

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q3 FY2022

January - March 2022



National Capital Region
Transportation Planning Board

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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 January 2022, February 2022, and March 2022) 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, the City of Baltimore, 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 FY2023 Commuter Connections Work Program (CCWP) and the 2021 - 2022 Commuter Connections Strategic Plan. Both documents were presented to the STDM Work Group on January 11th for approval; and to the Commuter Connections Subcommittee on January 18th where they were endorsed for release. Staff then presented the FY2023 draft CCWP to the TPB Technical Committee on February 4th and the TPB on February 16th for comment. Staff then integrated comments, when appropriate, into the work program following the comment period. One modification to the draft FY2023 CCWP included a Telework!VA program language change that was decided after a meeting on February 10th between staff, VDOT, and VDRPT representatives. Staff presented the final version of the work program to the TPB Technical Committee on March 4th and the TPB on March 16th. The TPB voted to approve the work program as documented in Resolution TPB R12-2022.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Accomplishments include:

- Several project administration tasks were completed during the quarter. The Q4 CY2021 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in January. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice. Staff updated the ATCMTD Project Evaluation Plan in February based on comments received by FHWA related to the Annual Progress Report; FHWA accepted the

revised report.

- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on February 2nd. The Stakeholder group is comprised of public and private partners identified in the project application, such as the District, Maryland, and Virginia Departments of Transportation, and the Greater Washington Partnership. Staff provided the group a progress update on incentives integration into incenTrip (Task C). Staff also communicated the vision for development tasks associated with Year 2 deliverables (Tasks D and E); the group provided detailed feedback that staff subsequently incorporated into work specs for the project's software development team.
- Feedback was procured from the ATCMTD stakeholder group on Traveler Alerts (Task D) and corridor-level TDM deployment (Task E). The project team expects Traveler Alerts to be generic yet targeted messages to incenTrip end-users whose trip may be affected by non-recurrent congestion. Corridor-level TDM deployment will be piloted on I-270 and I-66 Inside-the-Beltway. Challenges for each corridor will be established when the project team finalizes the work specifications in Q2 2022.
- Work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*).
- Subtasks D.1 Stakeholder Engagement to Identify Scenarios, Subtask E.1 Stakeholder Engagement to Determine Corridors, and Subtasks D.2+E.2 Design Plan Development and Stakeholder Group Approval were completed.

COG/TPB staff prepared and released the January 2022 edition of the TDM Resources Directory.

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 11th, February 8th, and March 8th.

COG/TPB staff coordinated and held a TDM System training session for Howard County on January 14th and Baltimore City on February 18th.

A Commuter Connections Subcommittee meeting was coordinated and held on January 18th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the 2021 Bike to Work Day Event Report
- Endorsement of the revised Guaranteed Ride Home Participation Guidelines
- Endorsement of the FY2023 CCWP and 2021-2022 Strategic Plan
- Guest presentation on the 495NEXT Project by VDOT
- Progress update on the FY2021-2023 TDM Evaluation Framework Revised Methodology Draft Document
- Briefing on the FY2021 GRH Customer Satisfaction Surveys for Washington, DC and Baltimore

- Briefing on the 2nd Quarter CCWP Budget Report

COG/TPB staff participated in the Washington Metropolitan Area Bus Leaders meeting on February 16th.

A MPO TDM Peer Exchange Group meeting was coordinated and held on February 16th.

A Commuter Connections Subcommittee meeting was coordinated and held on March 15th. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the FY2021 GRH Customer Satisfaction Surveys for the Washington, DC and Baltimore Regions
- Endorsement of the FY2021-2023 TDM Evaluation Framework Revised Methodology Document
- Guest presentation on the Metro Platform Improvement Project by WMATA
- Progress update on the Regional TDM Evaluation Project
- Briefing on the Regional Paper Bike Map
- Briefing on the 2022 Bike to Work Day Event
- Progress update on the FY2023 CCWP and 2021-2022 Commuter Connection Strategic Plan
- Briefing on the 2nd Quarter CCWP Progress Report

A Commuter Connections Ridematching Committee meeting was coordinated and held on March 15th. 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:

- Guest presentation on Purge Process Best Practices by NBTMD and GWRideConnect
- Progress update on changes to the TDM System
- Highlights from the FY2022 2nd Quarter Progress Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, telework resources, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwkog.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. These tasks included monitoring the web and database servers, moving data among jurisdictions and agencies, producing email lists, and making backups of the Oracle database.

