



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
JULY – SEPTEMBER 2021**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**



# FY2021 1st Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in July 2020, August 2020 and September 2020) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests from Frederick County, MD and North Bethesda TMD. 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 completed and presented the draft timeline and highlights for the FY2022 CCWP, along with the Commuter Connections Strategic Plan, to the STDM Work Group and to the Commuter Connections Subcommittee in September. Work also continued on preparing the draft FY2022 CCWP and budget.

The July 2020 TDM Resources Directory was produced. As part of the update, the Park & Ride listing was updated with refined data from the paper Park & Ride Lot Map update. The Directory was published and distributed in August.

Commuter Connections continued to facilitate a Federal ETC Advisory Work Group with representation from GSA, NCPC, and COG to facilitate Federal ETC handbook updates and a Federal ETC response to the coronavirus pandemic. NCPC and GSA provided feedback on a Federal ETC “Commute with Confidence” document produced by COG/TPB staff; staff subsequently updated and posted the document to FederalETC.org and coordinated with GSA to send an email notice to Federal ETCs regarding the new resource. NCPC and GSA also submitted feedback on the first draft of the TDM Handbook Update in July. Most feedback related to the Work Group’s desire to revamp the Handbook so that it better serves as a bridge from the newly-passed Transportation

Element and Addendum (passed by the NCPD in July) and implementation on behalf of Federal ETCs. This requires substantial edits to the Handbook on behalf of COG. A new draft of the Handbook is expected in October. NCPD and GSA are expected to conduct another round of review before publishing the Handbook.

Work continued on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. A kickoff meeting was held between COG/TPB staff and USDOT/FHWA to discuss grant management expectations on July 9<sup>th</sup>. Meetings with the Greater Washington Partnership and DDOT were held on July 30<sup>th</sup> and with VDOT/VDRPT and MDOT on July 31<sup>st</sup> to discuss the scope and budget of the project. Meetings were then held with UMD staff on August 3<sup>rd</sup>, 20<sup>th</sup>, 25<sup>th</sup>, and 28<sup>th</sup> to discuss the scope of work and project budget. Staff also met with FHWA representatives on August 5<sup>th</sup> and September 17<sup>th</sup> to discuss the project budget and scope of work, and with VDOT representatives on August 20<sup>th</sup> to discuss the project. COG/TPB staff prepared a Resolution (R27-2020) the August 12<sup>th</sup> COG Board meeting consent agenda to receive and expend the grant funds once they became available. Staff also prepared and presented TPB Resolution SR4-2021 to include funding for the TPB's ATCMTD grant in the TIP for the TPB Steering Committee to review and approve on September 4<sup>th</sup>. Staff continues to perform pre-award administrative work related to project commencement.

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. Staff participated in a COG Public Information Officer's meeting on July 13<sup>th</sup> to discuss the information provided by the clearinghouse.

STDM Work Group meetings were coordinated and held on July 14<sup>th</sup> and September 8<sup>th</sup>.

Commuter Connections continued to facilitate the WMATA TDM Platform Shutdown Work Group. The Work Group sought to coordinate regional TDM efforts among network members to ease the commute interruptions caused by the summer Metrorail platform work that closed down several Metrorail stations in Virginia along the Orange and Silver lines. The final meeting of the summer construction season was held on July 15<sup>th</sup>.

COG/TPB staff participated in a I-495 American Legion Bridge Transit/Transportation Demand Management Study stakeholder meeting on July 16<sup>th</sup>.

COG/TPB staff conducted a TDM System follow-up training session with the City of Alexandria on July 17<sup>th</sup>; the original training occurred on June 12<sup>th</sup>.

A Commuter Connections Subcommittee meeting was coordinated and held on July 21<sup>st</sup> via Webex. Highlights from the meeting included:

- Appointment of the Vice Chair Nominating Committee
- Endorsement of the FY2020 Regional Vanpool Driver Survey

- Endorsement of the FY2020 Car Free Day Event Report
- Update on the Metro Platform Shutdown project from WMATA
- Clean Air Partners update
- Briefing on the results of the FY2020 Regional Employer Telework Survey
- Briefing on the FY2018 – FY2020 Regional TDM Evaluation Analysis Draft Report
- Presentation on the 2020 Car Free Day Event
- Briefing on the FY20 4<sup>th</sup> Quarter Preliminary Budget Reports

COG/TPB staff participated in an NVTC NOVA Transit Coordination conference call meeting on August 18<sup>th</sup>.

A Commuter Connections Vice Chair Nominating Committee conference call meeting was held on August 24<sup>th</sup>.

A MPO TDM Peer Exchange meeting was coordinated and held on August 26<sup>th</sup>.

