



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
APRIL – JUNE 2020**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# FY2020 4th Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

COG/TPB staff continued to provide, on a bi-weekly basis, the End User Report and the Suspicious App-Code Report to all client sites in electronic format via email.

COG/TPB staff followed up with new applicants from the District of Columbia, Arlington, VA and the rural locations in Maryland (for MTA) and Virginia. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in April 2020, May 2020 and June 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; Howard County, MD; Loudoun County, VA; Montgomery County, MD; and Prince William 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.

After the TPB voted to approve the FY2021 CCWP in March, COG/TPB staff posted the document to the Publications section of the Commuter Connections website. Hard copies were produced for distribution to stakeholders upon request. TIP funding schedules were reviewed; funding commitment letters were sent to the state funding agencies.

COG/TPB staff convened and coordinated a work group with representation from GSA, NCPC, and COG to facilitate Federal ETC handbook updates and a Federal ETC response to the coronavirus pandemic. The group met several times throughout May and June. Staff completed an initial round of updates to the Federal ETC TMP Handbook and submitted the updates to GSA and NCPC for initial review. Once feedback is received, a second round of updates will be incorporated. A questionnaire was developed and distributed on May 29th to Federal ETCs to help better understand return-to-office trends and concerns. The results were used to help craft guidance for Federal ETCs as federal worksites in the region begin to re-open. As a result, a *Commute with Confidence* document that is tailored to Federal ETCs was developed to be posted to the

FederalETC.org website. A draft version of this document is currently under review by GSA; it is scheduled to be released/posted the first week of July.

Commuter Connections facilitated regional TDM efforts among network members to ease the commute interruptions caused by the summer Metrorail platform work that closed down several Metrorail stations in Virginia along the Orange and Silver lines. COG/TPB staff met with WMATA representatives on marketing communications related to the platform construction project on April 8<sup>th</sup>; a follow-up call was held by the WMATA PIO on May 18<sup>th</sup>. Staff also participated on NVTC NOVA Transit Coordination calls on April 22<sup>nd</sup> and May 12<sup>th</sup> to help coordinate the response effort. Staff convened and coordinated the WMATA Platform Shutdown TDM Work Group, which held conference call meetings on April 29<sup>th</sup> and May 20<sup>th</sup> to discuss coordinated regional TDM efforts.

COG/TPB staff coordinated and held STDM Work Group meetings on April 14<sup>th</sup>, May 12<sup>th</sup>, and June 9<sup>th</sup>.

COG/TPB staff participated in a VDOT I-66 TMP Working Group Briefing meeting on May 13<sup>th</sup>.

A Commuter Connections Subcommittee meeting was coordinated and held on May 19<sup>th</sup>. Highlights from the meeting include:

- Review of the FY2020 Regional Vanpool Driver Survey Report
- Review of the FY2020 Car Free Day Event Report
- Update on Clean Air Partners activities
- Update on the Regional TDM Evaluation Project
- Update on the 2020 Bike to Work Day Event
- Update on the 2020 Car Free Day Event
- Briefing on the FY2020 3<sup>rd</sup> Quarter CCWP Progress Report and Budget Report
- Discussion on the Coronavirus Pandemic and TDM

COG/TPB staff presented information on commuting during the pandemic for DATA's Board meeting on May 20<sup>th</sup>.

COG/TPB staff coordinated and participated in an MPO TDM Peer Exchange Group conference call meeting on May 27<sup>th</sup>.

COG/TPB staff participated in Sexual Harassment and Title VI training sessions in May.

As a result of the *Coronavirus and TDM* discussion that took place at the Commuter Connections Subcommittee meeting on May 19<sup>th</sup>, COG/TPB staff created the TDM Pandemic Response Work Group and coordinated a conference call with the group on May 28<sup>th</sup>. Based on input gathered on the meeting, COG/TPB staff began compiling relevant information for work group comment and review; a brief comment period

concluded in early June. Using feedback from the Work Group, staff compiled safe commuting tips, transit agency operating statuses, and other resources for the region as office worksite re-opening plans begin to materialize. The information was organized into a webpage, titled *Commute with Confidence*, on the Commuter Connections website; a link to the page was placed on the homepage. *Commute with Confidence* has seen widespread distribution amongst local transportation stakeholders. Staff continue to update information on the webpage regularly. The information can also be downloaded from the Commuter Connections website in a PDF format.

COG/TPB staff met with VDOT representatives and their consultants on the RM3P project on June 1<sup>st</sup> and attended an information session, hosted by VDOT, on June 25<sup>th</sup>.

A Commuter Connections Ridematching Committee meeting was coordinated and held via WebEx on June 16<sup>th</sup>. Highlights from the meeting include:

- Discussion on upcoming fairs and promotions in the region
- Update on the CarpoolNow mobile application
- Update on pending enhancements to the TDM System
- Highlights from the FY2020 3<sup>rd</sup> Quarter Progress Report

COG/TPB staff began soliciting contact information for the July 2020 edition of the TDM Resources Directory.

