upon request.

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.

COG/TPB staff worked with Frederick, Montgomery, and Prince George's counties to execute contract amendments for the new fiscal year. A contract amendment was fully executed with Tri-County Council for Southern Maryland in September.

b) DC, MD, and VA Program Administration

COG/TPB staff worked with the City of Alexandria on updating the Commuter Connections Employer Outreach customized sales portfolio folder.

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

COG/TPB staff coordinated, facilitated, and presented at the July 16th Employer Outreach Committee meeting. Topics covered in the meeting included:

- Final Third Quarter and Draft Fourth Quarter FY19 Employer Outreach Conformity Verification Statements
- A presentation from Transit Screen on their Transit Benefits Advisor Calculator
- Draft results from the FY2019 Employer Satisfaction Survey
- Training Update and Review
- A discussion on the significance of the Commuter Survey and updates to the survey archive
- Roundtable updates

COG/TPB staff began work on new FY 2020 case studies prospecting for employer spotlight.

COG/TPB met with Fairfax County representatives on August 27th to address data collections activities and procedures.

COG/TPB staff facilitated a *Flexwork and Telework* sales training for Employer Outreach representatives that took place on September 30th. The training was conducted by Elham Shirazi. Attendees learned about how to sell "best practice" flexwork and telework policies. Ms. Shirazi also included several valuable policy templates for use by attendees.

COG/TPB staff prepared content for the upcoming October 15th 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. AAA and Pizza Hut coupons were provided to Baltimore region commuters who renewed their GRH membership.

COG/TPB staff and the marketing contractor developed and finalized the Baltimore GRH fall FY2020 media plan.

COG/TPB staff sent GRH Customer Satisfaction Surveys for Baltimore region trips that occurred and analyzed the data. Data input was completed for the FY2019 GRH Customer Satisfaction Survey.

COG/TPB staff, in consultation with the Regional TDM Evaluation Contractor, developed and finalized the 2019 GRH Baltimore and St. Mary's County Applicant Survey Report. The draft report was presented to the Commuter Connections Subcommittee on July 16th and subsequently posted to SharePoint for a comment period that concluded on

August 15th. The report was updated and presented at the September 17th Commuter Connections Subcommittee meeting where it was then endorsed for release. The report was published on the Commuter Connections website and distributed to those interested in receiving a hard copy.

COG/TPB staff worked with Diamond Transportation on a contract amendment with was fully executed in August.

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-seven (27) GRH trips. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of September 30, 2019, a total of 345 commuters are currently registered in the GRH Baltimore program.

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 included an effort to obtain and process final FY19 invoices from ride providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff worked on collecting information from each of the ride providers to include in their respective contract amendments for the new fiscal year.

COG/TPB staff executed a contract amendment with the GRH Baltimore Operations Contract (Diamond Transportation Services) for daily program operations.

COG/TPB staff met with Diamond Transportation staff on September 25th to discuss GRH program operations and invoicing.

The GRH Baltimore Operations Contractor began dispatching Uber trips.

Table 1
National Capital Region Transportation Planning Board
Commuter Connections Program
Quarterly Activity and Impact Summary
JULY - SEPTEMBER 2019

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2019
Total applicants/info provided:	6,628	6,061	6,628
Rideshare applicants	3,327	2,836	3,327
Matchlists sent	7,725	8,257	7,725
Transit applicants/info sent	40	47	40
GRH applicants	1,810	2,026	1,810
Bike to work info requests	2	1	2
Telework info requests	130	7	130
Internet users	24,498	29,196	24,498
Internet applicants	5,032	4,569	5,032
New employer clients	250	356	250
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2019
Continued placements	1,209	1,030	1,209
Temporary/one-time placements	174	147	174
Daily vehicle trips reduced	631	537	631
Daily VMT reduced	18,548	15,792	18,548
Daily tons NOx reduced	0.0042	0.0036	0.0042
Daily tons VOC reduced	0.0024	0.0020	0.0024
Daily tons PM2.5 reduced	0.00032	0.0003	0.00032
Daily tons PM2.5 NOx reduced	0.0045	0.0038	0.0045
Daily tons GHG reduced	7.5346	6.4159	7.5346
Daily gallons of gas saved	1,030	877	1,030
Daily commuter costs saved	$3,802	$3,237	$3,802

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

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	705	220	241
Locals Rideshare Apps (New and Re-apps)	2,622	2,613	3,197
Matchlists Requested	7,535	8,044	7,126
Transit Applicants/Info Sent	40	47	45
GRH Washington Applicants	678	798	785
GRH Washington Rides Provided	561	676	520
GRH Baltimore Applicants	39	27	27
GRH Baltimore Rides Provided	27	30	31
Telework Info Requests	3	4	5
Phone/Fax Applicants	0	0	0
Internet Applicants	5,599	4,569	5,374
Employer Applicants	0	0	0
Total Hits on website	24,498	29,126	39,095