COG/TPB staff participated in a Transportation Energy Analytics Dashboard (TEAD) use case scenario meeting on September 3<sup>rd</sup>.

COG/TPB staff met with VDOT representatives and their consultant on September 18<sup>th</sup> to discuss the RM3P dynamic incentivization project.

COG/TPB staff facilitated a TDM System training refresher with Frederick County on September 28<sup>th</sup>.

A Commuter Connections Subcommittee meeting was coordinated and held on September 15<sup>th</sup> via Webex. Highlights from the meeting included:

- Announcement of new Vice Chair (Kari Snyder), recognition of current Chair, (Marcus Moore), and Change of Chair to Marina Budimir
- Briefing on the FY2018 – FY2020 Regional TDM Evaluation Analysis Draft Report
- Briefing on the 2020 Congestion Management Process (CMP) Technical Report
- Update on the FY2021 Regional TDM Evaluation Project
- Clean Air Partners Update
- Presentation on the 2020 Car Free Day Event
- Briefing on the FY2022 CCWP and Strategic Plan
- Briefing on the FY2020 4<sup>th</sup> Quarter CCWP Progress and Budget Reports; and the FY2020 Annual Report

COG/TPB staff worked on securing a new Vice Chair for the Ridematching Committee. A Ridematching Committee meeting was coordinated and held on September 15<sup>th</sup> via Webex. Highlights from the meeting included:

- Announcement of new Vice Chair (Andrew Dempster), recognition of current Chair (Allison Kemp), and Change of Chair to Hugh McGloin
- Roundtable on Upcoming Fairs and Promotions
- SchoolPool Update

- Discussion on Adaptation to Business in the Era of COVID-19
- Quarterly and Annual Progress Report briefing

## **B. Transportation Information Services**

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

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

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

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

At the end of September 2020, COG and its members served 15,426 commuters registered in ridematching. This is a decrease of 1,134, from 16,560 at the end of June 2020. Year over year there was a decrease of 1,941 from 17,367 at the end of September 2019.

COG/TPB staff installed and configured Oracle 19c Database on a server to use solely in the event of a disaster that would cause the production server to be unavailable. Staff tested moving data from the old server to the disaster recovery server and loading it

COG/TPB staff met with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Notable discussion topics included employer record de-duplication from the Oracle database, chatbot testing, incenTrip, initiating a SchoolPool purge process, and Placement Rate Survey development.

Media Beef continued to fix bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and the Commuter Connections mobile app.

A chatbot was deployed to the [tdm.commuterconnections.com](http://tdm.commuterconnections.com) website. Prior to deployment, Media Beef conducted a training session with COG/TPB staff on chatbot administration.

COG/TPB staff continued to oversee work performed by the University of Maryland and Media Beef on incenTrip enhancements. The Trip Log API and Employer Registration API

were integrated into a beta version of the incenTrip. Additional changes to the beta version of the app include account linkage enhancements between incenTrip and the TDM System. Staff tested both Android and iOS versions of the incenTrip beta app and provided detailed feedback to UMD. Follow-up technical discussions between COG, UMD, and Media Beef were facilitated by staff on September 16<sup>th</sup> and September 29<sup>th</sup>. Several modifications were requested to the next version of incenTrip beta, which is scheduled to be released in October for further testing.

COG/TPB staff began internal planning and scoping for the incenTrip Local Administration and Payment Module enhancements for the TDM System. Contractor work on these enhancements is expected to begin immediately following implementation of the Placement Rate Survey.

COG/TPB staff in concert with Media Beef worked on removing thousands of duplicate employer and employer address records from the Oracle database. In order to generate matches for commuters using the same employer (as distinct from commuters using the same or nearby addresses), the database must be as free as possible of duplicate employer records. A considerable number of unused records have accumulated over the years. This is caused primarily by commuters and some ridematching coordinators misunderstanding the online registration form and the part played by employer and employer address records in ridematching and reporting. This project will be ongoing while staff and Media Beef discuss how to develop and implement a processes solution that will mitigate the problem going forward.

COG/TPB staff worked on a contract amendment with Media Beef for work to be performed in FY2021.

The Commuter Connections mobile app was downloaded 75 times throughout the quarter, bringing total downloads to 5,668 by the end of September.

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

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

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

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The web app helps the user find the safest, most enjoyable routes when traveling by bicycle in the Washington, DC Metropolitan Region. Staff also

began processing new data that will be used to update the map; this effort is being done alongside planning efforts for a new print version of the map.

COG/TPB staff received and processed the third quarter updates for the HERE Streets to use in our mapping and routing products.

