COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT
Q4 FY2022

April – June 2022

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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 April 2022, May 2022, and June 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: Frederick County, MD; and Prince William 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.

After the TPB voted to approve the FY2023 CCWP on March 16th as documented in Resolution TPB R12-2022, COG/TPB staff posted the final document to the Publications section of the Commuter Connections website. Hard copies were produced for distribution to stakeholders upon request. TIP funding schedules were reviewed; funding commitment letters were sent to the state funding agencies.

COG/TPB staff 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 Q1 CY2022 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in April. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice.

- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on May 4th. 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 work specifications for development tasks associated with Year 2 deliverables (Tasks D and E); the group provided concurrence on the direction of the enhancements.

- The project team met with representatives of Virginia and Maryland E-ZPass to discuss program implementation and integration strategies on April 6th. Staff distributed a document outlining two potential workflow options for E-ZPass, a "Technology Light" option and a "Maximize Automation" option. The group elected to pursue a "Technology Light" integration strategy. Staff subsequently began drafting work specifications to meet the needs of said workflow, which was finalized at a work group meeting on May 4th. The E-ZPass option was then coded and prepared on the backend of incenTrip; credits will be available once an MOU is signed between COG and E-ZPass agencies.

- 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.*).

- Marketing efforts related to *Task J: Marketing and TDM Program User Recruitment* continued for the MDOT service area and commenced for the Commuter Connections service area. (*See Section III.H-J).*

COG/TPB staff continued maintenance of the Commute with Confidence webpages for both Commuter Connections and the FederalETCs, which provides safe commuting guidance and other transit info because of the coronavirus pandemic, and the downloadable English and Spanish PDFs.

STDM Work Group meetings were coordinated and held on April 12th, May 10th, and June 14th.

COG/TPB staff participated in a WMATA Yellow Bridge/Tunnel and Potomac Yard Project Coordination meeting on April 26th and May 24th.

COG/TPB staff coordinated and held WMATA Platform Shutdown TDM Work Group meetings on April 27th and May 25th. COG/TPB staff pulled a geotargeted list of 283 employers and 709 individuals who might be affected by Metro's Platform Improvement Project this summer from its various databases. An Informz correspondence for each group was drafted and sent the week of May 23rd.

COG/TPB staff participated in a Washington Metropolitan Area Bus Leaders Meeting on April 27th.

A Commuter Connections Subcommittee meeting was coordinated and held on May 17th. 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:
- Presentation on the FY2022 Car Free Day Event Draft Report
- Update on Clean Air Partners activities
- Guest presentation on the Metro Yellow Line Tunnel/Bridge and Potomac Yard projects
- Briefing on the 2022 Bike to Work Day Event
- Update on the Regional TDM Evaluation Project
- Briefing on the 2022 Car Free Day Event
- Roundtable discussion on recent gasoline prices and their impact on commuter and transit services
- Briefing on the FY2022 3rd Quarter CCWP Progress and Budget Reports

COG/TPB staff participated in a I-495 Southside Capital Beltway Transit/TDM Study TAC meeting on May 25th.

COG/TPB staff coordinated and held a TDM System training session for Howard County on June 16th.

A Commuter Connections Ridematching Committee meeting was coordinated and held on June 21st. 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:
- Updates on Vanpool Functionality within the TDM System
- Roundtable discussion on local program updates
- Highlights from the FY2022 3rd Quarter Progress Report
- Information request for the July 2022 TDM Resource Directory

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. 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 June 2022, COG and its members served 13,361 commuters registered in ridematching. This is an increase of 377 quarter-to-quarter, from 12,984 at the end of March 2022. Year over year there was a decrease of 336 from 13,697 at the end of June 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 Nift Gift incentive was successfully launched to end-users in May; WMATA SmarTrip credits were launched in late June. E-ZPass credits were programmed into the backend of the app and prepared for activation following the execution of an MOU between COG and E-ZPass agencies.