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

At the end of March 2022, COG and its members served 12,984 commuters registered in ridematching. This is a decrease of 278 quarter-to-quarter, from 13,262 at the end of December 2021. Year over year there was a decrease of 731 from 13,715 at the end of March 2021.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant. Accomplishments include:

- Work progressed on Task C: Multimodal Reward and Payment Integration. The Gift Card incentive was successfully launched to end-users in early January.
- The project team met with representatives of Virginia and Maryland E-ZPass to discuss a potential partnership on January 26th to discuss partnership strategies; a work spec was requested on behalf of COG. Staff drafted a document outlining two potential workflow options for E-ZPass, a “Technology Light” option and a “Maximize Automation” option. A coordination meeting was scheduled for early April to review the options and determine the preferred route forward. The project team also met with WMATA on January 25th to re-visit the SmarTrip partnership. WMATA confirmed that the best method for partnership would be the ability to add “official travel” funds to riders’ existing SmarTrip cards. Staff drafted a project plan in March to serve as a guide for internal processing of payments to WMATA. WMATA representatives aided the project team in creating a SmartBenefits management account for administration of SmarTrip credits, which were applied to testers for redemption in April. Progress was also made with adding Nift Gift as an incentive option. The project team coordinated with Nift to confirm compatibility with both party’s system framework and subsequently drafted workflows and work specifications for the software developers. A final Nift Integration Statement of Work was published on March 7th. Staff then coordinated with Nift to receive visual assets and correspondence copy that will be used to notify end-users of their Nift gifts. UMD began programming Nift into a beta version of incenTrip. Nift is now expected to be available to end-users in Q2 CY2022.
- An initial work spec for Year 2 tasks was drafted and discussed with UMD and Media Beef on January 27th. Year 2 tasks include incorporating expanded functionality for non-recurrent congestion and corridor-level TDM, and new functionality for employer-based TDM. Based on feedback from the ATCMTD Stakeholder Group, a revised work specification for Flextime Rewards integration was drafted and prepared for the March 7th ATCMTD Technical Group meeting. The specification was subsequently updated with feedback from the software developers and UMD began coding and programming efforts on integrating the Flextime Rewards program into incenTrip.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Meetings were focused on enhancements to the TDM system's vanpool module, some small bugs in the TDM system, enabling data-driven user interface in some pages in the TDM system, incenTrip administration and rewards fulfillment, the GRH applicant survey, increasing the maximum allowed GRH trips from four to six, user experience upgrades, migrating Commuter Connections services to the cloud (Amazon Web Services, AWS), and database conversion from Oracle to Postgres.

Media Beef worked to program the incenTrip gift card incentive option into the TDM System's payment module. This enhancement permits COG/TPB staff to fulfill gift card requests within incenTrip for both the Commuter Connections and MDOT incentive programs. The enhancement was made available to end-users on January 28th.

Media Beef continued development of the Vanpool Module enhancements. Much of the work in January and February consisted of adapting the Vanpool Module for the Commuter Connections TDM System to be hosted on the Oracle/Microsoft server. Due to delays related to the Oracle conversion, an updated implementation timeline was prepared for the Flexible Vanpool Workgroup. Media Beef conducted a demonstration for COG/TPB staff on March 9th. Staff tested the module and submitted feedback on functionality that needed to be modified prior to releasing the module for testing on behalf of the Flexible Vanpool Workgroup.

Media Beef finished their first version of the programming for the GRH Applicant Survey and worked with LDA Consulting to find and fix any deficiencies in their code. COG/TPB staff prepared two lists of commuters who are candidates for taking the survey.

Media Beef reactivated code that enables users to turn tooltips on and off in the TDM System.

COG/TPB staff corrected an issue that prevented copies of email sent to commuters from reaching the TDM system. Other enhancements that will make sending email more reliable in general were implemented.

UMD sent mockups of account deletion screens needed for incenTrip in order to comply with new Apple App Store policies. Media Beef and Commuter Connections staff are currently considering options for account deletion capability.

UMD and Media Beef finished fixing a bug that prevented users from logging in to incenTrip accounts with their Commuter Connections credentials. UMD also released a private, developer version of incenTrip that can do automatic trip logging for COG/TPB staff to test.

Media Beef finished and deployed an update to the "Welcome to Commuter Connections" message sent to new applicants.

Media Beef finished the work needed to increase the maximum number of GRH trips allowed from four to six within the TDM System.