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

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

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

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

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

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of July and September, there were 549 GRH applications received. A total of 46 applicants were registered (46 new applicants and 0 previous “one-time exception” users) and 503 commuters were re-registered. During the same time period, the GRH program provided 23 GRH trips. None of these trips were “one-time” exceptions accounting for 0.00% of the total number of GRH trips provided. “Family Emergency” accounted for the largest portion of the GRH trip reasons followed by “Overtime.” As of September 30th, a total of 4,755 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, ETC, and car rental invoices and transit vouchers.

COG/TPB staff continued work on completing FY2021 contract amendments for GRH ride providers.

Work commenced work on a FY2021 contract amendment with Diamond Transportation, Inc. for daily GRH operations. The FY2021 daily GRH operations contract amendment was adapted to best suit the current demand for the program amid a pandemic. The contract amendment is expected to be completed in October.

COG/TPB staff met with Diamond Transportation representatives on September 30<sup>th</sup> to discuss daily GRH program operations.



### **III. MARKETING**

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

Throughout the quarter, staff managed and oversaw the marketing contractor and its subcontractors. Biweekly conference calls were coordinated in July and August to discuss the FY2021 Regional TDM Marketing project. A meeting was held on September 11<sup>th</sup> to discuss the contract budget in relation to the FY2021 project Scope of Work. A contract amendment was completed and executed with ODonnell Company for the FY2021 Regional TDM Marketing project. Media invoices were processed. No employer transportation fairs were attended during the first quarter of FY2021, due to the coronavirus pandemic. Military base printed guides throughout the region were renewed with Commute with Confidence messaging.

The summer 2020 newsletter and Federal ETC insert were finalized and distributed to the regional employer database, various COG/TPB Committees and other TDM stakeholders. The newsletter with insert was distributed via email to the Federal ETC community through GSA. A pdf version of the main newsletter and insert were placed onto the Commuter Connections and Federal ETC websites, respectively. An electronic version of the spring newsletter was developed and sent via email blast. Following distribution of the newsletter, a timeline and content ideas were developed for the autumn 2020 newsletter. Staff subsequently drafted article text for the newsletter in-house. Cost estimates for graphic design, printing, and mailing of the autumn 2020 newsletter were obtained by staff.

COG/TPB staff worked on securing a new Vice Chair for the Regional TDM Marketing Group. A Regional TDM Marketing Group meeting was coordinated and held on September 15<sup>th</sup> 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:

- Announcement of new Vice Chair (Danelle Carey), recognition of current Chair, (Semia Hackett), and Change of Chair to Bobbi Greenberg
- A presentation on the Final FY2020 Second Half Marketing Campaign Summary Report
- A presentation on Montgomery County Marketing
- A recap of FY2021 Commuter Connections marketing activity

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

- Posted news articles, publications (e.g. 2019 State of Commute, Car Free Day 2019 Event Report, 2020 Vanpool Drivers Survey Report), construction projects, press releases, and upcoming events as needed;
- Made regular updates to the COVID-19 Commute with Confidence webpage and posted a Spanish version of the PDF;
- Updated the Metro platform shutdown page with additional information;

- Added a frame to the Newsletter thumbnail;
- Troubleshoot display issues;
- Updated the Maryland resources page;
- Reviewed and updated the Maryland, Virginia, and District of Columbia agency listings;
- Updated the Park and Ride listing for brochure ordering;
- Added a link to the Car Free Day website to the homepage;
- Updated plugins;
- Monitored website activity and computer code to maintain accurate website functionality.

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

COG/TPB staff updated and replenished the paper Park & Ride Lot map. The map was distributed to stakeholders who requested orders via the “Order Brochures” form on the Commuter Connections website.

COG/TPB obtained cost estimates for the paper bike map.

COG/TPB staff met with ODonnell Company and The Media Network staff on September 25<sup>th</sup> to discuss a no-cost media opportunity to promote the Commute with Confidence message with Entercom.

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

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on September 9<sup>th</sup> via Webex. George Clark, Tri County Council for Southern Maryland, was installed as Chairperson for the FY21 Steering Committee. Notable discussion topics included:

- Presentation of the Bike to Work Day 2020 Event Memo
- Determination of the Bike to Work Day 2021 Date
- Discussion on sponsorship carryover for FY2020
- Announcement of color themes for 2021

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

COG/TPB staff continued to develop a new Bike to Work Day website. An overview of the new website is expected to occur during the November Bike to Work Day Steering Committee meeting.

## **C. Employer Recognition Awards**

All vendor invoicing was obtained, and the 2020 award winners were featured in the Commuter Connections Summer 2020 newsletter.

COG/TPB staff formed the Employer Recognition Awards 2021 workgroup.