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	53	15
Matchlists Sent	114	267	53
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	11	14	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	15	0	22
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	76	0	147
Employers Contacted (Follow up)- Visit	2	0	20
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

ARLINGTON
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	27	20
Matchlists Sent	59	147	101
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	12	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	6	20	7
Employers Contacted (New)- Visit	0	0	17
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,539	2,554	2,469
Employers Contacted (Follow up)- Visit	47	73	47
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	10	4
Level 2	4	4	6
Level 3	0	0	3
Level 4	1	3	0

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	46	30
Matchlists Sent	159	234	152
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	12	35	19
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

BALTIMORE CITY
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	16	26
Matchlists Sent	157	91	112
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	8	6
GRH Baltimore Applicants	8	10	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	30	22
Matchlists Sent	164	186	163
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	15	16	16
GRH Baltimore Applicants	12	11	9
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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	688	222	230
Matchlists Sent	826	907	809
Transit Applicants and Info Sent	6	5	3
GRH Washington Applicants	57	78	98
GRH Baltimore Applicants	3	0	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	12	25	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	135	137	32
Employers Contacted (Follow up)- Visit	21	19	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	43	16
Level 2	15	13	6
Level 3	5	8	3
Level 4	3	2	1

TDM SERVICES

DOD/WHS
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	0	N/A
Matchlists Sent	5	0	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	1	0	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	N/A
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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	31	4
Matchlists Sent	16	68	11
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See 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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	327	289	21
Matchlists Sent	1,223	1,111	51
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	64	89	23
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	128	104	0
Employers Contacted (New)- Visit	0	70	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	568	724	0
Employers Contacted (Follow up)- Visit	114	64	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	46	0
Level 2	7	24	0
Level 3	13	12	0
Level 4	5	4	0

TDM SERVICES

FDA
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	26	194
Matchlists Sent	196	214	947
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	29	22	73
GRH Baltimore Applicants	0	0	1
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

FREDERICK
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	45	27
Matchlists Sent	452	444	176
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	18	30	35
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	11	8	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	18	21	0
Employers Contacted (Follow up)- Visit	17	7	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	2	0	0
Level 3	0	2	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	315	293	30
Matchlists Sent	736	711	319
Transit Applicants and Info Sent	2	3	3
GRH Washington Applicants	109	122	14
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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	4	269
Matchlists Sent	91	121	678
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	13	3	85
GRH Baltimore Applicants	9	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	25	9
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	17	22	17
GRH Baltimore Applicants	2	0	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	128	102	15
Matchlists Sent	695	652	120
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	46	51	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	12	2	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	202	60	0
Employers Contacted (Follow up)- Visit	17	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	0	2	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	93
Matchlists Sent	33	45	581
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	13	11	46
GRH Baltimore Applicants	2	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

BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	6	0
Matchlists Sent	0	20	0
Transit Applicants and Info Sent	0	4	0
GRHWashington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	36	24
Matchlists Sent	151	188	14
Transit Applicants and Info Sent	1	0	13
GRH Washington Applicants	27	27	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	117	0	0
Employers Contacted (New)- Phone	42	32	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,651	1,661	0
Employers Contacted (Follow up)- Visit	181	59	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	7	3	0
Level 2	14	7	0
Level 3	3	23	0
Level 4	3	0	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	21
Matchlists Sent	0	0	104
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	78
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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	108	2
Matchlists Sent	70	176	15
Transit Applicants and Info Sent	19	21	0
GRH Washington Applicants	1	2	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	58
Matchlists Sent	0	0	141
Transit Applicants and Info Sent	0	0	10
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	10	0
Matchlists Sent	72	140	0
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	16	9	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

NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	2	6
Matchlists Sent	56	14	33
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	11	5	24
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

NATIONAL GUARD REDINESS CENTER
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	3
Matchlists Sent	0	0	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	0
Matchlists Sent	10	2	2
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 SHENANDOAH
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	24	0
Matchlists Sent	223	198	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

PRINCE GEORGE'S
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	82	63	21
Matchlists Sent	338	278	165
Transit Applicants and Info Sent	4	0	0
GRH Washington Applicants	31	38	9
GRH Baltimore Applicants	1	1	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	127	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	177	0
Employers Contacted (Follow up)- Visit	0	5	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
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	199	208	47
Matchlists Sent	1,269	1,247	329
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	115	133	59
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	30	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	7	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

RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	30	135
Matchlists Sent	134	222	1,561
Transit Applicants and Info Sent	0	0	5
GRH Washington Applicants	7	6	75
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY
JULY - SEPTEMBER 2019