- The project team continued to develop and update programs related to *Task D: TDM Deployment for Non-Recurrent Congestion Mitigation.* The team made an update to the

Flextime Rewards design plan and work specifications, mostly to align the program with the secondary Task D item, Travel Alerts. Draft work specifications for Travel Alerts were drafted by COG/TPB staff and sent to the project team for review on April 27th. Design plans were finalized for Flextime Rewards program integration and UMD commenced coding the Flextrip Module and Flextime Module in June.

- COG/TPB staff drafted work specifications for *Task E: Corridor-Level TDM Deployment for Multimodal ICM and TSM&O* in May, which include corridor challenges along I-270 and I-66. UMD developers confirmed the GIS data for corridor challenges is in the required format and geographic projection and its geometry is accurate. UMD drafted database designs for corridor challenges.

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 ATCMTD tasks, migrating Commuter Connections services to the cloud hosted by Amazon Web Services (AWS), converting the TDM System from Oracle to Postgres, enhancements to the TDM System's vanpool functionality, some small bugs in the TDM system, and user experience upgrades.

COG/TPB staff, Media Beef, and LDA Consulting finalized the software programming needed to complete the GRH Washington and Baltimore Applicant Surveys in early April. Following final testing by staff, the GRH Applicant Survey for Washington went live during the first half of April and ended the last week of the month. The survey for Baltimore GRH members began the last week of April and concluded in May.

Media Beef fixed a bug that prevented certain users from signing in to incenTrip using their Commuter Connections accounts.

Work continued on the Flexible Vanpool and the Supplemental Vanpool Administrator Module. In April, members of the Flexible Vanpool Workgroup beta tested the Supplemental Vanpool Administrator Module. COG compiled feedback from testers and passed it on to Media Beef to address. Media Beef subsequently enhanced the module based on feedback and released the Module to Commuter Connections network members in June. The Module contained functionality to program flexible vanpools into matchlists. The real-time component of Flexible Vanpool was delayed to the following quarter.

After some discussion regarding incenTrip's behavior in the areas of trip planning and logging at the April TDM Technology Development meetings, UMD formulated an approach to addressing these matters and began modifying sections of their code that handles these functions. In June, UMD and Media Beef finished writing code that will ensure Commuter Connections receives all trip logs generated by incenTrip.

Media Beef fixed a bug in the TDM system that caused GRH trip users not to be asked to take the GRH Customer Satisfaction Survey.

COG/TPB staff continued their research into migrating the Oracle database to Postgres and hosting it on Amazon Web Services. Media Beef delivered a draft migration plan to help guide the process. Staff have done some porting and testing and early results look promising although unknown nuances are expected.

The Commuter Connections mobile app was downloaded 150 times throughout the quarter, bringing total downloads to 6,381 by the end of June.

D. Commuter Information System

COG/TPB staff completed the 2nd Edition of the Regional Paper Bike Map.

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.

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 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 April and June, there were 243 applications received. A total of 213 new applicants were registered (209 new applicants and 4 "one-time exception" users) and 387 commuters were re-registered. During the same time period, the GRH program provided 138 GRH trips. One of these trips was a "one-time" exception. "Personal Illness" accounted for the largest portion of the GRH trip reasons followed by "Family Emergency." As of June 30th, a total of 1,846 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 May 26th to discuss daily GRH program operations.

COG/TPB staff began the process of collecting GRH ride provider contractual items for FY2023 renewals in June.

III. MARKETING

A. TDM Marketing and Advertising

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 continued implementing the second phase of the FY2022 Regional TDM Recovery Marketing Campaign. Advertising occurred on Instagram, YouTube TikTok and radio in April. A mass mailer was sent to approximately 500,000 households in June.

COG/TPB staff worked with Arch Street Communications to produce two additional videos for the "Commute With Confidence" Live Discussion series. Both videos featured interviews with Commuter Connections commuters.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the spring 2022 newsletter and Federal ETC insert in April. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in May. Staff then prepared a timeline for the development of the summer 2022 newsletter and generated article content ideas.