## **D. 'Pool Rewards**

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

- Staff processed five (5) payments for 'Pool Rewards vanpools.
- There were no carpool payments for 'Pool Rewards carpools

As of September 30<sup>th</sup>, there were (0) active 'Pool Rewards carpools and zero (0) operating 'Pool Rewards vanpools due to the Coronavirus pandemic.

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

A contract amendment for FY2021 was finalized and executed with Commute with Enterprise, authorizing them as an eligible vanpool operator for 'Pool Rewards.

COG/TPB staff continued to coordinate with DDOT, MDOT, and Enterprise to finalize a subsidy amount of CARES funding to allocate to vanpools suspended as a result of the coronavirus pandemic from April - June. A memo was sent to participating agencies with a final determination. A conference call was held with DDOT and MDOT on July 9<sup>th</sup> to discuss the matter; additional calls were held with MDOT on August 20<sup>th</sup> and 21<sup>st</sup>. Concurrence letters from DDOT and MDOT were obtained to authorize the subsidy and a final invoice was submitted for processing and payment.

## **E. Car Free Day**

A Car Free Day Steering Committee meeting was coordinated and held on July 8<sup>th</sup> via Webex. Meeting topics included:

- Overview of the Car Free Day 2019 Event Draft Report
- Discussion on marketing materials and messaging survey
- Presentation of the 2020 Event Proclamation
- Discussion on prizes and sponsors

Briefings on Car Free Day 2020 occurred at several COG related committees. COG/TPB staff briefed the TPB Technical Committee on July 10<sup>th</sup> and the Commuter Connections Subcommittee on July 21<sup>st</sup>. Staff also briefed the TPB on Car Free Day at their July 22<sup>nd</sup> meeting and the Car Free Day proclamation was endorsed by the TPB Chair. The "virtual" proclamation signing was conducted via TPB webinar.

COG/TPB staff managed the marketing and public relations contractors (Odonnell Company) to promote the event. Marketing strategy calls were held to discuss marketing strategies for the event. The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges. An Earned Media Plan for the event was drafted and refined/approved by Commuter Connections. A new marketing messaging theme, Commute with Confidence, was created for the event based on feedback from the Car Free Day Steering Committee. A new event poster was developed

by the contractor. Marketing for the event included media interviews, an email blast, text messages, pre-recorded radio spots that aired on WHUR, WPGC, and WTOP, a native sponsored article on Popville.com, banner ads appearing on ElTiempoLatino.com, a :30 second Spotify audio ad and companion image, and a social media marketing campaign on Facebook, Instagram, and YouTube that included images and video graphics. A press release was developed and sent on September 17<sup>th</sup>. Staff solicited transit agencies around the region for transit signage donations; staff then coordinated the printing and installation of signage where permitted. All creative material was reviewed and approved by staff; media invoices were reviewed and processed.

COG/TPB staff and the marketing contractor discussed sponsorship opportunities with various businesses and organizations and secured sponsor agreements. \$30 Nift gifts and a free vegan burger from LEON were included with every pledge. Anyone who took the Car Free Day pledge was automatically entered into a free raffle and had a chance to win one of ten prizes. Prize sponsors for the event included Capital Bikeshare, East Coast Greenway Alliance, Giant Food, HipCityVeg, LEON, Nando's PERi-PERi, Tri-County Council for Southern Maryland, Virginia Railway Express, Washington Area Bicyclist Association, and WMATA.

The following updates were implemented on the Car Free Day website:

- Activated and tested the pledge form;
- Added the new logo;
- Updated the homepage with new language and graphics;
- Added the new masthead;
- Updated the pledge numbers on the homepage counter;
- Added new sponsor logos;
- Created a "Thank You" page to redirect pledgers after taking the pledge;
- Added the 2020 Proclamation;
- Added the new poster and thumbnail image for downloading;
- Updated plugins;
- Monitored website activity and computer code to maintain proper website functionality

COG/TPB staff composed a new autoresponder email with new promotions for those who took the pledge.

A Car Free Day Steering Committee meeting was coordinated and held on September 9<sup>th</sup> via Webex. Prior to the meeting, COG/TPB staff secured Holly Morello, OmniRide, as the new Chair for the 2021 event. Ms. Morello was announced at the September 9<sup>th</sup> meeting. Other meeting topics included sponsorship, marketing and earned media updates

COG/TPB staff provided a Car Free Day update at the September 15<sup>th</sup> Commuter Connections Subcommittee meeting.

More than 3,800 took the pledge to go Car Free or Car-Lite on September 22<sup>nd</sup>. Further pledge analysis will be conducted in October.

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

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

The CarpoolNow app was downloaded 24 times during the quarter, bringing total downloads to 4,310.