The USDOT/FHWA awarded Commuter Connections funding on June 16<sup>th</sup> as part of the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant program. The \$5.95 million project will allow Commuter Connections, in partnership with the University of Maryland, to enhance incenTrip and expand its presence throughout the Greater Washington, D.C. megaregion. A project stakeholders meeting was held on June 22<sup>nd</sup>; a kickoff meeting with USDOT was scheduled for July 9<sup>th</sup>.

## **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](mailto:ridematching@mwcog.org)) and the queued commuters in the TDM System. Statistics on this project are available by viewing the various tables at the end of this report.

## **C. Transportation Information Software, Hardware, and Database Maintenance**

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. This included monitoring the web and database servers and making backups of the Oracle database.

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

At the end of June 2020, COG and its members served 16,560 commuters registered in ridematching. This is a decrease of 529 month to month, from 17,089 at the end of May 2020. Year over year there was a decrease of 1,260 from 17,820 at the end of June 2019.

COG/TPB staff configured all production web applications to use the Oracle 19c database. To recap, staff installed the latest version of Oracle Database in February and tested throughout March before going to production in April. This version of Oracle Database contains dozens of enhancements and fixes and some of the largest technology changes in years. Execution speed of every operation Commuter Connections uses has improved.

COG/TPB staff finished studying upgrading the Oracle Database to Enterprise Edition and moving it to Oracle Cloud servers. A determination was made that it was not financially practical at this time.

COG/TPB staff met with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Notable discussion topics included creating a new ridematching capability where matches are limited to users who work at the same employer (i.e. Employer-based Ridematching), removing duplicate employer records from the Oracle database, streamlining registration through UI enhancements to the sign-up forms, Chatbot implementation, bug fixes, plans for expanding GIS capabilities, a new release of the CarpoolNow app (which includes CarpoolNow+ lots) and field testing results, incenTrip APIs for communication among applications, and TDM and SchoolPool bugs and data maintenance.

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 and COG/TPB staff worked to deploy an off-the-shelf, open-source Chatbot solution to the TDM System test server. Testing and programming took place throughout the quarter. As of June 30<sup>th</sup>, the Chatbot is functioning but continues to perform under expectations; Media Beef and staff are working to continue to improve the Chatbot experience prior to pushing the enhancement to production.

COG/TPB and Media Beef staff began work on a new feature for the TDM system to match commuters who work at the same employer. Staff made a map of employer records. Media Beef began reviewing employer records by analyzing their geographic coordinates for proximity to look for possible duplicates. COG/TPB staff developed scripts to run in Oracle that further analyze the data provided by Media Beef to determine how to merge the employers' records and then to do the actual merging. Staff processed nearly 90,000 records as of June 30<sup>th</sup> and reduced the count of employer records by 80%. Staff believes that a second review after the initial processing could reduce this count even more. As the work of consolidating employer records was going on, Media Beef developed an algorithm for employer-based matching and implemented it in the TDM system. Employer-based matching was tested by staff on the CCTDM-CLONE server and pushed to production on June 29<sup>th</sup>.

Implementation of a streamlined registration process was completed. Media Beef submitted a revised process for COG/TPB staff to test. After several rounds of tweaks, the process was finalized and prepared for production.

The TDM system changed from using Google for geocoding to using Commuter Connections geocoding that runs on an ArcGIS Server. COG/TPB staff wrote a sample web page 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. Media Beef installed a beta version on the COG test server and COG staff completed testing. The final changes were pushed to production on June 29<sup>th</sup>.

Media Beef deployed a new version of the TDM system on June 29<sup>th</sup>. This version contains the new streamlined registration workflow, a new workflow to recover a commuter's password in the TDM system web application, and the first implementation of the employer based ridematching feature. The new recover password functionality provides a commuter with a one-time code to use to unlock the account. While unnoticeable to the end-user and program administrators, the new version of the TDM system also changed from using Google for geocoding and routing to using Commuter Connections geocoding and routing that runs on COG's ArcGIS Server. This is the first step in moving fulfillment of Commuter Connections' geographic needs from Google to having them supplied in-house.

A new version of the CarpoolNow mobile application was completed and pushed to the app stores. Enhancements included improvements to CarpoolNow's geographic capabilities. This new feature will show informal carpooling pickup points that are nearby the user's current location. These new lots have been named "CarpoolNow+ Lots." Staff gathered data from the web, HERE streets, and aerial photography to place slugging hotspots on the system's map data. Finally, staff extracted, transformed, and loaded the data into Oracle Database to make it available to web applications. Prior to public release, COG/TPB staff performed field testing of the CarpoolNow mobile application to test the new integration of "CarpoolNow+" lots that identify popular

pickup points for casual carpools. Another (unrelated) improvement to the app includes the ability for drivers to call riders they've agreed to pickup directly from the app.