COG/TPB staff began investigating changing the TDM System database system from Oracle to Postgres. Both RDBMSs offer similar functionality although logical and physical storage methods are different and there are differences in the syntax for many commands.

COG/TPB staff continued testing migrating servers from COG's internal hardware to Amazon Web Services.

COG/TPB hosted a session with Media Beef on March 17th to demonstrate needed enhancements and bug fixes to the Payment Module within the TDM System.

The Commuter Connections mobile app was downloaded 105 times throughout the quarter, bringing total downloads to 6,231 by the end of March.

D. Commuter Information System

COG/TPB staff began production of the 2nd Edition of the Regional Paper Bike Map. The updated version is expected to be completed by early April and then immediately sent to the printer. Printing the map in April will make it available in plenty of time for Bike to Work Day. Staff are addressing a small number of edits and comments received about version 1 as well as making appearance enhancements. Staff are also adding some trails to the map, especially in the area of southeastern DC and Prince George's County.

COG/TPB staff continued developing a software approach to working with data in GTFS (General Transit Feed Specification, designed by Google) format. This is the same transit stop data used by Google and other large map service providers. Transit providers who want to ensure their data appears on these maps stage their GTFS files for the public to download. Data is consumed directly from transit agency web sites and processed via a series of extract, transform, and load operations by the end user into a format that suits the user. At Commuter Connections, after those extract and transform operations have been completed, the data will be loaded into the Oracle database. From there, it will be available to the TDM system. Staff have completed writing, testing, and debugging code to perform the transformation part of the process.

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The final products are a web app for routing bicycles, pedestrians, and automobiles as well as a paper map.

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 website 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 and the geocoding service to the TDM System.

COG/TPB staff received new HERE Streets data and began processing it to use in Commuter Connections GIS products in March.

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 (GRH) program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff updated the GRH Participation Guidelines following endorsement at the January 18th Commuter Connections Subcommittee meeting. The updated guidelines were posted to the Commuter Connections website and functionality in the TDM System was modified to permit 6 trips per individual. The changes also included the addition of Juneteenth National Independence Day as a designated program holiday.

COG/TPB staff monitored and maintained the TDM System which houses and processes all GRH registration and trip data. Duplicate GRH accounts and consolidated and removed excess accounts.

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 130 applications received. A total of 114 new applicants were registered (113 new applicants and 1 previous “one-time exception” user) and 333 commuters were re-registered. During the same time period, the GRH program provided 54 GRH trips. Two of these trips were “one-time” exceptions accounting for 2% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Family Emergency.” As of March 31st, a total of 1,748 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 representatives of the GRH Operations Contractor, Diamond Transportation, on January 26th to discuss daily GRH program operations.

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. Biweekly progress update meetings occurred throughout the quarter.

COG/TPB staff and Odonnell Company rolled out the second phase of the FY2022 Regional TDM Recovery Marketing Campaign. Advertising included a YouTube rideshare video, Instagram posts, LinkedIn postings, TikTok videos, and Commute with Confidence interviews.

COG/TPB staff worked with Arch Street Communications to launch the “Commute With Confidence” Live Discussion series. Meetings were held on January 25th, February 2nd, 7th, 8th, and 16th to discuss the technology logistics and other requirements needed to launch the series. The first live discussion was held on February 10th with Commuter Connections Subcommittee and MDOT representative Kari Snyder. The 2nd live discussion was held on February 23rd with TPB Chair and Vice Mayor of the City of Manassas, Pamela Sebesky. In March, correspondences were developed by staff and sent to ‘Pool Rewards and GRH program participants soliciting their participation in the series. At the end of March, several commuters were in the screening process for a potential interview.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the winter 2022 newsletter and Federal ETC insert in January. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in February. Staff then prepared a timeline for the development of the spring 2022 newsletter and collaborated with the contractor to develop article content ideas.

COG/TPB obtained printer quotes for the second edition of the regional bike map.

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
- Updated the listing of regional vanpool subsidies
- Updated references to the maximum transit benefits permitted in 2022
- Updated contact information in the “Resources” section
- Removed the nomination page for the Employer Recognition Awards
- Uploaded the winter newsletter
- Added Bike to Work Day as an upcoming event
- Met with David Judd on February 11th and corresponded with Donald Shoup throughout the month on updates to the Parking Cash-Out information
- Updated the Commute with Confidence page to reflect current COVID-19 guidance for commuters in the region
- Recreated the platform improvement page to provide information regarding Metro’s summer 2022 platform improvement project
- Updated the incenTrip webpages
- Monitored website activity and computer code to maintain accurate website functionality

COG/TPB staff managed the Commuter Connections social media pages. Analytics on each account were recorded. A Cyfe analytics report was generated for each social media account for December, January, and February.