#### **G. Flextime Rewards**

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

#### **H. incenTrip Mobile Application**

COG/TPB staff monitored incenTrip program participation. An estimated 19 new Commuter Connections accounts were created through the app's Registration API throughout the quarter; the lifetime total amount of accounts created through incenTrip was approximately 2,572 as of September 30<sup>th</sup>. A total of 84 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 17 incenTrip related inquires; an additional 43 email correspondences were received for address verifications.

### **IV. MONITORING AND EVALUATION**

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

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of July 13<sup>th</sup>, August 10<sup>th</sup>, and September 7<sup>th</sup>.

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

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

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

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

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

In September, COG/TPB staff fulfilled Employer Outreach data requests from Tri-County Council for Southern Maryland and Fairfax County.

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

COG/TPB staff published and posted the 2019 State of the Commute Survey report and the companion "At-A-Glance" sections to the Commuter Connections website. The five "At-A-Glance" sections include Telework; Guaranteed Ride Home; Employer Provided Commuter Assistance Services; Commute Patterns; and Attitudes Towards Transportation Options. A notice of the postings was distributed to Commuter Connections Network members on August 26<sup>th</sup>. Hard copies of the report were also mailed to all Commuter Connections network members along with TPB and TPB Technical Committee members.

Analysis commenced on the Regional Employer Telework Survey results. Key findings were identified and presented at the July 21<sup>st</sup> Commuter Connections Subcommittee meeting. The 2020 Regional Employer Telework Survey Summary Report was subsequently prepared and posted to SharePoint for Commuter Connections network member consumption. Staff also presented the survey results to the TPB Technical Committee on September 4<sup>th</sup> and to the TPB on September 16<sup>th</sup>. A similar presentation was also made to the Association for Commuter Transportation's Telework Council on September 30<sup>th</sup>.

Analysis commenced on data collected through the 'Pool Rewards carpool survey and vanpool data pulled from the TDM System. Findings were incorporated into the draft FY2018 – FY2020 TDM Analysis Report. Gift cards were distributed to survey respondents.

Work continued on preparing the Draft FY2018 – FY2020 TDM Analysis Report. COG/TPB staff provided oversight and report preparation guidance to the contractor (LDA Consulting), including data analysis for Employer Outreach. Preliminary findings from the report were presented to the Commuter Connections Subcommittee on July 21<sup>st</sup>. As analysis continued, findings were refined and presented to the Commuter Connections Subcommittee on September 15<sup>th</sup>. The Draft FY2018 - FY2020 TDM Analysis Report was subsequently posted to SharePoint for a comment period scheduled to conclude on October 20<sup>th</sup>.

Work commenced on the FY2021 Placement Rate Survey. COG/TPB staff updated a survey questionnaire in partnership with LDA Consulting. The questionnaire was supplied to Media Beef for initial programming

A contract amendment for FY2021 was finalized and executed with LDA Consulting for the Regional TDM Evaluation project. A meeting was held with LDA Consulting on August 21<sup>st</sup> to kick-off data collection activities for FY2021.

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

Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications. The FY2020 Second Half Regional TDM Marketing Campaign Summary report was finalized and distributed at the September 15, 2020 Regional TDM Marketing Group meeting.

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

COG/TPB staff prepared a memorandum regarding the planning and subsequent cancellation of the Bike to Work Day 2020 event and presented it to the Bike to Work Day Steering Committee in September and then posted it to SharePoint.

The Car Free Day 2019 Event Report was updated based on comments received from stakeholders during the open comment period that concluded on June 19<sup>th</sup>. The report was finalized and presented at the July 21<sup>st</sup> Commuter Connections Subcommittee meeting. The Subcommittee endorsed the report. COG/TPB staff subsequently posted the report to the Commuter Connections website. A notice of the posting was sent to network members on August 7<sup>th</sup>.

The FY2020 Regional Vanpool Driver Survey Report was updated based on comments received from stakeholders during the open comment period that concluded on June 19<sup>th</sup>. The report was finalized and presented at the July 21<sup>st</sup> Commuter Connections Subcommittee meeting. The Subcommittee endorsed the report. COG/TPB staff subsequently posted the report to the Commuter Connections website. A notice of the posting was sent to network members on August 7<sup>th</sup>.

COG/TPB staff collected data for various FY2020 and FY2021 Employer Outreach conformity verification statements. The final Third Quarter (FY2020) Employer Outreach Conformity Verification Statement was presented at the July 21<sup>st</sup> Employer Outreach Committee meeting. A draft version of the Fourth Quarter (FY2020) Employer Outreach Conformity Verification Statement was presented at the July 21<sup>st</sup> Employer Outreach Committee meeting; the final version was prepared for the October meeting. Staff also began collecting data for the First Quarter (FY2021) Employer Outreach Conformity Verification Statement; a draft statement was prepared for the October Employer Outreach Committee meeting.