Work activity continued on several incenTrip enhancements. The updated program guidelines (e.g. "Program Page" within the app) and updated graphics finalized in Q3 are still expected to be included in the next incenTrip app update, now scheduled for August 2020. COG's Accounting office continued investigating Media Beef's virtual payment recommendation. COG/TPB staff convened a work group with developers from UMD and Media Beef to discuss improvements to incenTrip; meetings were held regularly in May and June. New improvements under consideration included (1) the creation of a method to auto-upload trip logs recorded within incenTrip into the TDM System; (2) a method of decreasing duplicate employers generated within the TDM System as a result of registrations occurring via the incenTrip Registration API; (3) employer commuter challenges within incenTrip; and (4) linked accounts between the TDM System and incenTrip. After several scoping discussions with UMD and Media Beef, the design of two independent APIs were finalized: The Trip Log API, and the Employer Registration API. Both APIs are scheduled to be submitted to COG for testing in July. Other scoping discussions related to employer commuter challenges within incenTrip and linked accounts between the TDM System/incenTrip are still being fleshed out among all three parties.

COG/TPB staff discussed new tasks with Media Beef to be included in a FY2021 contract amendment.

The Commuter Connections mobile app was downloaded 57 times throughout the quarter, bringing total downloads to 5,593 by the end of June.

#### **D. Commuter Information System**

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, users can visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c503038a8b36e2>, or use the Commuter Connections web site to navigate to it.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides data for the park and ride lot map 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.

COG/TPB staff began work on updating the paper version of the Commute Options (Park and Ride Lot) Map. The paper map, last updated in 2012, includes several updates to Park & Ride lots throughout the National Capital Region. A completely new street

network using NAVTEQ/HERE data was built in order to accommodate the changes. A refreshed Park and Ride lot database was layered on top of the street network. The listing was also updated. Staff completed all development of the map in-house, including typesetting and paper map creation. The map was submitted to the printer for blueline review in late June.

## **II. REGIONAL GUARANTEED RIDE HOME PROGRAM**

### **A. General Operations and Maintenance**

COG/TPB staff continued sending registration and re-registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter. However, language regarding GRH's availability to essential workers was posted to the website.

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

A GRH Operations meeting with the GRH Operations Contractor (Diamond Transportation) was coordinated and held via conference call on May 27th.

### **B. Process Trip Requests and Provide Trips**

COG/TPB staff monitored and maintained the GRH database and server. Between the months of April and June, there were 701 GRH applications received. A total of 44 applicants were registered (44 new applicants and 0 previous "one-time exception" users) and 657 commuters were re-registered. During the same time period, the GRH program provided 20 GRH trips. One (1) of these trips were "one-time" exceptions accounting for .05% of the total number of GRH trips provided. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency" and "Overtime." As of June 30th, a total of 6,027 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 held check-in meetings with Diamond Transportation staff with regards to program operations and impacts from the coronavirus pandemic and held a meeting on June 18th to discuss changes to the FY2021 contract.

COG/TPB staff analyzed Q1 FY2020 call center data to help determine an appropriate threshold of staffing for the first part of FY2021.



COG/TPB staff began contacting the ride providers to collect information pertaining to contract amendments to provide services during FY2021.

### **III. MARKETING**

#### **A. TDM Marketing and Advertising**

Bi-weekly conference calls were held with the contractor between April and June 2020 to discuss the scaled back regional TDM marketing efforts. Throughout the quarter, staff managed deliverables by the marketing contractor and its subcontractors, and media invoices were processed monthly. No employer transportation fairs were attended during the fourth quarter of FY2020, due to the coronavirus pandemic. Military base guides throughout the region were renewed with Commute with Confidence messaging.

The spring 2020 newsletter and Federal ETC insert were finalized and distributed to the regional employer database, various COG/TPB Committees and other TDM stakeholders. The newsletter with insert was distributed via email to the Federal ETC community through GSA. A pdf version of the main newsletter and insert were placed onto the Commuter Connections and Federal ETC websites, respectively. An electronic version of the spring newsletter was developed and sent via email blast. The lead article featured in the newsletter was “Telework Surges Amid Coronavirus Pandemic - New Resources Available”; a reference to the renewed emphasis on teleworking, which was one of the Transportation Planning Board’s (TPB) adopted aspirational initiatives in its Visualize 2045 long-range transportation plan. The new and improved telework focus began before the pandemic and became ever more topical during its midst. This emphasis on teleworking fit well into maintaining continuity of operations, as many employers looked for guidance and assistance to shift to a remote workforce model during the pandemic. The online telework resources were promoted on social media, a press release, and by images on the COG and Commuter Connections homepages. The Federal ETC insert featured a story on vanpool incentives and vanpooling at NIH. Following distribution of the newsletter, a timeline was developed for the summer 2020 newsletter.

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.

The FY2020 Regional Mass Marketing Project for Rideshare was placed on hold in April and ultimately cancelled due to the coronavirus pandemic. Marketing continued for Guaranteed Ride Home (GRH); however, the message was changed to focus on essential workers and safe commuting practices, i.e. use of masks while using shared transportation. As part of the GRH radio buy, value-added PSA’s were secured to announce the Orange and Silver line Metro station closures due to WMATA’s Platform construction project. An email was also sent to over 4,000 transit riders in Virginia

within the Commuter Connections database to alert them of alternate options available during the construction.

