



COMMUTER CONNECTIONS SUBCOMMITTEE  
MEETING MINUTES

Tuesday, March 15, 2022  
12 noon – 2:00 p.m.

Chairperson: Kari Snyder, MDOT  
Vice Chairperson: Judy Galen, Loudoun County  
Staff Contact: Nicholas Ramfos 202/962-3313

**Item #1**      **Introductions**

*The Subcommittee members were asked to introduce themselves based on their jurisdictional location in order to be marked as present on the attendance sheet.*

**Item #2**      **Minutes of January 18, 2022 Meeting**

*Approval was sought for the January 18, 2022 Commuter Connections Subcommittee Meeting Minutes.*

Kari Snyder, MDOT, requested a motion to approve the minutes of the previous Commuter Connections Subcommittee Meeting.

A motion was made by Mark Sofman, Montgomery County, to approve the minutes, and seconded by Janeice Timmons, WMATA.

The Subcommittee unanimously voted to approve the meeting minutes of the January 18, 2022 Commuter Connections Subcommittee Meeting.

**Item #3**      **FY2021 Guaranteed Ride Home (GRH) Customer Satisfaction Surveys for the Washington DC and Baltimore/St. Mary's County Regions**

*Douglas Franklin, COG/TPB staff, presented substantive changes made to the draft FY2021 GRH Customer Satisfaction survey results for both the Washington DC and Baltimore/St. Mary's County regions.*

Douglas Franklin, COG/TPB staff, presented substantive changes made to the draft FY2021 GRH Customer Satisfaction survey results for both the Washington DC and Baltimore/St. Mary's County regions. The final drafts of both memos were presented. Due to the pandemic, the GRH service saw very low usage. Baltimore region trips were down by 76% and Washington, DC region trips were down by 92%. The lack of trips led to a lack of survey responses. There were 12 survey responses from Washington, DC users and 0 survey responses from the Baltimore region. Therefore, instead of an official report, two memos were drafted to document the occurrence of the survey as well as the reasons for the lack of reports. All 12 survey responses expressed overall satisfaction with the GRH program. Nancy Huggins, MDOT/MTA, asked if the survey was emailed to all of the Baltimore GRH registrants. Mr. Franklin responded that the survey was only sent to those who had taken a trip within FY2021. A motion was made to endorse the two documents for release by George Clark, TCCSMD, and the motion was seconded by Nancy Huggins, MDOT/MTA. The documents will be finalized and posted to SharePoint.

**Item #4**      **FY 2021 - FY 2023 Commuter Connections Transportation Demand Management (TDM) Evaluation Framework Revised Methodology Draft Document Update**

*Nicholas Ramfos, COG/TPB staff, reviewed substantive changes made to the draft regional FY2021 – FY2023 TDM Evaluation Framework Methodology.*

Nicholas Ramfos, COG/TPB staff, reviewed substantive changes made to the draft regional FY2021 – FY2023 TDM Evaluation Framework Methodology. The document was prepared by LDA Consulting and presented to the

TDM Evaluation Group in December. A comment period was established for January 6th, then the draft document was updated and presented to the Subcommittee in January. A comment period was then established through February 4<sup>th</sup>. There was a major update to some of the air quality information provided through COG in the Performance Measures section. Another major update took place in the Appendices regarding the Telework!VA program that is administered through the Commonwealth of Virginia. A commitment was renewed to use the Regional ACT! CRM to record information about Telework!VA. The calculation for employer participation within the Telework!VA program is configured from survey participation, however, there may be employers enrolled in the program that may not have conducted surveys and still need to be counted as part of general telework . This issue has been addressed in Appendix C to include said employers in the methodology calculation for Employer Outreach.

This document is the blueprint on how Commuter Connections collects, analyzes, and reports data in the TDM Analysis report that is published triennially. Mackenzie Love, NVTA, asked if the air quality performance criteria was related to the telework program. Mr. Ramfos replied that the air quality conformity information was updated to reflect past information that had not been captured in previous versions of the report. Fatemeh Allahdoust, VDOT, asked if the air quality information collected is federally mandated. Mr. Ramfos replied that this region is not currently in attainment for ozone. Greenhouse gas emissions are not federally mandatory to report, but the data is still collected and reported as a part of the program. Kari Snyder, MDOT, asked if data regarding the ozone impacts is recorded even though it may not be within the attainment criteria. Mr. Ramfos responded that the program is designed to collect ozone data should the emissions budgets increase or decrease. Kari Snyder, MDOT, moved to endorse the document for release and Fatemeh Alladoust, VDOT, seconded the motion. The document will be released onto the Commuter Connections website Publications page and hard copies will be available upon request.