COG/TPB staff completed work on the 2nd edition of the paper regional bike map in April. Staff ordered printed copies of the map and ensured Bike to Work Day pit stop managers were given the opportunity to obtain the maps at t-shirt pickup. A PDF version of the map was uploaded to the Commuter Connections website for download and/or order. Staff presented the map on May 17th to the Bicycle and Pedestrian Subcommittee.

COG/TPB staff met with the marketing contractors on April 20th to discuss the upcoming incentive programs regional marketing campaign.

COG/TPB staff prepared and released a Commuter Connections Regional TDM Mass Marketing project Request for Proposals on April 26th. Responses were collected and evaluation began in June. The final scoring process is expected to occur in July.

COG/TPB staff attended the following fairs and promotions:
- April 21st – USPTO Virtual Green Fair
- May 19th – Fort Belvoir Employee Transportation Fair

A Regional TDM Marketing Group meeting was coordinated and held on June 21st. 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:
- Overview of the Commuter Connections FY22 Marketing Activity
- Briefing on the update process for the FY2023 Regional TDM Resource Guide and Strategic Marketing Plan (SMP)
- Guest presentation on Prince George's County marketing

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

- Posted news articles, publications (e.g., Spring 2022 Newsletter, new Commuter Connections Bike Guide, FY2023 CCWP), construction projects, press releases, and upcoming events as needed
- Updated the bike-routing page
- Posted the new PDF version of the Regional Bike Map to the "Order Brochures" page
- Updated the Metro Platform Improvement page to include information the 2022 project
- Added a link to the Metro Platform Improvement page to the website homepage in May for increased page visibility
- Updated language and images on the Employer Recognition Awards webpage
- Published Employer Recognition Award winners following the event in June
- Updated the incenTrip page to reflect new Nift and SmarTrip options
- 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 March, April and May.

B. Bike to Work Day

Preparation for the May 20, 2022 Bike to Work Day event continued from the prior quarter. COG/TPB staff worked with the marketing contractor, Odonnell Company, to finalize creative assets for the event. A promotional toolkit for sponsors was developed to help promote their sponsorship of the event. Purchase orders were processed for the media buy. The marketing team executed the paid media plan and earned media plan. An email blast was sent to nearly 32,000 individuals encouraging them to sign up for the event. A press release was drafted and distributed on May 16th.

COG/TPB staff created a social media calendar and made daily posts to Twitter, Facebook, and Instagram promoting the event. Instagram posts began on May 2nd and continued through the day of the event; 49,540 people were reached. A YouTube video was posted on May 2nd and was boosted through the day of the event; 27,530 views were accumulated. Staff also responded to general questions asked on social media pages. Staff recorded a t-shirt reveal video and posted the video and images to social media.

COG/TPB staff made a presentation on Bike to Work Day at the April 1st TPB Technical Committee meeting. Staff coordinated the Bike to Work Day Proclamation signing on April 20th by TPB Chair and City of Manassas Vice Mayor, Pamela Sebesky. An email was sent to TPB members inviting them to participate in the event in May.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on May 11th. 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:
- T-Shirt Pickup
- Marketing Update
- Proclamation
- Earned Media
- Pit Stop Manager Progress Reports

T-shirts were procured from the vendor. Staff coordinated with volunteers to conduct the t-shirt sorting at ICF.

COG/TPB staff updated the Commuter Connections Subcommittee at its May 17th meeting about the upcoming Bike to Work Day 2022 event.

The regional Bike to Work Day event took place on May 20th at 95 pit stops throughout the region.

Following the event, COG/TPB staff coordinated the distribution of prizes as part of the 2022 event for the region raffle.

COG/TPB staff coordinated a luncheon at the University of Maryland on June 30th for the Bike to Work Day Employer Challenge. COG/TPB made social media posts congratulating the University of Maryland.

