COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

QUARTERLY WORK PROGRAM PROGRESS REPORT
JANUARY – MARCH 2021

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD

FY2021 3rd Quarter Progress Report
PROGRAM HIGHLIGHTS

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in January 2021, February 2021 and March 2021) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

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

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

COG/TPB staff finalized the draft FY2022 Commuter Connections Work Program and the 2020 - 2021 Commuter Connections Strategic Plan. Both documents were presented to the STDM Work Group on January 12th for approval; and to the Commuter Connections Subcommittee on January 19th where they were endorsed for release. Staff then presented the FY2022 draft CCWP to the TPB Technical Committee on February 5th and the TPB on February 17th for comment. Staff then integrated comments, when appropriate, into the work program following the comment period. Staff presented the final version of the work program to the TPB Technical Committee on March 5th and the TPB on March 17th. The TPB voted to approve the work program as documented in Resolution TPB R16-2021.

COG/TPB staff finalized updates to the January 2021 edition of the TDM Resources Directory. The directory was released in early February.

Commuter Connections continued to facilitate the Federal ETC Advisory Work Group with representation from GSA, NCPC, and COG. COG/TPB staff reconvened with NCPC and GSA to discuss a final round of updates to the third revision of the Federal ETC TMP Handbook on January 28th. Staff reviewed comments submitted by the group and updated the Handbook to accommodate edits. The fourth revision of the update process was completed in March and sent to NCPC for final design, layout, and graphics development.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Several project administration tasks were completed. A Project Management Plan was drafted and submitted to FHWA for approval on January 12th. The 2nd Quarter ATCMTD Progress Report was drafted and submitted to FHWA for review on January 29th. A Project Evaluation Plan was drafted by staff and submitted to FHWA for review on March 15th. A subcontract with UMD was fully executed; staff subsequently developed an invoicing template for UMD. Discussions commenced with Media Beef to draft a contract amendment for the project, which is supplemental to planned work already approved for the contractor during FY2021. Biweekly ATCMTD technical development meetings were coordinated and held via Microsoft Teams with UMD and Media Beef (*see Section I.C.*). Several meetings were held to discuss methods for implementing the grant's project tasks, which include program expansion throughout the megaregion and incentives expansion. Staff met with FHWA representatives on January 26th to discuss the ATCMTD grant. A meeting with MDOT was held on January 21st to discuss past work that was conducted in Maryland with regards to procuring incentives. Staff coordinated a meeting with Richmond RideFinders and VDRPT to discuss the expansion area of the ATCMTD incenTrip project. Staff coordinated and held the quarterly ATCTMD Stakeholders meeting on February 3rd. Staff coordinated with VDOT's RM3P project on February 9th to discuss compatibility options between platforms. Staff coordinated a meeting with MDOT on February 11th to discuss potential incentive integrations into incenTrip and program administration for the entire state of Maryland. Staff met with WMATA on February 26th to discuss potential SmarTrip integration within incenTrip. Prep work for the incenTrip pilot employer challenges in conjunction with goDCgo took place *(See Section III.H)*.

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

STDM Work Group meetings were coordinated and held on January 12th, February 9th, and March 9th.

COG/TPB staff participated in a Metro Platform Project meeting on January 12th.

COG/TPB staff participated in a VDOT Northern Virginia Park & Ride Stakeholder Meeting on January 14th.

COG/TPB staff participated in a COG-sponsored Leaning in to 2021: More Equitable, More Resilient Town Hall session on January 15th.

A Commuter Connections Subcommittee meeting was coordinated and held on January 19th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the FY2022 Commuter Connections Work Program (CCWP) and 2020 – 2021 Strategic Plan
- Highlights from thee FY2021 Placement Rate Survey
- Highlights on findings from the FY2020 Guaranteed Ride Home Customer Satisfaction Surveys for both the Washington, D.C. and Baltimore regions
- Briefing on upcoming WMATA Metrorail Platform Work for 2021
- Briefing on the FY2021 Regional TDM Evaluation Project
- Update on the ATCMTD Project
- Briefing on the FY2021 2nd Quarter Preliminary Budget Report

COG/TPB staff participated in a TPB State Technical Working Group meeting on February 2nd.

COG/TPB staff discussed state TDM software reporting requirements for Maryland with MDOT/MTA on February 5th.

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on February 24th.