A Regional TDM Marketing Group meeting was coordinated and held on March 15th. 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:

- Review of the FY2022 Commuter Connections First Half Marketing Campaign Summary Report
- Presentation on Commuter Connections FY2022 Marketing Activity and distribution of the FY2022 Second Half Marketing Campaign Summary Draft Report
- Guest presentation on Vanpool Alliance's recent marketing activity

B. Bike to Work Day

Work continued in preparation for the May 20, 2022 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 10th.

COG/TPB staff worked with the marketing contractor, Odonnell Company, on poster and rack card artwork modifications based on Bike to Work Day Steering Committee feedback and the final list of sponsors (including Spanish translation). 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 coordinated the distribution of a mailing to employers comprising of a cover letter and Bike to Work Day flyer. Staff and Odonnell Company also developed pit stop banners.

COG/TPB staff selected a vendor for the creation of Bike to Work Day T-Shirts after issuing a competitive bid request; work subsequently began securing t-shirt color samples, finalizing t-shirt artwork, and procuring a sample shirt. Staff determined t-shirt quantities by size after reviewing pit stop manager requests via the online questionnaire.

COG/TPB staff and Odonnell Company crafted and sent a press release announcing registration opening for the event on March 28th. An earned media plan was drafted. The event was added to various calendar listings across the region. 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. Pit stop locations and specifics were updated. Staff coordinated with the Washington Area Bicyclist Association to test the 2022 online registration form; registration was launched in March.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on January 12th 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:

- Update on the 2021 Event Report
- T-shirt Update
- Regional Sponsor Drive Update
- Review of Poster Concepts

- Review of the Pit Stop Manager Questionnaire
- Announcement of the New Pit Stops Update/Orientation Session

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on March 9th. 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 Sponsor Drive Update
- Orientation Session Recap
- Web Launch Announcement and Registration Reports
- Review of Marketing Materials

COG/TPB staff completed the following BikeToWorkMetroDC.org website updates:

- Updated the color scheme to match the 2022 event colors
- Continued testing new table plugins to update the display of pit stop information
- Added new pit stop pages
- Removal of cancelled pit stop pages
- Updated pit stop contact information
- Updated map coordinates for pit stops
- Adjusted language on the homepage
- Prepared the homepage for registration for the 2022 event
- Removed references to COVID policies
- Uploaded English and Spanish poster PDFs
- Published the 2022 Bike to Work Day press release
- Added various sponsor logos to pit stop pages
- Updated plugins
- Monitored website activity and computer code to maintain proper 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 a 'call for nominations' reminder email blast to level 3 & 4 employee transportation coordinators and C-level executives, and questions were fielded from potential awards nominees. The marketing subcontractor, Arch Street Communications, made reminder phone calls to the Employer Outreach Sales Representatives regarding the call for nominations. A discussion regarding the call for nominations was held at the Employer Outreach Committee meeting on January 18th. Staff reviewed applications received from award nominees and Odonnell Company contacted nominees for clarification and further data. The Chair and Members for the Employer Recognition Awards 2022 Selection Committee meeting were secured, and confirmation letters sent. One-page briefs were developed by Odonnell Company for each awards nominee; the briefs were edited by staff. An agenda and additional meeting materials were prepared for the Selection Committee; remarks for the TPB Vice Chairman, who chaired the Committee, were also prepared. Staff met with Odonnell Company and Arch Street Communications on March 22nd to discuss logistics for the Selection Committee. Staff coordinated and held the Selection Committee meeting on March 29th. Thank you letters were subsequently drafted and sent to the Selection Committee chair and members.

COG/TPB staff coordinated the contractual agreement and deposit to secure the National Press Club for the 2022 Employer Recognition Awards ceremony, to occur on June 28th.

D. 'Pool Rewards

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

- Staff approved one (1) new 'Pool Rewards vanpool
- Staff approved one (1) new 'Pool Rewards carpool

COG/TPB staff processed invoices for vans operating during the months of December, January, and February:

- Staff approved fifteen (15) subsidy payments for 'Pool Rewards vanpools throughout the quarter
- There were no payments for 'Pool Rewards carpools

As of March 31st, there was one (1) active 'Pool Rewards carpools and six (6) operating 'Pool Rewards vanpools.