COG/TPB staff completed the following BikeToWorkMetroDC.org website updates:
- Added, updated, and remove pit stop pages
- Added various sponsor logos to pit stop pages
- Added the 2022 video
- Added the 2022 Regional Proclamation
- Added convoy information and updated the associated map
- Added news, events, and a press release
- Upon event conclusion, website edits were made to announce the conclusion of registration
- 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. COG/TPB staff secured vendors for the awards trophies, video services, and printing for the program booklet and invitations. Staff notified all winners of the Selection Committee's outcome by phone and via formal letter in May. Winners for the Employer Services awards were selected. Staff worked with the marketing contractor, Odonnell Company, to design the awards program booklet, program invitation/envelope, and podium sign. E-invites were created and sent to 637 recipients, along with a follow-up reminder to RSVP for the event. Videos were produced featuring each of the winners. A media plan was created in conjunction with the marketing contractor. An agenda for the event was finalized. Staff prepared remarks for TPB officers presenting award at the ceremony.

The Commuter Connections Employer Recognition Awards event was held at the National Press Club on June 28th. The in-person event was livestreamed by COG/TPB staff on Facebook.

Following the event, a press release was issued. Additionally, a Wall Street Journal award winner ad ran in the paper on June 30th; the ad was developed by staff and Odonnell Company. Award winners were added to the Commuter Connections website. Staff sent thank you letters to awards presenters.

D. 'Pool Rewards

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:
- Staff approved two (2) new 'Pool Rewards vanpools

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

COG/TPB staff processed invoices for vans operating during the months of March, April, and May:
- Staff approved fifteen (21) subsidy payments for 'Pool Rewards vanpools throughout the quarter
- There were no payments for 'Pool Rewards carpools

As of June 30th, there was one (1) active 'Pool Rewards carpool and eight (8) operating 'Pool Rewards vanpools.

A media plan was created for June 2022 'Pool Rewards marketing. Creative materials were produced in conjunction with the marketing contractor, Odonnell Company. Promotions included two Instagram ads that reached over 30,000 people, digital banners, TikTok influencers, a native article and a newsletter article.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on May 11th. 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
- Update on the status of Marketing Materials
- Update on the Sponsorship Drive
- Discussion on the Online Pledge Form
- Guest presentation on DC Open Streets

COG/TPB staff updated the Commuter Connections Subcommittee at its May 11th meeting on the status of the regional Car Free Day 2022 event planning.

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 consulted with the marketing contractor, Odonnell Company, to create a media plan and creative assets for the June 2022 CarpoolNow marketing campaign. The campaign consisted of three Instagram ads that reached over 15,000 people and two Park and Ride Lot promotional events. One event was held on June 23rd at the Horner Road Park and Ride Lot in Prince William County with WIHT/iHeartMedia (Hot 99.5) and OmniRide. Another event was held on June 29th at the Accokeek Park and Ride Lot in Prince George's County with WIHT/iHeartMedia (Hot 99.5) and Prince George's RideSmart.

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 75 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 234 times during the quarter, bringing total downloads to 5,030.

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.*).

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,214 users were registered for the program as of June 30th. There were 30 new Commuter Connections accounts created through the incenTrip app. A total of 58 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 22 check, 32 PayPal, and 4 gift card incentive requests. Staff responded to 28 incenTrip related inquires.

Staff and the marketing contractor, Odonnell Company, finalized the media plan and creative assets for the June 2022 marketing campaign, which included the traditional Commuter Connections service area and the expanded ATCMTD megaregion. A marketing campaign commenced the week of May 30th. The campaigns targeted both the traditional Commuter Connections service area and the expanded ATCMTD megaregion. Three Instagram ads were posted which reached 13,000 people and three Google ads were placed which made 2,600 impressions. Additional promotions included TikTok influences and radio ads on WTOP, WPOC, and WRVA which garnered 1,725,000 impressions.

J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. Planning meetings were held biweekly with MDOT staff April – May to discuss general operations of the program. Supplemental topics of discussion included marketing efforts, incentive integration, and download/usage statistics.