COG/TPB staff met with Metropia representatives on February 25th to discuss the ATCMTD project.

COG/TPB staff participated in a TDMI Board meeting on March 10th.

A Commuter Connections Subcommittee meeting was coordinated and held on March 16th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the FY2020 GRH Customer Satisfaction Surveys
- Briefing on the FY2021 Placement Rate Survey Draft Report
- Highlights from the FY2021 Retention Rate Survey
- Update on the ATCMTD Project
- Briefing on the 2021 Bike to Work Day Event
- Update on the production of the Regional Paper Bike Map
- Briefing on the status of the FY2022 CCWP and 2020 – 2021 Strategic Plan
- Briefing on the FY2021 2nd Quarter Progress Report

A Commuter Connections Ridematching Committee meeting was coordinated and held on March 16th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Discussion on upcoming fairs and promotions in the region
- Update on the CarpoolNow mobile application
- Update on planned TDM System enhancements
- Guest presentation on Best Practices within the TDM System
- Highlights from the FY2021 2nd Quarter Progress Report

COG/TPB staff coordinated and held a WMATA Platform Shutdown TDM Work Group conference call meeting on March 31st.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

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

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

At the end of March 2021, COG and its members served 13,715 commuters registered in ridematching. This is an increase of 84 month to month, from 13,631 at the end of February 2021. Year over year there was a decrease of 4,321 from 18,036 at the end of March 2020.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Notable discussion topics included CarpoolNow bug fixes, Employer De-Duplication, vanpool program enhancements, changes to the radius match algorithm and employer location data storage, improving the quality of commuter location data,

refreshing the look of the TDM system's landing page, the incenTrip Local Administration and Payment Module, and the goDCgo employer challenge.

Media Beef continued to fix bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and the Commuter Connections mobile app. Two problems with the CarpoolNow mobile app were identified by COG/TPB staff: The first is an error computing the distance from a user's current location to nearby park and ride lots. The second is a communication problem between smartphones that use different operating systems. Media Beef published corrected apps to the Apple App Store and Google Play store; both stores approved the update. The updated version(s) is now available for users to download or update.

COG/TPB staff continued efforts to remove hundreds of duplicate employer and employer address records from the database. An internal meeting was held on January 4th to discuss methods for further weeding-out duplicate records. Following the discussion, staff developed software code and procedures to find and remove duplicate employer records in the TDM system. Staff built a new report to run daily that helps identify new duplicates entered into the system; the report will be leveraged with the new review procedures. New policies and procedures for employer records management were drafted and integrated into the Operations Center SOP. Employer records management is now an ongoing operational task; the goal is to keep employer records unique within the TDM System.

COG/TPB staff drafted a work spec for the new Flexible Vanpool concept and presented the spec to Media Beef. The spec continues to be enhanced based upon discussions between staff and Media Beef.

Media Beef made changes to Oracle code that finds carpool matches for commuters. Next steps are to run speed test comparisons to the original code. After confirming the new code improves matching speed we can move to production.

In an effort to improve the quality of ride matches, Media Beef is making changes to the commuter dashboard on the first page shown after logging in that will ask commuters who have invalid geocodes associated with their accounts to make corrections to their addresses.

Media Beef commenced work on the redesign of the TDM system's home page. They produced two possible designs for desktop and one for mobile. COG/TPB staff reviewed the designs and submitted changes for implementation.

Work progressed on the incenTrip Local Administration and Payment Module enhancements for the TDM System. Media Beef continued work developing code to accommodate the approved scope from December. Media Beef delivered the new functionality on a testing server for COG/TPB staff review in February. The improvements were largely focused on incenTrip program administration; payment management is still under development. Staff provided feedback on the new features to Media Beef and outlined minor improvement opportunities. COG/TPB staff reviewed

the features on a testing server and approved the migration to CCTDM-CLONE; however, staff identified a few bugs after the transfer. Fixes are currently pending on behalf of Media Beef.