A Regional TDM Marketing Group meeting was coordinated held via WebEx on June 16<sup>th</sup>. COG/TPB staff finalized notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting include:

- Presentation on FY2020 Second Half Regional TDM Marketing Activities
- A call for FY221 Marketing Workgroup Volunteers
- A guest marketing presentation by Prince George's County
- A guest marketing prestation by goDCgo;
- An update on the Second Half FY2020 Regional TDM Marketing Campaign summary document

COG/TPB staff met with ODonnell Company staff on June 19th to discuss changes to the contract for FY2021.

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

- Posted news articles, publications (e.g. FY2021 Commuter Connections Work Program, 2019 – 2020 Commuter Connections Strategic Plan, Employer Recognition Award Winners), construction projects, press releases, and upcoming events as needed;
- Updated the GRH landing page with additional COVID-19 messaging;
- Updated the dynamic Park and Ride Lot Map;
- Updated the Telework landing page and added a disclaimer;
- Fixed some links on the Shared Workspaces/Coworking Spaces/Telework Centers accordion;
- Created and made updates to the COVID-19 Commute with Confidence webpage and added a link to the page on the homepage;
- Updated the Metro platform shutdown page with additional info;
- Added the TDD number to the homepage;
- Updated plugins;
- Fixed broken links;
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff managed the Commuter Connections social media pages. Public Service Announcements for the GRH program and Metro Shutdown were posted weekly on Facebook. Analytics on each account were recorded.

A paid Earth Day message was posted to the Commuter Connections Facebook account on April 22nd.

COG/TPB staff updated the logo on the Commuter Connections Instagram page

COG/TPB staff assisted the COG Office of Communications staff in updating settings in Informz for Commuter Connections.

COG/TPB staff exported data tables from the Request Form and Telework Assistance Form. New fields were also added to the form.

Quotes were obtained and a purchase order was created for the 2020 printing of the Commuter Options (Park & Ride Lot) Map. A copy of the updated map was submitted to the printer in late June for a blueline review. Staff expect printing and distribution will occur in July.

## **B. Bike to Work Day**

COG/TPB staff corresponded with the Washington Area Bicyclist Association about possible event cancellation/postponement and conducted an online questionnaire with members of the Bike to Work Day Selection Committee meeting with regards to event cancellation/postponement due to the coronavirus pandemic. COG/TPB staff also held a conference call with the state funders about possible event cancellation/postponement.

Based on all of the feedback received, Bike to Work Day, which was scheduled to be held in May 2020, was cancelled for the entirety of the calendar year. COG/TPB staff sent an email notification to members of the Bike to Work Day Selection Committee to inform them of event cancellation for 2020 and to event registrants. An update was given to the Commuter Connections Subcommittee at its May 19<sup>th</sup> meeting about the cancellation.

An email was sent to the Committee about the Washington Area Bicyclist Association's Bike Anywhere Week. This virtual event was not affiliated with Bike to Work Day, rather was promoted as a way to use bicycling during the coronavirus stay-at-home directives. Bicycling is considered an acceptable form of outdoor exercise as part of maintaining physical and mental health, as well as a form of transportation for essential trips. Discussions were held with the vendor who was contracted to print and ship the vinyl banners. A full refund of the \$3,600 deposit was negotiated for Bike to Work Day 2020, and received. Sponsors of Bike to Work Day 2020 were contacted and were given the option to receive a full refund or to receive a credit toward the 2021 event.

A Bike to Work Day Steering Committee meeting was held on May 6, 2020, largely to discuss the coronavirus virus pandemic and its impact on cancelling the Bike to Work Day event for 2020. In addition, it was an opportunity to announce the Car Free Day event as another opportunity to get back to bicycling. This year, the League of American Bicyclists has declared September 22, 2020 as a celebration for bicycling to work, coinciding with Car Free Day.

COG/TPB staff maintained and updated the [www.BikeToWorkMetroDC.com](http://www.BikeToWorkMetroDC.com) website. Notable activities include:

- Added a cancellation notice;
- Updated the sign-up button with the cancellation notice;
- Updated plugins.

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

COG/TPB staff began development on a prototype of the new Bike to Work Day website. A new website is expected to be launched before marketing efforts for the 2021 event commence.

### **C. Employer Recognition Awards**

The 2020 Employer Recognition Awards winners were contacted by phone and sent letters of confirmation. Notification letters also went out to inform non-winning award nominees of their status. Winners of the Employer Services Sales Team and Organization Achievement awards were determined through performance and program analysis. Questions were developed for each of the winners to use as they filmed selfie videos. The videos went through an editing phase, and the final produced video encompassed two-to-three-minute segments of each award-winning program.