COG/TPB staff worked with contractors (VHB) to draft FY2021 Employer Commuter Survey data tabulation work items. Work commenced on securing a contract amendment.

COG/TPB staff completed and distributed the final June FY2020, July FY2021, and August FY2021 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 4<sup>th</sup> Quarter CCWP Progress Report for FY2020. The report was distributed at the September 15<sup>th</sup> Commuter Connections Subcommittee meeting. Additionally, work accomplishments were documented in the FY2020 CCWP Annual Progress Report, which was also completed, presented and distributed at the September 15<sup>th</sup> Commuter Connections Subcommittee meeting.

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***a) Regional Employer Database Management and Training***

Throughout the quarter, COG/TPB staff coordinated with COG/IT staff on upgrades for the ACT! database software and monitored the system. Staff renewed its licensing for the ACT! database for FY2021

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

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

### **2. Jurisdictional Component Project Tasks**

#### ***a) MD Local Agency Funding and Support***

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

COG/TPB staff continued to work with Frederick, Montgomery, and Prince George's counties to execute contract amendments for FY2021. A contract amendment with the Tri-County Council of Southern Maryland for FY2021 was fully executed.

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

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

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



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

- Final Third Quarter FY2020 and Draft Fourth Quarter FY2020 Conformity Verification Statements
- Briefing on the Commute with Confidence effort
- Update on FY2020 Case Studies
- Update on Sales Trainings for FY2021
- Update on the Commuter Survey Application
- Presentation on the forthcoming TDM Analysis process
- Roundtable updates

COG/TPB staff attended three meetings with Connected DMV about the Flextime pledge program on August 18<sup>th</sup>, August 25<sup>th</sup>, and September 16<sup>th</sup>.

COG/TPB staff elected to forego planning and scheduling Employer Outreach Sales Training until the Coronavirus pandemic subsides and demand for sessions resumes.

COG/TPB staff coordinated with the Greater Washington Partnership to announce the Capital COVID Return to Work survey on August 19<sup>th</sup> to Employer Outreach Committee members.

COG/TPB staff drafted and distributed the fall sales support conference call questionnaire for Employer Outreach representatives. The questionnaire asks basic questions about program performance and expectations for the first half of the fiscal year.

COG/TPB staff prepared content for the upcoming October 20<sup>th</sup> Employer Outreach Committee meeting.

## **VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM**

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

The GRH Baltimore program continued to enroll new applicants throughout the quarter. New GRH ID cards were printed and distributed routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRH applicant letters and processed and mailed One Time Exception letters with GRH applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of September 30<sup>th</sup>, a total of 195 commuters were registered in the GRH Baltimore program.

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

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

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

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

The GRH Baltimore program provided one (1) GRH trip during the quarter.

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

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

COG/TPB staff continued to collect information pertaining to contract amendments to provide services during FY2021. Once all the necessary information was collected, staff worked on competing FY2021 contract amendments for Baltimore GRH ride providers. A contract amendment was executed with Smart Ride.

COG/TPB staff commenced work on a FY2021 contract amendment with Diamond Transportation, Inc. for daily GRH operations. A fully executed contract amendment is expected to be completed in October.

COG/TPB staff met with Diamond Transportation representatives on September 30<sup>th</sup> to discuss daily GRH program operations.

**Table 1**

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

**July - September 2020**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2020</b>
<b>Total applicants/info provided:</b>	4,192	5,082	4,192
Rideshare applicants	1,805	905	1,805
Matchlists sent	1,317	1,115	1,317
Transit applicants/info sent	2	10	2
GRH applicants	549	701	549
Bike to work info requests	0	2	0
Telework info requests	172	32	172
<b>Internet users</b>	12,191	14,427	12,191
Internet applicants	2,360	1,606	2,360
<b>New employer clients</b>	444	383	444
Employee applicants	0	0	0
<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2020</b>
<b>Continued placements</b>	656	329	0
<b>Temporary/one-time placements</b>	94	47	0
<b>Daily vehicle trips reduced</b>	342	171	0
<b>Daily VMT reduced</b>	10,054	5,030	0
<b>Daily tons NOx reduced</b>	0.0023	0.0011	0
<b>Daily tons VOC reduced</b>	0.0013	0.0006	0
<b>Daily tons PM2.5 reduced</b>	0.00017	0.00009	0
<b>Daily tons PM2.5 NOx reduced</b>	0.0024	0.0012	0
<b>Daily tons GHG reduced</b>	4.0838	2.0441	0
<b>Daily gallons of gas saved</b>	559	279	0
<b>Daily commuter costs saved</b>	\$2,061	\$1,031	0