COG/TPB staff met with VDOT, VDRPT and their contractor on January 21st to discuss the 'Pool Rewards program and the HOV 2 to 3 aspects of the I-66 construction project.

COG/TPB staff met with the new Commute with Enterprise staff member on February 2nd to introduce the 'Pool Rewards Vanpool incentive program.

There was no 'Pool Rewards marketing activity for the third quarter of FY2022.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on March 9th. 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:

- Review of the Car Free Day 2021 Draft Event Report
- Establishment of the Car Free Day 2022 Date
- Review of Marketing Materials
- Update on the Sponsorship Drive

COG/TPB staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated.

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 45 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 138 times during the quarter, bringing total downloads to 4,796.

COG/TPB staff met with USDOT and Rideshare by Enterprise staff on February 1st to discuss the Flexible Vanpool project.

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.

COG/TPB staff explored the feasibility of migrating Flextime Rewards to the incenTrip mobile application as part of the ATCMTD project (see *Section I.C.*). Staff drafted work specifications for the migration.

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,129 users were registered for the program as of March 31st. There were 33 new Commuter Connections accounts created through the incenTrip app. A total of 60 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 22 check, 37 PayPal, and 1 gift card incentive requests. Staff responded to 47 incenTrip related inquires.

COG/TPB staff gave a presentation on incenTrip to the Bethesda TMD Advisory Committee on January 21st.

COG/TPB staff participated in a FHWA Early Deployer (ATCMTD) Cohort meeting on February 28th.

J. MDOT incenTrip Mobile Application

Planning meetings were held weekly with MDOT staff to discuss general operations of the program. Supplemental topics of discussion included marketing efforts gift card integration, and download/usage statistics.

Marketing efforts commenced on behalf of COG and MDOT to promote the expansion of incenTrip into Maryland. Efforts primarily included digital advertising. COG/TPB staff created a Facebook posting calendar and placed five boosted Facebook posts throughout the quarter.

A total of four PayPal incentive requests were submitted by MDOT incenTrip users throughout the quarter.

IV. MONITORING AND EVALUATION

A. Regional TDM Data Collections and Analysis

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of January 10th, February 7th, and March 14th.

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

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

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

In January, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery County and Prince William County.

In February, COG/TPB staff fulfilled Employer Outreach data requests from Arlington and Fairfax Counties.

In March, COG/TPB staff fulfilled Employer Outreach data requests from Arlington and Montgomery Counties.

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

COG/TPB staff and the Regional TDM Evaluation project contractor, LDA Consulting, worked to complete the update to the TDM Evaluation Framework Methodology for the FY2021 – FY2023 TDM Evaluation cycle. The draft document was updated based on feedback received from the December 21st TDM Evaluation Work Group meeting and presented at the January 18th Commuter Connections Subcommittee meeting. The draft document was subsequently posted to SharePoint for group review with a comment period ending on February 4th. Comments were addressed and the document was prepared for endorsement at the March 15th Commuter Connections Subcommittee meeting. The document was endorsed at the March 15th Commuter Connections Subcommittee meeting and subsequently published and posted to the Commuter Connections website and distributed to those requesting a hard copy.

Work continued on the 2022 State of the Commute Survey. COG/TPB staff and LDA Consulting prepared the Wave 1 survey postcards which were mailed during January via USPS to 230,000 households in the non-attainment region. Wave 2 survey postcards were then prepared and mailed via USPS on February 10th and 14th. Some of the Wave 2 mailings were assigned to jurisdictions with

low response rates during the Wave 1 mailing. Nearly 8,400 unique responses were collected by March 17th, when the survey closed. Gift cards were awarded to randomly identified respondents. LDA Consulting began to analyze and clean the data.

The FY2022 GRH Applicant Survey questionnaire was finalized. COG/TPB staff oversaw LDA Consulting and Media Beef as they programmed the 2022 GRH Applicant survey into the TDM System; an internet version was programmed by WBA. Staff pulled two sets of data from the TDM System to serve as a listing of survey recipients. Both the TDM System and WBA versions of the questionnaire were tested by staff. The survey is expected to be launched in early April.

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 FY2022 First Half Regional TDM Marketing Campaign Summary report was finalized and issued at the March 15th Regional TDM Marketing Group meeting. The draft FY2022 Second Half Regional TDM Marketing Campaign Summary report was drafted and presented to the March 15th 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. COG/TPB staff drafted and presented a draft memo at the Commuter Connections Subcommittee meeting on January 18th regarding the lack of statistically significant response to the FY2021 GRH Customer Satisfaction Survey for the Washington, DC region due to the global pandemic. A comment period was established for the memo. A final version of the memo was presented and endorsed at the March 15th Commuter Connections Subcommittee meeting.