A program booklet with the theme “Leading the Way” was developed and printed. The booklets included write-ups and photos for each winner and letters from both the TPB and Commuter Connections Chairs. Cellphone cleaner/stands were selected as giveaway items based on workgroup feedback and provided to guests through a mailing which included a copy of the awards program booklet. Glass award trophies were ordered, inscribed, and shipped to each winner. An email was sent to viewers with links to watch the ceremony on Commuter Connections’ social media sites. Speaking remarks were written for TPB officers, City of Frederick Alderman, Kelly Russell, and DC Councilmember Charles Allen. Confirmation and thank you letters were sent to speakers.

The annual Employer Recognition Awards ceremony took place virtually on June 23rd through the National Press Club broadcast studio and was live streamed on YouTube and Facebook. COG/TPB staff finalized and sent out a press release on June 23rd and posted it to the Commuter Connections website. COG/TPB staff also created a winner’s page for the 2020 awards on the Commuter Connections website. To recognize the employer winners, a display ad appeared in the Wall Street Journal on the Friday following the event. Winners received a custom press release, and electronic winner seal.

The employer winners were: Incentives Award - Abt Associates, Marketing Award - United Therapeutics, and Telework Award - ANA Enterprise. The Employer Services

winners were: Sales Team Achievement Award - Fairfax County Commuter Services, and Organization Achievement Award - Maryland Department of Transportation's Maryland Transit Administration for its CharmPass mobile app.

#### **D. 'Pool Rewards**

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

- Staff processed fourteen (14) payments for 'Pool Rewards vanpools.
- There were no carpool payments for 'Pool Rewards carpools; however, one carpool recorded trips during the quarter. The carpool was deemed ineligible for payment.

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

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

During the quarter, COG/TPB staff met with Enterprise, WMATA and FTA staff to discuss the feasibility of using CARES Act funding for the idled 'Pool Rewards funding.

#### **E. Car Free Day**

A Car Free Day Steering Committee meeting was coordinated and held on May 6, 2020 for the planning of the Car Free Day event, to take place on Tuesday, September 22, 2020. Topics from the meeting included a new creative approach for the 2020 event, sponsors and prizes, the regional proclamation, and a roundtable discussion with network members regarding potential event plans within their jurisdictions. An update was also given to the Commuter Connections Subcommittee regarding upcoming plans for the 2020 Car Free Day event, and a comment period was established.

#### **F. CarpoolNow Mobile Application**

Due to the coronavirus pandemic, the CarpoolNow media campaign did not launch for FY2020. Plans for popup events at area Metrorail locations were cancelled.

The CarpoolNow app was downloaded 53 times during the third quarter, bringing total downloads to 4,286.

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

An update to the application was released, which now includes carpool pickup points (CarpoolNow+ lots). The webpage was updated to include a listing of the CarpoolNow+ lots.

## **G. Flextime Rewards**

The Flextime Rewards campaign was paused in mid-March and ultimately cancelled due to the coronavirus pandemic.

COG/TPB staff continued monitoring participation within the Flextime Rewards program. There were no eligible flexed trips logged throughout the quarter.

## **H. incenTrip Mobile Application**

The incenTrip marketing campaign was paused in mid-March due to the coronavirus pandemic and ultimately cancelled.

COG/TPB staff monitored incenTrip program participation. An estimated 35 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 2,553 as of June 30<sup>th</sup>. A total of 96 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 107 incenTrip related inquiries; an additional 71 email correspondences were received for address verifications.

COG/TPB staff met with representatives from goDCgo on April 15<sup>th</sup> to discuss the feasibility of hosting an Employer Challenge through the incenTrip app. goDCgo later opted to delay using incenTrip as their employer challenge platform as enhancements are scheduled for later this year.

# **IV. MONITORING AND EVALUATION**

## **A. TERM Data Collection and Analysis**

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of April 16<sup>th</sup>, May 18<sup>th</sup>, and June 15<sup>th</sup>.

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

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

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

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

The Telework assistance survey originally scheduled to be sent to Maryland employers was changed in scope to better capture regional telework activities as a result of the coronavirus pandemic. A contract amendment was initiated with LDA Consulting in order to make these changes. COG/TPB staff worked with LDA Consulting to enhance the survey to include questions related to teleworking as a result of the coronavirus pandemic. Maryland employers received traditional questions in addition to the pandemic-related questions; District of Columbia and Virginia employers received only pandemic-related questions. After an initial round of review internally, the draft survey was shared with network members for comments. A request was also made for network members to submit employer lists to whom the survey could be sent. Feedback received during the open comment period was integrated into the survey. A final version of the survey was completed and distributed via Informz on May 27<sup>th</sup>.

Reminders were distributed via Informz for Group A on June 3rd, June 10th, and June 23rd. The survey was distributed to Group B on June 22nd and a reminder was sent on June 24th. Telephone interviews were conducted by CIC Research. Data analysis on survey responses will commence in July.

COG/TPB staff commenced work on the 'Pool Rewards carpool survey. Past participants were identified, and a distribution list was created. An initial draft of survey questions was developed. The survey was finalized and programmed into SurveyMonkey. The survey was distributed via Informz on June 17th. A reminder message was sent on June 23rd. Data analysis on survey responses will commence in July. As preparation for the analysis, staff assembled a listing of vanpools that operated within the survey period and calculated average daily vehicle miles traveled.