COG/TPB staff oversaw UMD and Media Beef as work commenced on technical items related to the ATCMTD grant. The technical group met biweekly to discuss technical tasks scheduled for development in the current grant year (November 2020 – September 2021). These tasks include the expansion of incenTrip to encompass the entire Washington, DC megaregion and the integration of new rewards options into the app. UMD began the process of integrating new transit agencies and routes into the application, which includes real-time transit feeds for MTA and WMATA transit services. Staff researched and identified fixed-route transit services throughout the megaregion and provided a listing of services to UMD for inclusion into the app. UMD also began to develop the expanded road network model. Staff and UMD investigated digital payment vendors that may be eligible for inclusion in the app, such as PayPal, Venmo, Cash App, and Zelle. PayPal emerged as a likely first candidate for integration, due to an API structure that is suitable with COG's accounting processes and the incenTrip app. At the direction of the ATCMTD stakeholder group, staff investigated a variety of supplemental rewards solutions that may be integrated into the app, including e-gift card vendors for national chain businesses and Nift for local businesses. Other incentive partnerships may include local transportation partners and transit agencies, including WMATA SmartTrip, EZPass, and CharmPass. Staff coordinated a meeting with WMATA to discuss SmarTrip integration on February 26th; it is likely that a solution can be developed that will require only minimal amounts of technology development. SmarTrip credits may be able to be applied monthly via upload from the Commuter Connections team for end-users who redeemed points. Staff drafted project plans that explain the integration approach being sought for PayPal digital payments and WMATA SmarTrip credits. Separately, a project partner (goDCgo) met with staff on January 11th regarding a pilot employer challenge that could utilize incenTrip. Staff subsequently began investigating the possibility of conducting the employer challenge within incenTrip. Media Beef created an employer records report that shows which commuters are linked to which employer record, which will help in the administration of the pilot by identifying commuters and linking them to participating employer records, which will be pivotal when it comes to exporting accurate program data.

The Commuter Connections mobile app was downloaded 61 times throughout the quarter, bringing total downloads to 5,770 by the end of March.

D. Commuter Information System

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, 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. Staff also continued processing geographic data that will be used to update the map; this effort is being done alongside planning efforts for a new print version of the map.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of January and March, there were 60 GRH applications received. A total of 53 applicants were registered (51 new applicants and 2 previous "one-time exception" users) and 523 commuters were re-registered. During the same time period, the GRH program provided 33 GRH trips. One of these trips was an "one-time" exceptions accounting for 3.03% of the total number of GRH trips provided. "Overtime" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of March 31st, a total of 1,982 commuters were registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

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

COG/TPB staff met with Diamond Transportation Services staff on January 27th to discuss daily GRH operations.

COG/TPB staff developed a scope of work for and budget for the GRH daily Operations project which will be released in April.

III. MARKETING

A. TDM Marketing and Advertising

Throughout the quarter, COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, and its subcontractors. Media invoices were processed. A meeting was held with ODonnell Company senior staff on January 4th to discuss the status of TDM marketing activities in the region as a result of the pandemic and again on February 16th to discuss next steps on the regional TDM Marketing project. A kickoff meeting for the Regional Recovery Campaign was coordinated and held on February 23rd; a follow-up meeting was held on March 3rd. Biweekly progress update meetings were reconvened beginning March 1st. Creative concepts for the Regional Recovery Campaign were developed and presented to the State TDM Work Group on March 9th. The Regional TDM Marketing Recovery Plan Earned Media Strategy was developed by Odonnell Company and reviewed by staff.

Work continued on the winter 2021 employer newsletter and Federal ETC insert. COG/TPB staff worked with graphics vendor and obtained quotes and images from various jurisdictions. Staff coordinated the printing and distribution of both the winter 2021 newsletter and Federal ETC insert; an e-newsletter version was also developed and distributed. Staff then commenced work, along with Odonnell Company, on the spring 2021 employer newsletter and Federal ETC insert by drafting and editing article content.

COG/TPB staff renewed listings with military guide publications throughout the region.

COG/TPB staff continued work on the Regional Paper Bike Map. The map will be printed on paper size 44"x32" in four color process inks. Staff presented a draft version of the paper map to the Commuter Connections Subcommittee and the Bicycle and Pedestrian Subcommittee on March 16th; feedback from both committees was requested. Staff developed draft blurbs for the map and managed Odonnell Company in creating Spanish and English covers for the map. The map is expected to be completed in time for Bike to Work Day.