COG/TPB staff completed a first draft version of the Car Free Day 2021 event report and presented the report to the Car Free Day Steering Committee on March 9th. The report was posted to SharePoint and an open comment period was established through April 15th.

COG/TPB staff presented the final First Quarter FY2022 Employer Outreach Verification Statement and draft Second Quarter FY2022 Employer Outreach conformity verification statements to the Employer Outreach Committee on January 18th. Data collection continued for the FY2022 second and third quarter reports.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to populate the COG survey database with Montgomery County survey data. The data was successfully merged and uploaded on March 16th. Staff also worked to process VHB invoices.

COG/TPB staff completed and distributed the final December FY2022, January FY2022, and February FY2022 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 2nd Quarter CCWP Progress Report for FY2022. The report was distributed at the March 15th Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

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.

A vendor for the proposal submittals from a Request for Information for an Employer Outreach Customer Relationship Management database received was not selected based on the responses received and feedback from the Technical Selection committee. Since the ACT! CRM will be used for the foreseeable future, work commenced on upgrading the current ACT! CRM to incorporate some, if not all, of the sought-out features. COG/TPB staff also began drafting a new purge process for the database, expected to be implemented prior to the end of the fiscal year.

B. EMPLOYER OUTREACH FOR BICYCLING

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

COG/TPB staff made first round edits to the bicycling guides. Edits in part were provided by the COG/TPB Bicycle and Pedestrian Subcommittee members

Jurisdictional Component Project Tasks

A. MARYLAND 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 working with three companies for the FY2022 case studies on exceptional employers in the region.

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 18th Employer Outreach Committee meeting. Topics covered in the meeting included:

- Final First Quarter FY2022 and Draft Second Quarter FY2022 Conformity Verification Statements
- Guest presentation on the Capitol COVID Return to Work Survey by The Greater Washington Partnership
- Update on the Employer Outreach Case Studies for FY2022

- Guest presentation on the updated Transit Benefits by WMATA
- Guest presentation on the Bike Benefit by WABA
- Presentation on the 2022 Employer Recognition Awards

COG/TPB staff coordinated and held a sales training session titled “Return to Work – Panel of Transportation Experts” on March 30th. Panel presenters represented WMATA, MTA, NVTC, and Commuter Connections. The panel was moderated by John Undeland, Undeland Management.

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

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The Guaranteed Ride Home (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 Baltimore applicant letters and processed and mailed One Time Exception letters with GRH Baltimore 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 89 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 GRH service for trips occurring during the quarter. COG/TPB staff drafted and presented a draft memo at the Commuter Connections Subcommittee meeting on January 18th regarding the lack of statistically significant response to the FY2021 GRH Baltimore Customer Satisfaction Survey due to the global pandemic. A comment period was established for the memo. A final version of the memo was presented and endorsed at the March 15th Commuter Connections Subcommittee meeting.

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

COG/TPB staff updated the GRH Participation Guidelines following endorsement at the January 18th Commuter Connections Subcommittee meeting. The updated guidelines were posted to the Commuter Connections website and functionality in the TDM System was modified to permit 6 trips per individual. The changes also included the addition of Queen Anne's County as an eligible work location for the Baltimore/St. Mary's County GRH program, and Juneteenth National Independence Day as a designated program holiday.

The FY2022 GRH Applicant Survey questionnaire was finalized. COG/TPB staff oversaw LDA Consulting and Media Beef as they programmed the 2022 GRH Baltimore Applicant survey into the TDM System; an internet version was programmed by WBA. Staff pulled two sets of data from the TDM System to serve as a listing of survey recipients. Both the TDM System and WBA versions of the questionnaire were tested by staff. The survey is expected to be launched in mid-April.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided five (5) 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 monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and 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 representatives of the GRH Operations Contractor, Diamond Transportation, on January 26th to discuss daily GRH Baltimore program operations.