**Item #5 Metro Platform Improvement Project Update**

*Charlie Scott, WMATA, briefed the Subcommittee on preliminary plans for this summer's Metro Platform Improvement Project.*

Charlie Scott, WMATA, briefed the Subcommittee on preliminary plans for this summer's Metro Platform Improvement Project. This will be the fourth year of the system-wide platform reconstruction project. Platforms built 35-40 years ago are now deteriorating and reconstruction is necessary for safety and accessibility. 17 platforms have been repaired over the last 3 years. The project is now in its final phase and will reconstruct platforms at New Carrollton, Landover, and Cheverly. Customer experience improvements include improved lighting, upgraded platform shelters, slip-resistant tile, and new passenger information displays (PIDs). The PIDs will now have clearer speakers, improved service information, larger screens, and customer intercoms for help or questions. Prior to the station closures, customers will experience weekend shutdowns on the Orange Line between the Stadium-Armory and New Carrollton stations in early May. There will also be parking impacts, pedestrian detours, and bus stop relocations. On May 28 through September 5, multiple Orange Line stations in Washington, DC and Maryland will be closed for platform reconstruction. Free shuttle bus service providing local and express services will be available during the time of the closures. Information regarding project overview, service impacts, alternative travel options, etc. can be found at [www.wmata.com/platforms](http://www.wmata.com/platforms).

Nicholas Ramfos, COG/TPB staff, updated the Subcommittee regarding the Commuter Connections WMATA Platform Shutdown TDM Work Group monthly meeting commencement beginning in April. Douglas Franklin, COG/TPB staff, asked if the platform improvement project will be completed this summer or are there future projects to come. Mr. Scott answered that he is unsure of when future projects will take place, but for now, the project will be completed this summer.

**Item #6 Regional TDM Evaluation Project Update**

*Nicholas Ramfos, COG/TPB staff, updated The Subcommittee on the status of the Regional TDM Evaluation project.*

Nicholas Ramfos, COG/TPB staff, updated The Subcommittee on the status of the Regional

TDM Evaluation project. The major projects being conducted this fiscal year are the TDM Evaluation Framework Methodology document, the 2022 State of the Commute survey, and the Guaranteed Ride Home applicant surveys for the Washington and Baltimore metropolitan regions. Data is currently being collected for the State of the Commute survey and has been collected since early January. An estimate of 8,200 responses is expected, which is similar to the amount collected in 2019. Two waves of post cards were sent out to households throughout the region requesting survey responses. Once the survey is closed and the data analyzed, a draft report will be presented to the Subcommittee by July. Two Guaranteed Ride Home surveys will be conducted as well; one for Washington, DC region and another for the Baltimore/St. Mary's County region. Those surveys are currently being tested and are expected to commence in April. The GRH surveys should conclude by spring 2022 with draft reports to follow in the fall 2022.

**Item #7                    Regional Bike Map Update**

*Daniel Sheehan, COG/TPB staff, briefed the Subcommittee on the update to the Regional Bike Map.*

Daniel Sheehan, COG/TPB staff, briefed the Subcommittee on the update to the paper version of the Regional Bike Map. The first Regional Bike Map was released during Bike to Work Day 2021 and is currently undergoing updates. The second edition will be available by Bike to Work Day 2022 in May. Information for the bike map was gathered by Commuter Connections stakeholders, the COG Bike/Pedestrian Subcommittee, and other organizations. A regional bike map has not been released for the Washington, DC region in over a decade prior to the edition created last year. The map is available to the general public as well as to local coordinators across the region. Updates to the bike map include simplification of the symbology on the map, the addition of missing labels, increasing the size of highway shields, and reduction of streets symbology in the inset maps to reduce clutter. The Anacostia Riverwalk Trail and all of its connecting segments within Washington, DC will be added to the map as well. The second edition bike map is currently being finalized and is expected to start printing within the next several weeks. Once printing commences, the bike map will be sent to pit stop managers for distribution during the Bike to Work Day 2022 event. After Bike to Work Day, orders for the bike map can be made on the Commuter Connections website. Kari Snyder, MDOT, asked for a deadline regarding placing orders for organizational events. Mr. Sheehan responded that individual orders can be made after the regional Bike to Work Day event.

**Item #8                    2022 Bike to Work Day Event**

*Douglas Franklin, COG/TPB staff, briefed the Subcommittee on the status of the FY2022 Bike to Work Day event to be held on Friday, May 20, 2022.*

Douglas Franklin, COG/TPB staff, briefed the Subcommittee on the status of the FY2022 Bike to Work Day (BTWD) event to be held on Friday, May 20, 2022. Registration is open for the event at [www.biketoworkdaymetrodc.org](http://www.biketoworkdaymetrodc.org). As of today, 800 people have registered for the event. Facebook and Twitter pages have been activated promoting the event on social media. There will be 96 pit stops and weekly registration reports are being sent to the pit stop managers starting last Monday. There will be no COVID restrictions for this year's event. Language has been added to the poster to invite those who are teleworking to participate by biking to their local pit stop. Pink is this year's event color which is also the color of the t-shirts. The regional sponsorship drive ended January 31<sup>st</sup>, and that resulted in 17 cash sponsors including the DOTs, which netted the amount of \$45,950 in cash donations and in-kind donations of \$9,250. Bike maps and bicycle guides will be available during the event. The poster is available in English and Spanish, and rack cards are available as well for easier distribution. Banners will be given to each of the pit stops. A mailing will be made to ETCs including a cover letter and flyer asking them to help promote the event to employees. The BTWD proclamation signing will take place next month at the TPB's Steering Committee meeting. Media plans are currently in progress. The next Bike to Work Day Steering Committee meeting is on Wednesday, May 11, 2022 at 10:00am.