As an extension of the ATCMTD project, COG/TPB staff coordinated with goDCgo to organize an employer challenge pilot program for a limited amount of District employers. An initial planning meeting was held on February 2nd. It was determined that a small group of employers using the standard Commuter Connections Incentive Program within incenTrip could serve as a good opportunity to garner feedback for the ATCMTD Year 2 task of developing/launching an Employer Module within incenTrip; staff began working to accommodate goDCgo's data and administration needs for the pilot program. Staff met with UMD on February 17th to outline reporting needs for the pilot. Staff developed marketing materials and an onboarding presentation for the pilot. Employer onboarding sessions were coordinated with goDCgo and help with the following D.C. employers:

- Catholic University of America – Monday, March 29th

- American University – Tuesday, March 31st

A Regional TDM Marketing Group meeting was coordinated and held on March 16th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials. Highlights from the meeting included:

- Presentation on Commuter Connections FY2021 first half marketing activity
- Presentation on Commuter Connections planned marketing activity for the second half of FY2021
- Guest presentation on NVTC's NoVaRides marketing campaign
- Guest presentation on Frederick County's TDM marketing activities

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

- Posted news articles, publications, construction projects, press releases, and upcoming events as needed
- Made regular updates to the COVID-19 Commute with Confidence webpage
- Created a new Privacy Policy page for the CarpoolNow mobile app
- Updated the Metrorail Platform Improvement page
- Updated the HOV/Express Lanes webpage with new info
- Updated the Transit Page with new info
- Updated the Resources accordions with new contact information from the recent TDM Resource Directory update.
- Created a new FAQ for the incenTrip webpage
- Updated the Employer Recognition Awards Past Winners webpage
- Updated plugins
- Monitored website activity and computer code to maintain accurate website functionality

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

B. Bike to Work Day

Work continued in preparation for the May 2021 Bike to Work Day event. The sponsorship drive continued from the prior quarter; invoices were prepared and sent to secured sponsors at the conclusion of the drive. A New Pit Stop Manger Orientation Session was coordinated and held on February 4th. COG/TPB staff worked with the marketing contractor, Odonnell Company, on poster artwork modifications based on Bike to Work Day Steering Committee feedback and the final list of sponsors. Staff selected a vendor for the creation of Bike to Work Day T-Shirts after issuing a competitive bid request. Staff negotiated logistics with ICF for the t-shirt distribution and sorting. A vendor for the printing and distribution of event posters and rack cards was secured; staff subsequently managed the distribution of materials to employers and

pit stop managers. Staff and Odonnell Company crafted and sent a press release announcing registration opening for the event. An earned media plan was drafted. The event was added to various calendar listings across the region. Staff developed a COVID policy and COVID related signage for pit stops. Three SurveyMonkey questionnaires were developed by staff and distributed to pit stop managers to gather various sets of information. Staff updated and maintained the Bike to Work Day website.

COG/TPB staff met with MTA staff on January 27th to discuss event plans for the 2021 event as it relates to the pandemic.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on January 13th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Sponsorship Drive update
- Modified Poster Concepts
- Pit Stop Manager Questionnaire
- Orientation Session for Beginner Pit Stop Managers
- Food and Beverage – Post COVID

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on March 10th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Regional Sponsorship Drive
- Marketing Materials
- Registration Reports
- COVID Policy
- T-shirt Sorting and Pickup
- Pit Stop Manager Progress Reports

COG/TPB staff completed work on a new version of the Bike to Work Day website. In addition to the refresh, other website updates included:

- New language on the homepage
- Addition of a new COVID policy page
- New banner for the 2021 event
- Added new pit stop pages
- Removed cancelled pit stop pages
- Updated pit stop contact information
- Updated map coordinates for pit stops who moved locations
- Added new sponsor logos to their respective pit stops

- Updated the terms and conditions including the development of a hold harmless clause
- Updated the homepage sponsor rotation
- Installed and launched the new registration page with staggered hours and caps per time slot, designed by the Washington Area Bicyclist Association (WABA)
- Linked the sign-up form to the homepage
- Added new videos and pictures
- Troubleshot pages with errors (as needed)
- Added new press releases to the website

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

C. Employer Recognition Awards

There were several planning and preparation activities conducted throughout the quarter. A giveaway item was selected for the event. COG/TPB staff sent an email blast reminder to employers, Chambers of Commerce, and GSA to promote the call for awards nominations, and questions were fielded from potential awards nominees. COG/TPB staff reviewed applications received from award nominees. The Chair and members for the Employer Recognition Awards 2021 Selection Committee meeting were secured and confirmation letters sent. One-page briefs were developed by the marketing contractor, Odonnell Company, for each awards nominee; the briefs were edited by staff. An agenda was developed for the Selection Committee; remarks for the TPB Vice Chairman, who chaired the committee, were also prepared. Staff coordinated and held the Selection Committee meeting on March 19th. Thank you letters were subsequently drafted and sent to the Selection Committee chair and members.