Staff and the marketing contractor, Odonnell Company, finalized media plan and creative assets for the June 2022 marketing campaign. A marketing campaign commenced the week of May 30th. The campaign targeted urban centers across the state. Three Instagram ads were placed which reached over 155,000 people, and three Google ads were placed which made 500 impressions. Radio ads were also placed on WAFY, WBQB, WFMD, WFRE, and WWEG which garnered an estimated 1,275,000 impressions.

According to the UMD Agency Dashboard, approximately 155 end-users were registered for the program as of June 30th. A total of 2 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 April 11th, May 9th, and June 13th.

In April, Monthly Employer Outreach sales activity reports were received from the District of Columbia and Arlington County. Outstanding reports remained from 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.

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In June, Monthly Employer Outreach sales activity reports were received from the District of Columbia and Arlington County. Outstanding reports remained from 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 April, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax and Prince George's Counties.

In May, COG/TPB staff fulfilled Employer Outreach data requests from Prince William and Frederick Counties.

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

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

COG/TPB staff oversaw LDA Consulting and Media Beef as programming work for the 2022 GRH Applicant survey concluded. The internet survey was released to current and past registrants in early April. A postal letter was sent out by USPS to "telephone only" survey recipients on April 7th; LDA Consulting subsequently began conducting telephone survey interviews. Several reminder emails were sent to recipients before the survey was closed in late April. Approximately 1,500 responses were gathered. Data processing commenced in May. The 2022 GRH Washington Applicant Survey Draft Report was completed and prepared for presentation at the upcoming July 19th Commuter Connections Subcommittee meeting.

Work continued on the 2022 State of the Commute Survey. COG/TPB staff oversaw LDA Consulting as they processed and cleaned data generated from the nearly 8,400 unique survey respondents. The 2022 State of the Commute Draft Technical Report was completed and prepared for presentation at the upcoming July 19th Commuter Connections Subcommittee meeting.

COG/TPB staff met with LDA Consulting on May 24th regarding the scope of work and budget for an FY2024 option year contract amendment.

B. Program Monitoring and Tracking Activities

Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications. The FY2022 2nd Half Regional TDM Marketing Campaign Summary draft report was created and presented to the Regional TDM Marketing Group meeting on June 21st.

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 accepted comments for the Car Free Day 2021 draft event report through April 15th. The report was updated and presented to the Car Free Day Steering Committee and Commuter Connections Subcommittee in May. A final comment period was established through June 10th.

COG/TPB staff presented the final Second Quarter FY2022 Employer Outreach Verification Statement and draft Third Quarter FY2022 Employer Outreach conformity verification statements to the Employer Outreach Committee on April 19th. Data collection continued for the FY2022 third and fourth quarter reports.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to implement SQL updates to improve results when queries are submitted in the database. Work was also done to improve results when queries are submitted to the database.

COG/TPB staff completed the FY2022 Employer Outreach Snapshot Analysis and project recommendations for distribution to the state funding agencies.

COG/TPB staff completed and distributed the final March FY2022, April FY2022, and May FY2022 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 3rd Quarter CCWP Progress Report for FY2022. The report was distributed at the May 17th 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. Work continued on reviewing a proposed upgrade of the Act! Database version as well as how to improve the analysis of the database records. Following the review, a new version of Act! was installed in June, v24, to replace v19.

A new purge process for the database was implemented, which will occur on an annual basis.

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 finalized edits for the revised edition of the employer/employees bicycling guides and coordinated printing and delivery, ahead of the Bike to Work Day event. The guide was made available to pit stop managers during t-shirt pickup at ICF so Bike to Work Day pit stops could have the guides present at their pit stops.

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 companies for the FY2022 case studies on exceptional employers in the region. Two new completed case studies for FY2022 were finalized and presented at the April 19th Employer Outreach Committee meeting. The case studies featured the Henry Jackson Foundation in Maryland and IDA in Virginia. Following the meeting, Squire, Patton, & Boggs in Washington, DC was identified for a case study profile. The case study was developed and prepared for presentation at the upcoming July 19th Employer Outreach Committee meeting.