**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  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	69	45	705
Locals Rideshare Apps (New and Re-apps)	1,736	860	2,622
Matchlists Requested	1,307	1,115	7,535
Transit Applicants/Info Sent	2	8	40
GRH Washington Applicants	51	54	678
GRH Washington Rides Provided	23	20	561
GRH Baltimore Applicants	2	3	39
GRH Baltimore Rides Provided	1	0	27
Telework Info Requests	178	2	3
Phone/Fax Applicants	0	0	0
Internet Applicants	2,534	3,138	5,599
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>12,171</b>	<b>14,427</b>	<b>24,498</b>

**TDM SERVICES**

**ALEXANDRIA  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	1	21
Matchlists Sent	28	96	114
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	0	3	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	6	1
Employers Contacted (New)- Phone	42	69	15
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2	94	76
Employers Contacted (Follow up)- Visit	4	8	2
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	3	12
Matchlists Sent	13	4	59
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	4	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	0	6
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,438	0	2,539
Employers Contacted (Follow up)- Visit	77	0	47
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	3	0	4
Level 3	0	0	0
Level 4	0	0	1

**TDM SERVICES**

**ANNE ARUNDEL  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	5	36
Matchlists Sent	15	22	159
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	3	2	12
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**BALTIMORE CITY  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	1	30
Matchlists Sent	5	3	157
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	10
GRH Baltimore Applicants	1	3	8
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**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	1	18
Matchlists Sent	17	8	164
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	1	15
GRH Baltimore Applicants	0	0	12
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	54	40	688
Matchlists Sent	215	165	826
Transit Applicants and Info Sent	0	1	6
GRH Washington Applicants	12	9	57
GRH Baltimore Applicants	1	0	3
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	69	79	12
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	552	154	135
Employers Contacted (Follow up)- Visit	18	30	21
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	246	77	7
Level 2	1	2	15
Level 3	6	5	5
Level 4	0	1	3

**TDM SERVICES**

**DOD/WHS**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	N/A
Matchlists Sent	0	0	N/A
Transit Applicants and Info Sent	0	0	N/A
GRH Washington Applicants	0	0	N/A
GRH Baltimore Applicants	0	0	N/A
Telework Information Requests	0	0	N/A
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**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	4
Matchlists Sent	0	0	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See 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**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	32	25	9
Matchlists Sent	112	142	16
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	4	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	18	57	128
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,088	1,637	568
Employers Contacted (Follow up)- Visit	7	41	114
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	43	9
Level 2	0	12	7
Level 3	0	4	13
Level 4	0	4	5

**TDM SERVICES**

**FDA**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	1	327
Matchlists Sent	7	6	1,223
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	64
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  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	6	30
Matchlists Sent	165	136	196
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	1	29
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	2	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	4	6	18
Employers Contacted (Follow up)- Visit	5	3	17
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	0	2
Level 3	1	0	0
Level 4	1	0	0

**TDM SERVICES**

**GW RIDE CONNECT  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	45	52	39
Matchlists Sent	134	62	452
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	10	2	18
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A



**TDM SERVICES**

**HARFORD**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	0	315
Matchlists Sent	7	29	736
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	2	0	109
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**

**HOWARD**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	2	10
Matchlists Sent	0	3	91
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	13
GRH Baltimore Applicants	0	0	9
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**LOUDOUN**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	2	26
Matchlists Sent	24	10	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	0	17
GRH Baltimore Applicants	0	0	2
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	181	121	0
Employers Contacted (Follow up)- Visit	4	3	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	4
Matchlists Sent	1	0	33
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	3	13
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	1	3
Matchlists Sent	13	0	0
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
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  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	3	15
Matchlists Sent	12	75	151
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	1	4	27
GRH Baltimore Applicants	0	0	0
Telework Information Requests	172	3	117
Employers Contacted (New)- Phone	252	137	42
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,624	3,070	1,651
Employers Contacted (Follow up)- Visit	55	46	181
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	7
Level 2	3	0	14
Level 3	0	0	3
Level 4	0	0	3

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
JULY - SEPTEMBER 2020**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	0	27
Matchlists Sent	22	6	70
Transit Applicants and Info Sent	1	0	19
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

\* See MC - EO numbers reported under MC Countywide



**TDM SERVICES**

**SHADY GROVE  
JULY - SEPTEMBER 2020**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	12
Matchlists Sent	0	0	72
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	1	2	16
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)  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	0	4
Matchlists Sent	15	2	56
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	2	0	11
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**