COG/TPB staff identified candidates for the Employer Services Organization award and the Sales Team Achievement award. An investigation into the qualifications of each candidate commenced.

D. 'Pool Rewards

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

- Staff processed zero (0) payments for 'Pool Rewards vanpools.
- There were no carpool payments for 'Pool Rewards carpools

As of March 31st, there were (0) active 'Pool Rewards carpools and zero (0) operating 'Pool Rewards vanpools due to the coronavirus pandemic.

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

E. Car Free Day

COG/TPB staff coordinated and held a Car Free day Steering Committee meeting on March 10th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Car Free Day 2020 Draft Event Report
- Car Free Day 2021 Date
- Marketing Materials
- Sponsors

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

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter due to the coronavirus pandemic.

COG/TPB staff continued investigating the feasibility of implementing and/or promoting Flexible Vanpool within the region. CarpoolNow will likely be the vehicle for which Flexible Vanpool is released to the public. Staff met with Northern Virginia Vanpool Alliance staff on January 6th to discuss the possibility of developing a flexible vanpool module as part of the CarpoolNow mobile app. Stakeholders such as Vanpool Alliance, Commute with Enterprise, GWRideConnect, and PRTC were invited to participate in a Doodle poll to stakeholder feedback session. The session was scheduled for February 11th. Staff held an internal planning session on January 25th to discuss how the project might best be managed. The work session with regional stakeholders was coordinated and held on February 11th. Specifications for the project was subsequently developed by staff based on stakeholder feedback (*see Section I.C.*).

The CarpoolNow app was downloaded 40 times during the quarter, bringing total downloads to 4,389.

G. Flextime Rewards

COG/TPB staff continued monitoring participation within the Flextime Rewards program. There were no eligible flexed trips logged or payments made throughout the quarter due to the coronavirus pandemic.

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 2,890 users were registered for the program as of March 31st. A total of 38 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 18 incenTrip related inquires.

COG/TPB staff oversaw an information message sent to incenTrip users notifying them of an update scheduled to take place on January 8th; as the servers would be down for a couple days. Staff also drafted a tailored message to Commuter Connections incenTrip users and distributed the message with Informz.

COG/TPB staff met with FHWA and Cambridge Systematics representatives on March 23rd to discuss participation in the ADTM Traveler Behavior Evaluation and Cohort Project on the incenTrip project.

COG/TPB staff worked on various digital payment and other partner payment solutions as part of the ATCMTD grant project.

IV.   MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of January 11th, February 13th, and March 8th.

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

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

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

In January, COG/TPB staff fulfilled Employer Outreach data requests from Loudoun County and Prince George's County.

In February, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery County, Prince George's County, and the City of Alexandria.

In March, COG/TPB staff fulfilled Employer Outreach data requests from the City of Alexandria, Arlington County, and Tri-County Council for Southern Maryland.

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

Work continued on the FY2021 Placement Rate Survey. COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, in analyzing data from the survey that closed on December 27th. Highlights from the data collections efforts were reported at the Commuter Connections Subcommittee meeting on January 19th. A draft survey report was produced in February by LDA Consulting and staff began reviewing the draft report. An updated draft report was presented to the Commuter Connections Subcommittee on March 16th. The draft report was subsequently posted to SharePoint for a comment period scheduled through April 6th.

Work continued on the FY2021 Retention Rate Survey. COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, in updating the survey questionnaire. LDA Consulting programmed the updated questionnaire and released the draft version for testing on January 11th. Staff provided feedback on the questionnaire, which was subsequently updated by LDA Consulting. A final version of the questionnaire was approved by staff on February 5th. An initial invitation to participate in the survey was sent to potential respondents on February 11th via Informz. Follow-up messages were sent on February 18th and 25th. Staff oversaw LDA Consulting in creating a topline results presentation that was given at the Commuter Connections Subcommittee on March 16th.