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 April 19th Employer Outreach Committee meeting. Topics covered in the meeting included:
- Final Second Quarter FY2022 and Draft Third Quarter FY2022 Conformity Verification Statements

- Review of FY2022 Employer Outreach Case Studies
- Briefing on the ACT! Database update and new purge process
- Guest presentation on the Washington, DC Parking Cash-out Law
- Guest presentation on the MDOT Employer Tax Incentive SB210
- Update on potential FY2023 Sales Training Topics

COG/TPB staff gave a presentation to employers on May 4th as part of the I-66 Employer Outreach project.

COG/TPB staff coordinated and held a sales training session titled "Restarting Your TDM Program Post-Pandemic" on June 9th. Trainers Allie Velleca and Lauren Travis of AECOM conducted the training.

COG/TPB staff built a survey and collected responses from local jurisdictions on training tops for FY2023.

COG/TPB staff prepared content for the upcoming July 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 June 30th, a total of 106 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 monitored and maintained the TDM System which houses and processes all GRH Baltimore registration and trip data.

COG/TPB staff oversaw LDA Consulting and Media Beef as programming work for the 2022 GRH Baltimore Applicant survey concluded. The internet survey was released to current and past registrants in mid-April. Additionally, LDA Consulting conducted telephone survey interviews. Several reminder emails were sent to recipients. The survey closed in early May and LDA Consulting subsequently began to clean and analyze data generated by the responses. The 2022 GRH Baltimore Applicant Survey Draft Report was completed and prepared for presentation at the upcoming July 19th Commuter Connections Subcommittee meeting.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided six (6) 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 May 26th to discuss daily GRH Baltimore program operations.

COG/TPB staff began the process of collecting GRH Baltimore ride provider contractual items for FY2023 renewals.

TDM SERVICES

REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	125	80	68
Locals Rideshare Apps (New and Re-apps)	1,799	1,760	1,407
Matchlists Requested	3,762	3,169	68
Transit Applicants/Info Sent	28	17	8
GRH Washington Applicants	243	130	0
GRH Washington Rides Provided	138	54	43
GRH Baltimore Applicants	15	8	0
GRH Baltimore Rides Provided	6	5	4
Telework Info Requests	58	6	3
Phone/Fax Applicants	0	0	0
Internet Applicants	2,392	2,313	1,775
Employer Applicants	0	0	0
Total Hits on website	25,185	19,492	16,682

TDM SERVICES

ALEXANDRIA
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	11	2
Matchlists Sent	42	61	25
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	2	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	171	50	58
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	15	10	53
Employers Contacted (Follow up)- Visit	25	4	16
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	4	3
Level 2	0	0	1
Level 3	0	0	3
Level 4	4	1	1

TDM SERVICES

ARLINGTON
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	20	8	7
Matchlists Sent	84	29	29
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	9	3	4
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	3	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,115	1,534	1,887
Employers Contacted (Follow up)- Visit	49	63	51
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	1
Level 2	0	2	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	17	6
Matchlists Sent	48	77	15
Transit Applicants and Info Sent	3	2	0
GRH Washington Applicants	7	5	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	2	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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	10	7
Matchlists Sent	66	31	21
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	8	4	0
GRH Baltimore Applicants	8	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 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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	1
Matchlists Sent	36	40	7
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	4	2	2
GRH Baltimore Applicants	4	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 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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	119	66	58
Matchlists Sent	408	292	177
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	31	20	17
GRH Baltimore Applicants	2	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	36	9	30
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	158	49	210
Employers Contacted (Follow up)- Visit	37	16	23
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	1
Level 2	23	3	1
Level 3	10	7	0
Level 4	3	2	0