Table 1

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

JANUARY - MARCH 2022

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2021
Total applicants/info provided:	3,829	3,862	13,502
Rideshare applicants	1,840	1,401	5,763
Matchlists sent	3,220	2,051	7,538
Transit applicants/info sent	17	13	36
GRH applicants	447	440	1,460
Bike to work info requests	3	3	7
Telework info requests	29	36	114
Internet users	19,492	15,104	58,316
Internet applicants	2,313	1,745	7,094
New employer clients	365	283	906
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2021
Continued placements	803	611	5,162
Temporary/one-time placements	235	179	1,509
Daily vehicle trips reduced	224	169	1,438
Daily VMT reduced	5,174	3,905	33,219
Daily tons NOx reduced	0.0010	0.0008	0.0066
Daily tons VOC reduced	0.0007	0.0005	0.0045
Daily tons PM2.5 reduced	0.00007	0.00005	0.00045
Daily tons PM2.5 NOx reduced	0.0014	0.0010	0.0088
Daily tons GHG reduced	2.0708	1.5624	13.2975
Daily gallons of gas saved	287	217	1,846
Daily commuter costs saved	\$1,190	\$898	\$7,640

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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	80	78	52
Locals Rideshare Apps (New and Re-apps)	1,760	1,323	2,173
Matchlists Requested	3,169	2,051	60
Transit Applicants/Info Sent	17	13	5
GRH Washington Applicants	130	440	0
GRH Washington Rides Provided	54	73	33
GRH Baltimore Applicants	8	3	3
GRH Baltimore Rides Provided	5	5	2
Telework Info Requests	6	36	3
Phone/Fax Applicants	0	0	0
Internet Applicants	2,313	1,745	2,787
Employer Applicants	0	0	0
Total Hits on website	19,492	15,104	12,127

TDM SERVICES

**ALEXANDRIA
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	7	2
Matchlists Sent	61	36	4
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	2	2	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	50	113	22
Employers Contacted (New)- Visit	0	1	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	10	21	36
Employers Contacted (Follow up)- Visit	4	0	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	4
Level 2	0	0	3
Level 3	0	0	3
Level 4	1	0	3

TDM SERVICES

ARLINGTON

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	6	5
Matchlists Sent	29	61	14
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	3	5	0
GRH Baltimore Applicants	4	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	3	3	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,534	1,562	2,063
Employers Contacted (Follow up)- Visit	63	61	90
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	0
Level 2	2	1	0
Level 3	0	0	0
Level 4	0	1	0

TDM SERVICES

**ANNE ARUNDEL
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	12	4
Matchlists Sent	77	72	12
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	5	3	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	3	2
Matchlists Sent	31	17	7
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	4	4	2
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

BMC

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	0
Matchlists Sent	40	39	9
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	2	3	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	66	70	32
Matchlists Sent	292	327	137
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	20	26	9
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	9	49
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	49	61	1,960
Employers Contacted (Follow up)- Visit	16	9	31
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	2	14
Level 2	3	4	10
Level 3	7	26	7
Level 4	2	21	0

TDM SERVICES

DOD/WHS

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	0
Matchlists Sent	11	3	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

DATA

JANUARY - MARCH 2022

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 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

**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	45	25
Matchlists Sent	263	231	127
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	8	12	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	238	46	66
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	497	547	156
Employers Contacted (Follow up)- Visit	12	103	38
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	95	32	0
Level 2	69	21	0
Level 3	18	7	3
Level 4	0	2	0

TDM SERVICES

FDA

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	1
Matchlists Sent	20	24	9
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

**FREDERICK
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	11	5
Matchlists Sent	238	93	92
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	5	2
GRH Baltimore Applicants	2	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	28	6	25
Employers Contacted (Follow up)- Visit	2	0	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	0	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	87	133	47
Matchlists Sent	377	144	160
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	24	18	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	0	2
Matchlists Sent	32	13	10
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	2	1
GRH Baltimore Applicants	2	1	2
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	3	4
Matchlists Sent	51	1	47
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	3	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	12	10
Matchlists Sent	181	70	99
Transit Applicants and Info Sent	3	4	0
GRH Washington Applicants	5	9	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	2	19	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	86	119	62
Employers Contacted (Follow up)- Visit	3	2	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	5	1
Level 2	0	0	1
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

MTA

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	3
Matchlists Sent	18	4	15
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	2	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

**BETHESDA TRANSPORTATION SOLUTIONS
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	8	0
Matchlists Sent	0	1	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

**MONTGOMERY COUNTY
COUNTYWIDE
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	10	6
Matchlists Sent	112	62	62
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	6	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	28	151
Employers Contacted (New)- Phone	36	75	108
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,154	2,716	1,502
Employers Contacted (Follow up)- Visit	63	39	48
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	1	6	1
Level 3	0	0	0
Level 4	2	0	1