COG/TPB staff began working on the draft scope of work and budget to prepare for the Regional TDM Evaluation Project Request for Proposals.

B. Program Monitoring and Tracking Activities

Advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications. COG/TPB staff compiled marketing activity and issued the First Half FY2021 Marketing Campaign Summary final report at the March 16th Regional TDM Marketing Group meeting. Staff prepared the FY2021 Second Half Marketing Campaign Summary draft report and presented the draft report at the March 16th 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. COG/TPB staff presented the FY2020 GRH Customer Satisfaction Survey draft report for the Washington, DC region at the Commuter Connections Subcommittee meeting on January 19th. A comment period was established. The report was updated based on stakeholder feedback and endorsed at the March 16th Commuter Connections Subcommittee meeting.

COG/TPB staff presented the final First Quarter FY2021 Employer Outreach Verification Statement and draft Second Quarter FY2020 Employer Outreach conformity verification statements to the Employer Outreach Committee on January 19th. Data collection for the second and third quarter reports (FY2021) continued throughout the quarter.

COG/TPB staff prepared the Car Free Day 2020 draft event report. A draft version of the report was completed and presented to the Car Free Day Steering Committee on March 10th. The report was subsequently posted to SharePoint and an open comment period was establish through April 7th.

COG/TPB continued to manage work performed by the Employer Commuter Survey data tabulation contractor, VHB. VHB updated the Employer Outreach Committee on January 19th on progress made on the "Express Export" feature and data cleanup within the database. A progress update call was coordinated and held on March 26th.

COG/TPB staff completed and distributed the final December, January, and February FY2021 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 2nd Quarter CCWP Progress Report for FY2021. The report was distributed at the March 16th Commuter Connections Subcommittee meeting and at the March 16th Ridematching Committee meeting.

V. EMPLOYER OUTREACH

1. Regional Component Project Tasks

a) *Regional Employer Database Management and Training*

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

b) *Employer Outreach for Bicycling*

The regional Bicycling to Work Employer/Employees guide was distributed as part of general fulfillment to employers.

2. Jurisdictional Component Project Tasks

a) *MD Local Agency Funding and Support*

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

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

COG/TPB staff continued work on new FY2021 case studies prospecting for employer spotlight.

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

COG/TPB staff coordinated, facilitated, and presented at the January 19th Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:

- Final First Quarter FY2021 and Draft Second Quarter FY2021 Conformity Verification Statements
- Update on the Commuter Survey application
- Guest presentation on the Capitol COVID Return to Work Survey
- Guest presentation on Moovit first/last mile solutions
- Guest presentation on the DMV Flexible Work and Recovery Agreement

COG/TPB staff began preparing meeting materials and a draft agenda for the April 20th 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 March 31st, a total of 129 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore, MD region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. COG/TPB staff presented the FY2020 GRHB Customer Satisfaction Survey draft report at the Commuter Connections Subcommittee meeting on January 19th. A comment period was established. The report was finalized based on stakeholder feedback and endorsed at the March 16th Commuter Connections Subcommittee meeting.

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

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

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided two (2) GRHB trips during the quarter.

COG/TPB staff monitored the Guaranteed Ride Home Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent. Staff also monitored the TDM System for duplicate GRH accounts and consolidated/removed excess accounts.

COG/TPB staff processed and paid invoices for all GRH service providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff met with Diamond Transportation Services staff on January 27th to discuss daily GRH operations.

Table 1			
National Capital Region Transportation Planning Board			
Commuter Connections Program			
Quarterly Activity and Impact Summary			
JANUARY - MARCH 2021			
Commuter Connections Activity	**This Quarter**	**Last Quarter**	**Since July 1, 2020**
Total applicants/info provided:	4,539	4,505	13,236
Rideshare applicants	2,217	1,751	5,773
Matchlists sent	1,372	945	3,634
Transit applicants/info sent	5	3	10
GRH applicants	576	502	1,627
Bike to work info requests	0	1	1
Telework info requests	0	0	172
Internet users	12,127	10,669	34,987
Internet applicants	2,787	2,253	7,400
New employer clients	285	128	857
Employee applicants	0	0	0
Program Impact Performance Measure	**This Quarter**	**Last Quarter**	**Since July 1, 2020**
Continued placements	806	656	2,098
Temporary/one-time placements	116	94	303
Daily vehicle trips reduced	420	343	1,094
Daily VMT reduced	12,349	10,084	32,158
Daily tons NOx reduced	0.0028	0.0023	0.0073
Daily tons VOC reduced	0.0016	0.0013	0.0041
Daily tons PM2.5 reduced	0.00021	0.00017	0.00055
Daily tons PM2.5 NOx reduced	0.0030	0.0024	0.0078
Daily tons GHG reduced	5.0167	4.0970	13.0681
Daily gallons of gas saved	686	560	1,787
Daily commuter costs saved	$2,532	2,067	6,592