TDM SERVICES

DOD/WHS
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	0
Matchlists Sent	15	11	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 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
APR - JUN 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 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
**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	115	68	42
Matchlists Sent	684	263	168
Transit Applicants and Info Sent	3	3	0
GRH Washington Applicants	30	8	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	3	0	0
Employers Contacted (New)- Phone	72	238	39
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	519	497	212
Employers Contacted (Follow up)- Visit	0	12	181
Employers Contacted - Number of Potiential (Follow up)	86	0	0
New TDM Programs Established			
Level 1	29	95	0
Level 2	40	69	0
Level 3	12	18	0
Level 4	0	0	0

TDM SERVICES

FDA
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	1
Matchlists Sent	2	20	3
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

FREDERICK
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	25	13
Matchlists Sent	232	238	146
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	9	4	5
GRH Baltimore Applicants	0	2	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	28	3
Employers Contacted (Follow up)- Visit	0	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

GW RIDE CONNECT
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	100	87	66
Matchlists Sent	465	377	192
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	35	24	16
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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	5	1
Matchlists Sent	10	32	9
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	1
GRH Baltimore Applicants	1	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	7	4
Matchlists Sent	123	51	25
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	5	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 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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	24	20
Matchlists Sent	223	181	113
Transit Applicants and Info Sent	2	3	0
GRH Washington Applicants	16	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	2	2	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	95	86	64
Employers Contacted (Follow up)- Visit	4	3	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	1
Level 2	1	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

MTA
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	3	5
Matchlists Sent	24	18	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	5	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

BETHESDA TRANSPORTATION SOLUTIONS
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	15	2
Matchlists Sent	1	0	0
Transit Applicants and Info Sent	0	0	0
GRHWashington Applicants	1	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

MONTGOMERY COUNTY
COUNTYWIDE
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	10	6
Matchlists Sent	150	112	25
Transit Applicants and Info Sent	3	1	1
GRH Washington Applicants	8	7	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	3
Employers Contacted (New)- Phone	24	36	54
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7,837	2,154	1,304
Employers Contacted (Follow up)- Visit	85	63	57
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	1	1	0
Level 3	0	0	0
Level 4	0	2	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
APR - JUN 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 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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	88	5	46
Matchlists Sent	16	16	9
Transit Applicants and Info Sent	1	2	4
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
APR - JUN 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 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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	9	1
Matchlists Sent	26	97	7
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	6	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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)
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	0
Matchlists Sent	2	3	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	1	0
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 Potiential (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 Potiential (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
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	17	7
Matchlists Sent	174	141	83
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	1	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

PRINCE GEORGE'S
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	29	19
Matchlists Sent	181	177	127
Transit Applicants and Info Sent	2	2	0
GRH Washington Applicants	20	14	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	49	25	28
Employers Contacted (New)- Phone	34	8	28
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	15	16	21
Employers Contacted (Follow up)- Visit	2	5	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	61	56	27
Matchlists Sent	321	559	156
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	27	14	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	8	11	47
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	11	4	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	0
Level 2	2	0	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	8	5
Matchlists Sent	123	97	19
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	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

TRI-COUNTY
APR - JUN 2022

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	20	5
Matchlists Sent	306	297	209
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	9	8	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	14	16	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	6	10	5
Employers Contacted (Follow up)- Visit	6	12	5
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	3	2
Level 2	0	3	3
Level 3	0	0	0
Level 4	0	0	0

Table 1			
National Capital Region Transportation Planning Board			
Commuter Connections Program			
Quarterly Activity and Impact Summary			
APRIL - JUNE 2022			
Commuter Connections Activity	**This Quarter**	**Last Quarter**	**Since July 1, 2021**
Total applicants/info provided:	4,195	3,829	17,697
Rideshare applicants	1,799	1,840	7,562
Matchlists sent	3,762	3,220	11,300
Transit applicants/info sent	28	17	64
GRH applicants	604	447	2,064
Bike to work info requests	10	3	17
Telework info requests	58	29	172
Internet users	25,185	19,492	83,501
Internet applicants	2,392	2,313	9,486
New employer clients	361	365	1,267
Employee applicants	0	0	0
Program Impact Performance Measure	**This Quarter**	**Last Quarter**	**Since July 1, 2021**
Continued placements	785	802	3,298
Temporary/one-time placements	229	234	965
Daily vehicle trips reduced	218	223	918
Daily VMT reduced	5,036	5,151	21,207
Daily tons NOx reduced	0.0010	0.0010	0.0042
Daily tons VOC reduced	0.0007	0.0007	0.0029
Daily tons PM2.5 reduced	0.00007	0.00007	0.00029
Daily tons PM2.5 NOx reduced	0.0013	0.0014	0.0056
Daily tons GHG reduced	2.0169	2.0630	8.4899
Daily gallons of gas saved	280	286	1,178
Daily commuter costs saved	$1,158	$1,185	$4,878