COG/TPB staff coordinated with LDA Consulting on Employer Outreach data as part of the analysis for the TDM Analysis Report. LDA Consulting continued compiling and reviewing general programmatic information for the overall TDM Analysis Draft Report which was delivered on June 30th. Highlights from the report will be presented to the Commuter Connections Subcommittee in July.

COG/TPB staff continued with the preparation of the 2019 State of the Commute Survey report and the companion "pull-out" sections for printing in July.

COG/TPB staff discussed new tasks with LDA Consulting for an FY2021 contract amendment.

## **B. Program Monitoring and Tracking Activities**

Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications.

The FY2020 2nd Half Regional TDM Marketing Campaign Summary draft report was distributed at the June 16, 2020 Regional TDM Marketing Group meeting.

The Regional Guaranteed Ride Home Customer Satisfaction Survey was sent to Washington, DC region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed.

The draft Car Free Day 2019 Event Report was presented at the May 19<sup>th</sup> Commuter Connections Subcommittee meeting. A comment period was established and concluded on finalized by staff after an open comment period concluded on June 19<sup>th</sup>. COG/TPB staff incorporated edits where necessary and prepared a final draft of the report for the upcoming July 21<sup>st</sup> Commuter Connections Subcommittee meeting.

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

COG/TPB staff met with Greater Washington Partnership in April to discuss the regional employer survey and surveying of employers in general.

The 2020 Vanpool Driver Survey Draft Report was completed and presented at the May 19<sup>th</sup> Commuter Connections Subcommittee meeting. An open comment period through June 18<sup>th</sup> was established. The document was updated and prepared for endorsement at the upcoming July Commuter Connections Subcommittee meeting.

COG/TPB staff oversaw the contractor (VHB) who worked to implement improvements to the Employer Commuter Survey database per the FY20 contract. Progress updates were held regularly with the contractor throughout May and June. Data was scrubbed within the database, a new application interface was published, and a webmap was linked to the application dashboard. Staff tested the new version of the dashboard on the CCSTEST testing server. A demonstration presentation was created for the April 21<sup>st</sup> Employer Outreach Committee meeting. All enhancements were pushed to production on June 30<sup>th</sup>. Monthly project invoices were reviewed and processed and COG/TPB staff also discussed tasks for an FY2021 contract amendment.

COG/TPB staff prepared and submitted the FY2020 Employer Outreach Snapshot Analyses in early June to the state funding agencies.

COG/TPB staff completed and distributed the final March FY2020, April FY2020, and May FY2020 CCWP monthly Executive Summary reports.



COG/TPB staff compiled work accomplishments into the 3<sup>rd</sup> Quarter CCWP Progress Report for FY2020. The report was distributed at the May 19<sup>th</sup> 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.

#### ***b) Employer Outreach for Bicycling***

The regional Bicycling to Work Employer/Employees guide was distributed as part of general fulfillment to employers. Due to the cancellation of the Bike to Work Day event, an updated Employer/Employees Bicycle Guide was not produced and was placed on hold until next fiscal year.

### **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 provided updated regional employment data to the state funding agencies based on COG's Round 9.1a forecast for 2020 for employment to be used in the jurisdictional funding formulas for Employer Outreach contracts.

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

COG/TPB staff finalized three FY2020 employer case studies and posted them to the Commuter Connections website.

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 presented the results of the Telework aspirational initiatives and marketing outreach as a result of the coronavirus pandemic to the TPB Technical Committee on April 3<sup>rd</sup> and to the TPB on April 15<sup>th</sup>.

COG/TPB staff coordinated, facilitated, and presented at the April 21<sup>st</sup> Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:

- Final Second Quarter FY2020 and Draft Third Quarter FY2020 Conformity Verification Statements;

- An update on improvements to the Commuter Survey Database;
- An update on the Telework Initiative;
- An update on the Regional TDM Analysis Project;
- A Training Update and Review for FY2020;
- Roundtable updates.

COG/TPB staff was a featured guest speaker on Telework for a Commuter Choice Maryland webinar on May 13th.

COG/TPB staff coordinated and held an Employer Outreach sales training session titled *Write Less, Say More* on June 22nd. The session was conducted by Tom Snyder (Senior Advisor, Institute for Excellence in Sales). An evaluation survey was created by staff and sent via SurveyMonkey/email following the session. Following the session, training materials were posted to SharePoint.

COG/TPB staff completed collecting information from DC and Maryland related to bi-annual sales support calls.

COG/TPB staff prepared the FY2021 Statements of Work and budget templates and sent them to each of the Maryland jurisdictions to complete and submit.

COG/TPB staff prepared content for the upcoming July 21<sup>st</sup> 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 routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRH applicant letters and processed and mailed One Time Exception letters with GRH applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of June 30<sup>th</sup>, a total of 276 commuters are currently registered in the GRH Baltimore program.

The Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore region commuters who used the GRH service for trips occurring during the quarter. The data was collected and analyzed.