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

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	52	56	174
Locals Rideshare Apps (New and Re-apps)	2,166	1,695	2,898
Matchlists Requested	1,372	945	4,499
Transit Applicants/Info Sent	5	3	19
GRH Washington Applicants	60	44	740
GRH Washington Rides Provided	33	38	518
GRH Baltimore Applicants	2	2	16
GRH Baltimore Rides Provided	2	12	20
Telework Info Requests	3	0	3
Phone/Fax	0	0	0
Internet	2,787	2,278	4,892
Employer Applicants	0	0	0
Total Hits on website	12,127	10,669	31,029

TDM SERVICES

ALEXANDRIA
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	6
Matchlists Sent	4	16	54
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	1	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	22	44	40
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	36	24	38
Employers Contacted (Follow up)- Visit	9	0	10
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	3	0	0
Level 3	3	0	0
Level 4	3	0	0

TDM SERVICES

ARLINGTON
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	2	13
Matchlists Sent	14	10	65
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	14
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,063	0	2,065
Employers Contacted (Follow up)- Visit	90	0	47
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	6
Level 2	0	0	5
Level 3	0	0	1
Level 4	0	0	2

TDM SERVICES

ANNE ARUNDEL
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	4	18
Matchlists Sent	12	29	92
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	1	4	20
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BALTIMORE CITY
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	44
Matchlists Sent	7	1	43
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	2	10
GRH Baltimore Applicants	0	0	7
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	14
Matchlists Sent	9	5	89
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	15
GRH Baltimore Applicants	0	1	3
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	44	148
Matchlists Sent	137	151	470
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	9	10	52
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	49	20	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,960	394	286
Employers Contacted (Follow up)- Visit	31	18	16
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	14	5	81
Level 2	10	2	25
Level 3	7	7	5
Level 4	0	6	4

TDM SERVICES

DOD/WHS
QUARTERLY REPORT (JAN - MAR 2021)

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

TDM SERVICES

DATA
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	2
Matchlists Sent	0	0	13
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potiential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

TDM SERVICES

FAIRFAX
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	12	123
Matchlists Sent	127	57	529
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	8	4	77
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	66	20	20
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	156	1,436	328
Employers Contacted (Follow up)- Visit	38	13	54
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	1	14
Level 3	3	6	5
Level 4	0	0	4

TDM SERVICES

FDA
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	15
Matchlists Sent	9	7	145
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	24
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	23
Matchlists Sent	92	45	354
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	1	35
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	25	0	16
Employers Contacted (Follow up)- Visit	0	0	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	47	41	228
Matchlists Sent	160	97	407
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	11	11	136
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	7
Matchlists Sent	10	3	54
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	4
GRH Baltimore Applicants	2	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	0	14
Matchlists Sent	47	5	0
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	0	26
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	5	63
Matchlists Sent	99	36	383
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	2	45
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	62	98	109
Employers Contacted (Follow up)- Visit	2	3	10
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	1	0	0
Level 3	0	0	1
Level 4	0	0	0

TDM SERVICES

MTA
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	1
Matchlists Sent	15	3	17
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	10
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	0	0	2
GRHWashington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	0	13
Matchlists Sent	62	4	127
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	1	2	28
GRH Baltimore Applicants	0	0	1
Telework Information Requests	3	0	2
Employers Contacted (New)- Phone	108	94	64
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,502	1,445	1,614
Employers Contacted (Follow up)- Visit	48	34	36
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	1	0	2
Level 3	0	0	4
Level 4	1	0	1

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
QUARTERLY REPORT (JAN - MAR 2021)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	4
Matchlists Sent	16	18	47
Transit Applicants and Info Sent	3	0	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
QUARTERLY REPORT (JAN - MAR 2021)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
QUARTERLY REPORT (JAN - MAR 2021)