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.

TABLE 2 COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY APRIL - JUNE 2022	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	10	3	4	17
ARLINGTON (COG)	20	1	12	33
ANNE ARUNDEL	9	3	14	26
BALTIMORE CITY	13	2	7	22
BMC	7	0	3	10
COG	91	5	37	133
DOD/WHS	5	0	1	6
DATA	0	0	0	0
DISTRICT OF COLUMBIA	28	1	25	54
FDA	0	70	9	79
FAIRFAX COUNTY	115	12	88	215
FREDERICK	22	70	104	196
GW RIDE CONNECT	100	226	295	621
HARFORD	3	1	3	7
HOWARD	12	1	8	21
LOUDOUN	45	10	46	101
MTA	6	0	5	11
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	9	6	22	37
Countywide	30	3	156	189
Friendship Heights/Rockville	0	0	20	20
North Bethesda TMD	88	368	946	1,402
Shady Grove	0	0	1	1
Silver Spring	10	0	56	66
NIH	1	0	2	3
NORTHERN SHENANDOAH	3	3	7	13
PRINCE GEORGE'S	31	5	35	71
PRTC	61	17	120	198
RAPPAHANNOCK-RAPIDAN	10	4	2	16
TRI - COUNTY	34	225	200	459
TDM NETWORK MEMBERS				
TOTAL INPUT COMMUTER CONNECTIONS	**763**	**1,036**	**2,228**	**4,027**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS	**1,799**			

Technical Assistance to Local Agencies
April – June 2022

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
April 2022				
TransIT Services	Fri 4/18/2022 10:30 AM	Wed 4/27/2022 10:47 AM	Wed 4/27/2022 10:47 AM	Table 4a
TransIT Services	Fri 4/26/2022 3:39 PM	Wed 4/27/2022 10:47 AM	Wed 4/27/2022 10:47 AM	Table 4a
May 2022				
TransIT Services	Fri 5/9/2022 9:09 AM	Fri 5/9/2022 9:09 AM	Fri 5/9/2022 9:09 AM	Table 4a
March 2022				
TransIT Services	Thu 6/16/2022 10:29 AM	Thu 6/16/2022 10:29 AM	Thu 6/16/2022 10:29 AM	Table 4a

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY22, FOURTH 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	3
FAIRFAX COUNTY, VA	4
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	3
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	2
ST. MARY'S COUNTY, MD	1
TOTAL	**13**
*1 applicant from Fauqier County, VA	

FY 2022 April to June 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)	171	0	36	72	0	2	24	34	8	14
Telework - NEW	0	0	0	0	0	0	0	34	0	0
Employers Contacted (follow-up)	15	1,115	158	519	0	95	7,837	15	0	6
Telework - FOLLOWUP	0	0	0	0	0	0	0	15	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	875	11,192	9,890	1	268	182	118,132	14,572	800	0
Total Sales Meetings	5	49	37	86	0	4	85	2	11	8
Total Employers Contacted	1,066	12,356	10,121	678	268	283	126,078	14,672	819	28
New Level 1 TDM Programs	1	0	2	29	0	0	0	0	3	8
New Level 2 TDM Programs	0	0	23	40	0	1	1	0	2	0
New Level 3 TDM Programs	0	0	10	12	0	1	0	0	1	0
New Level 4 TDM Programs	4	0	3	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0