COG/TPB staff and contractor continued management and implementation of the FY2020 second half media buy for GRH Baltimore however, messaging was changed to focus on essential workers and safe commuting practices.

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter. However, language regarding GRH's availability to essential workers was posted to the website.

A GRH Operations meeting with the GRH Operations Contractor (Diamond Transportation) was coordinated and held via conference call on May 27th.

## **B. Process Trip Requests and Provide Trips**

The GRH Baltimore program did not provide any GRH trips during the quarter.

COG/TPB staff was prepared 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 held check-in meetings with Diamond Transportation staff with regards to program operations and impacts from the coronavirus pandemic and held a meeting on June 18th to discuss changes to the FY2021 contract.

COG/TPB staff analyzed Q1 FY2020 call center data to help determine an appropriate threshold of staffing for the first part of FY2021.

COG/TPB staff began contacting the ride providers to collect information pertaining to contract amendments to provide services during FY2021.

**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary**

**APRIL - JUNE 2020**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2019</b>
<b>Total applicants/info provided:</b>	5,082	7,773	25,741
Rideshare applicants	905	3,072	10,138
Matchlists sent	1,115	4,499	19,640
Transit applicants/info sent	10	19	169
GRH applicants	701	2,012	6,275
Bike to work info requests	2	6	18
Telework info requests	32	3	172
<b>Internet users</b>	14,427	31,029	101,243
Internet applicants	1,606	4,882	18,600
<b>New employer clients</b>	383	159	940
Employee applicants	0	0	0
<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2019</b>
<b>Continued placements</b>	329	1,116	3,685
<b>Temporary/one-time placements</b>	47	161	530
<b>Daily vehicle trips reduced</b>	171	582	1,921
<b>Daily VMT reduced</b>	5,029	17,110	56,480
<b>Daily tons NOx reduced</b>	0.0011	0.0039	0.0128
<b>Daily tons VOC reduced</b>	0.0006	0.0022	0.0072
<b>Daily tons PM2.5 reduced</b>	0.00009	0.00029	0.00096
<b>Daily tons PM2.5 NOx reduced</b>	0.0012	0.0041	0.0136
<b>Daily tons GHG reduced</b>	2.0437	6.9494	23
<b>Daily gallons of gas saved</b>	279	951	3,138
<b>Daily commuter costs saved</b>	\$1,031	\$3,508	\$11,578

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

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	45	174	94
Locals Rideshare Apps (New and Re-apps)	860	2,898	980
Matchlists Requested	1,115	4,499	8,044
Transit Applicants/Info Sent	8	19	47
GRH Washington Applicants	54	740	798
GRH Washington Rides Provided	20	518	676
GRH Baltimore Applicants	3	16	27
GRH Baltimore Rides Provided	0	20	30
Telework Info Requests	2	3	4
Phone/Fax	0	0	0
Internet	3,138	4,892	4,569
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>14,427</b>	<b>31,029</b>	<b>29,126</b>

**TDM SERVICES**

**ALEXANDRIA  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	6	53
Matchlists Sent	96	54	267
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	3	9	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	6	0	0
Employers Contacted (New)- Phone	69	40	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	94	38	0
Employers Contacted (Follow up)- Visit	8	10	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	0	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	13	27
Matchlists Sent	4	65	147
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	7	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	14	20
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	2,065	2,554
Employers Contacted (Follow up)- Visit	0	47	73
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	10
Level 2	0	5	4
Level 3	0	1	0
Level 4	0	2	3

**TDM SERVICES**

**ANNE ARUNDEL  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	18	46
Matchlists Sent	22	92	234
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	2	20	35
GRH Baltimore Applicants	0	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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A



**TDM SERVICES**

**BALTIMORE CITY  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	44	16
Matchlists Sent	3	43	91
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	10	8
GRH Baltimore Applicants	3	7	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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BMC**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	14	30
Matchlists Sent	8	89	186
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	15	16
GRH Baltimore Applicants	0	3	11
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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	40	148	222
Matchlists Sent	165	470	907
Transit Applicants and Info Sent	1	2	5
GRH Washington Applicants	9	52	78
GRH Baltimore Applicants	0	1	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	79	11	25
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	154	286	137
Employers Contacted (Follow up)- Visit	30	16	19
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	77	81	43
Level 2	2	25	13
Level 3	5	5	8
Level 4	1	4	2

**TDM SERVICES**

**DOD/WHS**

**QUARTERLY REPORT (APR - JUN 2020)**

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

**TDM SERVICES**

**DATA**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	2	31
Matchlists Sent	0	13	68
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	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 Potential (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 Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

\*See FFX - EO numbers reported under Fairfax County

**TDM SERVICES**

**FAIRFAX  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	123	289
Matchlists Sent	142	529	1,111
Transit Applicants and Info Sent	1	3	1
GRH Washington Applicants	4	77	89
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	57	20	104
Employers Contacted (New)- Visit	0	0	70
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,637	328	724
Employers Contacted (Follow up)- Visit	41	54	64
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	43	0	46
Level 2	12	14	24
Level 3	4	5	12
Level 4	4	4	4