**Item #9                    FY2023 Commuter Connections Work Program (CCWP) and 2021 – 2022 Strategic Plan**

*Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the status of the FY2023 CCWP and Strategic Plan.*

Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the status of the FY2023 CCWP and 2021 – 2022 Commuter Connections Strategic Plan. The CCWP has been presented to the Transportation Planning Board (TPB) Technical Committee twice with limited comment. The final document will be presented to the TPB for endorsement tomorrow and was also presented in draft form last month with limited comment from TPB members. The Subcommittee endorsed the shorter version of the Strategic Plan in January and the longer version was presented to the state funding agencies with changes from shorter version added. The Strategic Plan will be posted to the Commuter Connections website Publication page with notification sent to the Subcommittee after the final CCWP is approved by the TPB.

**Item #10      FY2022 2nd Quarter CCWP Progress Report**

*Daniel Sheehan, COG/TPB staff, briefed the Subcommittee on the FY2022 CCWP 2nd Quarter progress report.*

Daniel Sheehan, COG/TPB staff, briefed the Subcommittee on the FY2022 CCWP 2<sup>nd</sup> Quarter progress report. Changes were made to the CCWP and Strategic Plan. Activities were concluded for year one of the ATCMTD grant. Year two of the grant will focus on non-recurrent congestion, corridor-level TDM, and a new employer-based incentive module to be built for the incenTrip application. Staff presented on the Look Again marketing campaign multiple times throughout the quarter, including at the AMPO Conference in October and at the TPB Technical Committee meeting in November. As of December 31<sup>st</sup>, the Ridematching database recorded 13,262 commuters which is a slight decrease from the previous quarter. Early in the quarter, a cosmetic refresh of the TDM System was completed with new features including Quick Match, a social media feed, and updated program descriptions. PayPal was added as a new incentive option for incenTrip users and the MDOT incenTrip program was launched, expanding the incenTrip service area to include all of Maryland. Over 3,000 commuters were registered in the incenTrip program and 53 payment requests were made by the end of the quarter. The incenTrip application with all of its new improvements was launched on November 9<sup>th</sup>. The GTFS feed was updated in the TDM System to support transit providers throughout the region. 130 new applicants were registered to the GRH program and 317 commuters re-registered throughout the quarter. As of December 31<sup>st</sup>, the GRH program had a total of 1,687 registrants and 79 GRH trips were provided. The relaunch of the Look Again campaign commenced at the end of December through radio ads and social media promotion.

Mr. Sheehan stated that the Fall 2021 Newsletter was published and distributed. The FY2022 TDM Resource Guide and Strategic Marketing Plan was endorsed for release at the Regional TDM Marketing Group meeting in December. Planning commenced for the 2022 Bike to Work Day event and the sponsorship drive began. A nomination brochure was developed for the Employer Recognition Awards and distributed to the public with June 28, 2022 as the date selected for the event. Another vanpool was added to the 'Pool Rewards program this quarter which totaled three active vanpools at the end of the quarter. Commuter Connections hosted a Flexible Vanpool Work Group in December to help with the design and improvements of the vanpool program in the TDM System. Pledge data infographics, emissions impact analysis, and a debrief report was drafted on the results of the Car Free Day 2021 event. UMD was selected as the winners of the capital area Car Free Day College Campus Challenge. The TDM Evaluation Group met in October, November, and December to update key documents in the TDM Evaluation process, which includes the TDM Evaluation Framework Methodology document. The analysis and distribution of the GRH Customer Satisfaction surveys, as well as the analysis of Conformity Verification Statements took place throughout the quarter. A total of 93 registered users were recorded for GRH Baltimore at the end of the quarter with 5 trips provided throughout the quarter. Participation wavered across the program due to the Omnicron wave that took place in fall 2021.

**Item #11      Other Business/Set Agenda for Next Meeting**

*This is an opportunity for Commuter Connections Subcommittee members to bring up other business and to request agenda items for the next meeting.*

Nicholas Ramfos, COG/TPB staff, mentioned that the Bike to Work Day Proclamation will be signed by the TPB Board Chair prior to the upcoming April TPB workgroup session.

Fatemeh Alladoust, VDOT, mentioned that the 495Next project has begun the first phase of construction.

Judy Galen, Loudoun County, asked that some focus be on the impact of gas prices on commuter and transit programs in the next meeting.

**The next meeting of the Commuter Connections Subcommittee will be held on Tuesday, May 17, 2022 at 12 noon.**