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JANUARY - MARCH 2022**

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 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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	4	2
Matchlists Sent	16	17	16
Transit Applicants and Info Sent	2	1	3
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

**SHADY GROVE
JANUARY - MARCH 2022**

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 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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	4	0
Matchlists Sent	97	19	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	2	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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)
JANUARY - MARCH 2022**

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

TDM SERVICES

**NORTHERN SHENANDOAH
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	3	5
Matchlists Sent	141	18	31
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

**PRINCE GEORGE'S
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	29	16	5
Matchlists Sent	177	185	45
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	14	7	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	25	0	0
Employers Contacted (New)- Phone	8	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	16	0	0
Employers Contacted (Follow up)- Visit	5	0	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	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	56	39	24
Matchlists Sent	559	286	161
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	14	15	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	11	8	38
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	4	3	8
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
JANUARY - MARCH 2022**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	2	5
Matchlists Sent	97	38	27
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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

JANUARY - MARCH 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	3	8
Matchlists Sent	297	290	288
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	8	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	5	0
Employers Contacted (New)- Phone	16	10	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	10	6	0
Employers Contacted (Follow up)- Visit	12	9	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	4	1
Level 2	3	2	1
Level 3	0	0	0
Level 4	0	0	0

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JANUARY - MARCH 2022**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	11	0	10	21
ARLINGTON (COG)	8	2	10	20
ANNE ARUNDEL	17	1	4	22
BALTIMORE CITY	10	0	9	19
BMC	5	0	9	14
COG	41	10	42	93
DOD/WHS	3	0	2	5
DATA	0	0	0	0
DISTRICT OF COLUMBIA	25	4	65	94
FDA	1	280	4	285
FAIRFAX COUNTY	68	13	23	104
FREDERICK	25	39	87	151
GW RIDE CONNECT	87	580	735	1,402
HARFORD	5	0	7	12
HOWARD	7	0	10	17
LOUDOUN	24	5	35	64
MTA	3	0	11	14
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	15	9	23	47
Countywide	10	5	23	38
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	5	117	354	476
Shady Grove	0	0	0	0
Silver Spring	9	0	17	26
NIH	1	1	3	5
NORTHERN SHENANDOAH	17	0	1	18
PRINCE GEORGE'S	17	0	1	18
PRTC	29	7	46	82
RAPPAHANNOCK-RAPIDAN	56	13	104	173
TRI - COUNTY	8	7	4	19
TDM NETWORK MEMBERS				
TOTAL INPUT COMMUTER CONNECTIONS	507	1,093	1,639	3,239
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1,600		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY22, 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	4
FAIRFAX COUNTY, VA	10
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	8
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	0
TOTAL	22

**Technical Assistance to Local Agencies
January – March 2022**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2022				
Loudoun County	Mon 1/31/2022 3:09 PM	Thu 3/10/2022 1:31 PM	Thu 3/10/2022 1:31 PM	Update employer address
February 2022				
Transit	Fri 2/4/2022 5:31 PM	Tue 4/26/2022 2:27 PM	Tue 4/26/2022 2:29 PM	Delete account
March 2022				
Baltimore City	Tue 3/15/2022 11:21 AM	Tue 4/26/2022 2:26 PM	Tue 4/26/2022 3:25 PM	Enable report access
Transit	Fri 3/18/2022 10:30 AM	Tue 4/26/2022 2:26 PM	Tue 4/26/2022 3:39 PM	Table 4a Results for the month

FY 2022

January to March 2022	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)	50	3	9	238	0	2	36	8	11	16
Telework - NEW	0	0	0	0	0	0	1	8	0	0
Employers Contacted (follow-up)	10	1534	49	497	28	86	2154	16	0	10
Telework - FOLLOWUP	0	0	0	0	0	0	0	16	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	885	7448	3066	1	402	170	19520	966	2	0
Total Sales Meetings	4	63	16	12	2	3	63	5	4	12
Total Employers Contacted	949	9048	3140	748	432	261	21774	1019	17	38
New Level 1 TDM Programs	4	1	1	95	0	2	0	0	0	3
New Level 2 TDM Programs	0	2	3	69	0	0	1	0	0	3
New Level 3 TDM Programs	0	0	7	18	0	0	0	0	0	0
New Level 4 TDM Programs	1	0	2	0	0	0	2	0	0	0
New Telework Programs	0	0	0	0	0	0	2	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0