**NATIONAL GUARD REDINESS CENTER  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	8	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	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

**TDM SERVICES**

**NORTHERN NECK  
JULY - SEPTEMBER 2020**

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

**TDM SERVICES**

**NORTHERN SHENANDOAH  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	7	23
Matchlists Sent	63	32	223
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	1	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	8	82
Matchlists Sent	13	90	338
Transit Applicants and Info Sent	0	0	4
GRH Washington Applicants	2	4	31
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	6
Employers Contacted (Follow up)- Visit	0	0	3
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**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	21	199
Matchlists Sent	137	63	1,269
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	2	8	115
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	30	17	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	75	0
Employers Contacted (Follow up)- Visit	4	4	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**

**RAPPAHANNOCK-RAPIDAN  
JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	2	28
Matchlists Sent	23	19	134
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	7
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**

**JULY - SEPTEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	9	38
Matchlists Sent	258	142	286
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	2	38
GRH Baltimore Applicants	0	0	0
Telework Information Requests	6	22	10
Employers Contacted (New)- Phone	29	22	24
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	10	8	13
Employers Contacted (Follow up)- Visit	3	2	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	8	8
Level 2	4	0	5
Level 3	0	0	1
Level 4	0	0	0

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 JULY - SEPTEMBER 2020**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	1	2	1	4
ARLINGTON (COG)	5	3	0	8
ANNE ARUNDEL	5	6	2	13
BALTIMORE CITY	1	2	1	4
BMC	3	2	2	7
COG	40	8	47	95
DOD/WHS	0	0	0	0
DATA	0	2	1	3
DISTRICT OF COLUMBIA	14	7	16	37
FDA	4	145	4	153
FAIRFAX COUNTY	32	14	6	52
FREDERICK	11	97	114	222
GW RIDE CONNECT	45	747	931	1,723
HARFORD	2	3	0	5
HOWARD	1	1	1	3
LOUDOUN	5	10	7	22
MTA	0	1	0	1
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	4	9	10	23
Countywide	4	7	1	12
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	1	188	914	1,103
Shady Grove	0	82	0	82
Silver Spring	0	0	0	0
NIH	1	3	2	6
NATIONAL GUARD REDINESS CENTER	0	1	0	1
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	6	4	2	12
PRINCE GEORGE'S	4	5	1	10
PRTC	22	15	12	49
RAPPAHANNOCK-RAPIDAN	1	3	0	4
TRI - COUNTY	3	223	233	459
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>215</b>	<b>1,590</b>	<b>2,308</b>	<b>4,113</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>1,805</b>		

FY 2020

July to September 2021	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new) Site Visits (prospects)	42	4	69	18	0	0	252	0	30	29
Telework - NEW	0	0	0	0	0	0	172	0	0	0
Employers Contacted (follow-up)	2	1438	552	1088	6	181	2624	0	0	10
Telework - FOLLOWUP	0	0	0	0	8	0	448	0	0	6
Total Broadcast Contacts Letters, Flyers, Newsletter	368	7817	8127	0	1	158	21311	0	150	103
Total Sales Meetings	4	77	18	7	2	4	55	0	4	3
Total Employers Contacted	416	9336	8766	1113	17	343	24862	0	184	151
New Level 1 TDM Programs	0	9	276	0	2	2	3	0	0	8
New Level 2 TDM Programs	0	9	7	0	0	0	3	0	0	5
New Level 3 TDM Programs	0	4	7	0	1	0	0	0	0	1
New Level 4 TDM Programs	0	3	0	0	1	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	1
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

**Technical Assistance to Local Agencies  
July – September 2020**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>July 2020</b>				
Transit	Wed 7/15/2020 10:15 AM	Fri 7/24/2020 3:25 PM	Fri 7/24/2020 3:25 PM	Table 4a Results
<b>August 2020</b>				
Transit	Thu 8/13/2020 11:50 AM	Fri 8/14/2020 1:34 PM	Fri 8/21/2020 3:56 PM	GRH Reregistration Process
WMATA	Thu 8/20/2020 4:33 PM	N/A	N/A	Submission for the TDM Resource Directory
goDCgo	Thu 8/20/2020 7:07 PM	N/A	N/A	Submission for the TDM Resource Directory
VDOT	Fri 8/21/2020 9:04 AM	N/A	N/A	Submission for the TDM Resource Directory
Alington	Tue 8/25/2020 2:55 PM	N/A	N/A	Submission for the TDM Resource Directory
<b>September 2020</b>				
Transit	Thu 9/17/2020 12:44 PM	Mon 10/19/2020 12:00 PM	Mon 10/19/2020 12:00 PM	Table 4a Results