**TDM SERVICES**

**FDA  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	15	26
Matchlists Sent	6	145	214
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	24	22
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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**FREDERICK  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	23	45
Matchlists Sent	136	354	444
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	1	35	30
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	2	8	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	6	16	21
Employers Contacted (Follow up)- Visit	3	7	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	1	0
Level 3	0	0	2
Level 4	0	0	0



**TDM SERVICES**

**GW RIDE CONNECT  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	52	228	293
Matchlists Sent	62	407	711
Transit Applicants and Info Sent	1	2	3
GRH Washington Applicants	2	136	122
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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HARFORD  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	7	4
Matchlists Sent	29	54	121
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	4	3
GRH Baltimore Applicants	0	1	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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**HOWARD**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	14	25
Matchlists Sent	3	0	0
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	26	22
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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LOUDOUN**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	63	102
Matchlists Sent	10	383	652
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	0	45	51
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	121	109	60
Employers Contacted (Follow up)- Visit	3	10	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	2
Level 3	0	1	0
Level 4	0	0	0

**TDM SERVICES**

**MTA  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	1	5
Matchlists Sent	0	17	45
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	11
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	10	6
Matchlists Sent	0	1	20
Transit Applicants and Info Sent	1	2	4
GRH Washington Applicants	0	1	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 Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**MONTGOMERY COUNTY  
COUNTYWIDE  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	13	36
Matchlists Sent	75	127	188
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	4	28	27
GRH Baltimore Applicants	0	1	0
Telework Information Requests	3	2	0
Employers Contacted (New)- Phone	137	64	32
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3,070	1,614	1,661
Employers Contacted (Follow up)- Visit	46	36	59
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	3
Level 2	0	2	7
Level 3	0	4	23
Level 4	0	1	0

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	1	0
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	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide



**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	4	108
Matchlists Sent	6	47	176
Transit Applicants and Info Sent	0	1	21
GRH Washington Applicants	0	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SHADY GROVE  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	6	10
Matchlists Sent	0	11	140
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	11	9
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 Potential (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 Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	3	2
Matchlists Sent	2	15	14
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	5	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 Potential (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 Potential (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 (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	2	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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**NORTHERN NECK  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	1	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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**NORTHERN SHENANDOAH  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	12	24
Matchlists Sent	32	85	198
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	3	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**PRINCE GEORGE'S  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	39	63
Matchlists Sent	90	150	278
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	45	38
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	2	127
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	3	177
Employers Contacted (Follow up)- Visit	0	0	5
Employers Contacted - Number of Potential (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 (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	136	208
Matchlists Sent	63	807	1,247
Transit Applicants and Info Sent	1	2	2
GRH Washington Applicants	8	111	133
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	17	0	30
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	75	0	0
Employers Contacted (Follow up)- Visit	4	0	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN  
QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	12	30
Matchlists Sent	19	114	222
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	14	6
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 Potential (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 Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**TRI-COUNTY**

**QUARTERLY REPORT (APR - JUN 2020)**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	28	32
Matchlists Sent	142	332	361
Transit Applicants and Info Sent	1	1	4
GRH Washington Applicants	2	57	60
GRH Baltimore Applicants	0	0	0
Telework Information Requests	22	0	0
Employers Contacted (New)- Phone	22	0	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	8	0	14
Employers Contacted (Follow up)- Visit	2	0	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	0	2
Level 2	0	0	3
Level 3	0	0	1
Level 4	0	0	0

**Technical Assistance to Local Agencies  
April – June 2020**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>April 2020</b>				
Transit	Wed 4/15/2020 12:02 PM	N/A	Wed 4/29/2020 12:26 PM	Table 4a Results
<b>May 2020</b>				
Transit	Fri 5/15/2020 9:52 AM	N/A	Fri 7/24/2020 3:13 PM	Table 4a April, March and June
<b>June 2020</b>				
Transit	Mon 6/29/2020 12:38 PM	Fri 7/24/2020 3:25 PM	N/A	Issue Accessing Database

<b>FY 2020 April to June 2020</b>	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)	69	0	79	57	2	0	211	0	17	22
Telework - NEW	6	0	0	0	2	0	0	0	0	22
Employers Contacted (follow-up)	94	0	154	1637	5	121	3757	0	75	8
Telework - FOLLOWUP	6	0	0	0	1	0	0	0	0	8
Total Broadcast Contacts Letters, Flyers, Newsletter	2290	0	8209	0	1	150	23287	0	0	0
Total Sales Meetings	8	0	30	41	3	3	69	0	4	2
Total Employers Contacted	2473	0	8472	1735	14	274	27324	0	96	62
New Level 1 TDM Programs	0	0	77	43	0	0	0	0	0	8
New Level 2 TDM Programs	0	0	2	12	0	2	0	0	0	3
New Level 3 TDM Programs	0	0	5	4	2	0	0	0	0	1
New Level 4 TDM Programs	1	0	1	4	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	2
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0