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	32	18
Matchlists Sent	286	361	216
Transit Applicants and Info Sent	0	4	2
GRH Washington Applicants	38	60	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	10	4	0
Employers Contacted (New)- Phone	24	11	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	13	14	0
Employers Contacted (Follow up)- Visit	9	4	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	2	0
Level 2	5	3	0
Level 3	1	1	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JULY - SEPTEMBER 2019

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	21	2	14	37
ARLINGTON (COG)	12	4	8	24
ANNE ARUNDEL	36	6	9	51
BALTIMORE CITY	30	2	19	51
BMC	18	5	9	32
COG	645	14	221	880
DOD/WHS	4	0	0	4
DATA	9	3	0	12
DISTRICT OF COLUMBIA	43	3	33	79
FDA	30	105	4	139
FAIRFAX COUNTY	327	29	24	380
FREDERICK	39	100	160	299
GW RIDE CONNECT	315	312	781	1,408
HARFORD	10	3	4	17
HOWARD	26	5	21	52
LOUDOUN	128	16	154	298
MTA	4	0	7	11
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	3	16	34	53
Countywide	15	7	22	44
Friendship Heights/Rockville	0	1	0	1
North Bethesda TMD	27	292	997	1,316
Shady Grove	0	1	0	1
Silver Spring	12	1	16	29
NIH	4	3	3	10
NATIONAL GUARD REDINESS CENTER	0	0	0	0
NORTHERN NECK	1	0	2	3
NORTHERN SHENANDOAH	23	11	5	39
PRINCE GEORGE'S	82	5	13	100
PRTC	199	51	218	468
RAPPAHANNOCK-RAPIDAN	28	7	0	35
TRI - COUNTY	38	194	258	490
TOTAL INPUT COMMUTER CONNECTIONS	**2,129**	**1,198**	**3,036**	**6,363**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**3,327**		

Technical Assistance to Local Agencies
July – September 2019

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2019				
NBTMD	Tue 7/9/2019 8:11 AM	N/A	N/A	Table 6a Submission
TransIt	Thu 7/11/2019 11:44 AM	Thu 7/11/2019 2:48 PM	Thu 7/11/2019 2:49 PM	Delete Account from Ridematching DB
TransIt	Mon 7/15/2019 10:13 AM	Wed 7/17/2019 11:32 AM	Wed 7/17/2019 11:32 AM	Table 4a Results
Loudoun County	Mon 7/15/2019 4:35 PM	Mon 7/15/2019 4:58 PM	Tue 7/15/2019 5:01 PM	Report Question
Loudoun County	Thu 7/25/2019 2:50 PM		N/A	Table 6a Submission
GW RideConnect	Mon 7/29/2019 6:07 PM	N/A	N/A	Table 6a Submission
August 2019				
NBTMD	Tue 8/6/2019 12:22 PM	N/A	N/A	Table 6a Submission
TransIt	Tue 8/13/2019 12:24 PM	Tue 8/13/2019 1:01 PM	In Progress	Commuter Coded to Wrong County
DATA	Tue 8/13/2019 11:00 AM	Tue 8/13/2019 3:19 PM	Tue 8/13/2019 3:19 PM	SchoolPool Sie Down
TransIt	Fri 8/16/2019 12:29 PM	Fri 8/16/2019 3:21 PM	Fri 8/16/2019 3:21 PM	Table 4a Results
Loudoun County	Wed 8/21/2019 11:24 AM	N/A	N/A	Table 6a Submission
September 2019				
NBTMD	Mon 9/9/2019 11:23 AM	N/A	N/A	Table 6a Submission
NBTMD	Wed 9/11/2019 9:43 AM	N/A	N/A	Table 6a Submission
Loudoun County	Wed 9/11/2019 12:48 PM	Wed 9/11/2019 1:06 PM	Wed 9/11/2019 1:12 PM	Website/Browser Issue
TransIt	Wed 9/18/2019 9:17 AM	Tue 9/24/2019 3:18 PM	Tue 9/24/2019 3:18 PM	Table 4a Results
Loudoun County	Thu 9/19/2019 12:58 PM	N/A	N/A	Table 6a Submission

FY 2020

July to September 2019	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)	15	6	12	128	11	12	42	0	0	24
Telework - NEW	0	0	0	0	0	0	0	0	0	6
Employers Contacted (follow-up)	76	2539	135	568	18	202	1651	0	0	13
Telework - FOLLOWUP	0	0	0	0	0	0	117	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	4977	9574	7659	0	0	144	40043	0	0	0
Total Sales Meetings	2	47	21	114	17	17	181	0	0	9
Total Employers Contacted	5070	12166	7827	810	46	375	42034	0	0	56
New Level 1 TDM Programs	1	1	15	9	2	4	7	0	0	8
New Level 2 TDM Programs	0	4	10	7	2	0	14	0	0	5
New Level 3 TDM Programs	0	0	4	13	0	0	3	0	0	1
New Level 4 TDM Programs	0	1	1	5	0	0	3	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0