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
QUARTERLY REPORT (JAN - MAR 2021)

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

TDM SERVICES

NORTHERN NECK
QUARTERLY REPORT (JAN - MAR 2021)

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

TDM SERVICES

NORTHERN SHENANDOAH
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	4	12
Matchlists Sent	31	77	85
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

PRINCE GEORGE'S
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	7	39
Matchlists Sent	45	62	150
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	9	2	45
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	3
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	11	136
Matchlists Sent	161	61	807
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	6	3	111
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	38	30	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	8	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	0	12
Matchlists Sent	27	6	114
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY
QUARTERLY REPORT (JAN - MAR 2021)

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	9	28
Matchlists Sent	288	252	332
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	0	57
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	2	13	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	5	0
Employers Contacted (Follow up)- Visit	2	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	2	0
Level 2	1	2	0
Level 3	0	0	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JANUARY - MARCH 2021

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	2	1	2	5
ARLINGTON (COG)	5	0	3	8
ANNE ARUNDEL	4	4	5	13
BALTIMORE CITY	2	0	8	10
BMC	0	2	6	8
COG	28	16	35	79
DOD/WHS	0	0	0	0
DATA	0	0	0	0
DISTRICT OF COLUMBIA	4	4	36	44
FDA	1	280	6	287
FAIRFAX COUNTY	25	12	8	45
FREDERICK	5	79	82	166
GW RIDE CONNECT	47	1,153	1,232	2,432
HARFORD	3	1	5	9
HOWARD	7	3	2	12
LOUDOUN	6	5	13	24
MTA	3	1	2	6
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	1	3	3	7
Countywide	6	7	7	20
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	1	147	281	429
Shady Grove	0	0	246	246
Silver Spring	0	2	0	2
NIH	0	2	1	3
NORTHERN NECK	5	2	0	7
NORTHERN SHENANDOAH	5	2	0	7
PRINCE GEORGE'S	5	4	3	12
PRTC	24	29	21	74
RAPPAHANNOCK-RAPIDAN	5	4	0	9
TRI - COUNTY	8	260	268	536
TDM NETWORK MEMBERS				
TOTAL INPUT COMMUTER CONNECTIONS	**202**	**2,023**	**2,275**	**4,500**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**2,225**		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY21, THIRD QUARTER	
JURISDICTION	**COUNT**
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	0
FAIRFAX COUNTY, VA	4
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	2
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	1
TOTAL	**7**

Technical Assistance to Local Agencies
January – March 2021

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2021				
Loudoun County	Thu 1/14/2021 11:50 AM	Fri 3/19/2021 2:30 PM	N/A	Directory Information
TransIt	Wed 1/20/2021 3:41 PM	Fri 1/22/2021 12:12 PM	Fri 1/22/2021 12:12 PM	Table 4A Request
February 2021				
Arlington County	Tue 2/16/2021 9:29 AM	Fri 3/19/2021 2:27 PM	N/A	Directory Information
March 2021				
TransIt	Thu 3/11/2021 4:44 PM	Fri 3/19/2021 2:32 PM	Fri 3/19/2021 2:41 PM	User Account Reactivation
TransIt	Tue 3/30/2021 2:38 PM	Thu 4/1/2021 1:24 PM	Thu 4/1/2021 1:30 PM	Username and Password sent to Commuter

January to March 2021	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	22	0	49	66	0	0	108	0	38	2
Telework - NEW	0	0	0	0	0	0	1	0	0	2
Employers Contacted (follow-up)	36	2063	1960	156	25	62	1502	0	0	2
Telework - FOLLOWUP	0	0	0	0	0	0	150	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	726	11287	8985	1895	122	167	25684	0	200	0
Total Sales Meetings	9	90	31	38	0	2	48	0	8	2
Total Employers Contacted	793	13440	11025	2155	147	231	27493	0	246	8
New Level 1 TDM Programs	4	0	14	0	0	1	1	0	0	1
New Level 2 TDM Programs	3	0	10	0	0	1	1	1	0	1
New Level 3 TDM Programs	3	0	7	0	0	0	0	0	0	0
New Level 4 TDM Programs	3	0	0	3	0	0	0	1	0	0
New Telework Programs	0	0	0	0	0	0	2	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0