

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q1 FY2022

July - September 2021



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 July 2021, August 2021 and September 2021) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

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

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

COG/TPB staff completed and presented the draft timeline and highlights for the FY2023 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 FY2023 CCWP and budget

COG/TPB staff coordinated with NCPC and GSA to release an embargoed copy of the Federal ETC TMP Handbook. The Handbook was presented to the Commuter Connections Subcommittee on July 20th. Final edits were then incorporated, which included adding additional content on equity. Preparations were made for distribution, which included drafting a joint press release. The final version of the Handbook was posted to FederalETC.org in preparation for its public release.

The July 2021 TDM Resources Directory update process commenced. Regional TDM stakeholders were contacted to confirm current contact information is correct. The Park & Ride listing was updated with refined data. The Directory was finalized, published, and distributed in August.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Technical meetings were coordinated and held via Microsoft Teams on a biweekly recurrence with UMD and Media Beef (see *Section I.C.*). The goDCgo incenTrip pilot employer challenge was launched but saw minimal engagement due to the delta variant of coronavirus delaying a return-to-office (See *Section III.H.*). Weekly planning meetings were

coordinated and held with MDOT to discuss and plan for expansion into the entire state of Maryland (see *Section III.I.*). A meeting with Virginia and Maryland E-ZPass representatives was held on Friday, July 16th to discuss a potential partnership. Staff produced the 2nd quarter project progress report and submitted it to FHWA. Staff coordinated and held an ATCMTD Quarterly Stakeholder Meeting on August 4th. Staff coordinated and held a meeting with representatives from E-ZPass Virginia and Maryland on September 15th to discuss a potential partnership for E-ZPass incentives. Staff processed invoices submitted by UMD for the performance periods of June and July. Staff drafted a Data Management Plan for the project and submitted the plan to FHWA for review in September.

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

STDM Work Group meetings were coordinated and held on July 13th and September 14th via Teams.

A WMATA Platform Shutdown TDM Work Group meeting was coordinated and held on July 14th. This was the final group meeting for 2021 but the group expects to reconvene in winter 2022 to plan for construction projects that are scheduled for summer 2022.

A Commuter Connections Subcommittee meeting was coordinated and held on July 20th 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 the Vice Chair Nominating Committee
- Endorsement of the FY2021 Retention Rate Survey Report
- Endorsement of the Car Free Day 2020 Event Report
- VDOT staff briefing on the 495 NEXT Project
- WMATA staff briefing on the Metro Platform Improvement Project
- Clean Air Partners Update
- Update on the Federal ETC TMP Handbook
- Briefing on the status of the 2021 Car Free Day Event
- Briefing on preliminary 4th Quarter CCWP Budget Report

COG/TPB staff attended the Association for Commuter Transportation's (ACT's) annual conference in Orlando, FL from July 31st – August 4th and coordinated a panel titled "Gamification in TDM: A Perspective from the Washington, DC Region" which was presented at the conference on August 2nd.

A Commuter Connections Vice Chair Nominating Committee conference call meeting was held on August 10th.

A MPO TDM Peer Exchange meeting was coordinated and held on August 25th.

A Commuter Connections Ridematching Committee meeting was coordinated and held on September 21st 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:

- Andrew Dempster, FDA, was announced as the new Chairperson for FY2022. Kristin Lam Peraza, RRRRC, was announced as the new FY2022 Vice Chair.
- Demonstration of the Cosmetic Refresh to the TDM System
- Update on activities of the Flexible Vanpool Work Group

- Update on incenTrip Enhancements
- Highlights from the FY2021 4th Quarter Progress Report

A Commuter Connections Subcommittee meeting was coordinated and held on September 21st 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:

- Kari Snyder, MDOT was announced as the new Chairperson for FY2022. Judy Galen, Loudoun County, was announced and approved as the new FY2022 Vice Chair
- Clean Air Partners Update
- Briefing on the Regional TDM Evaluation Project
- Briefing on the 2021 Car Free Day Event
- Briefing on the 2022 Congestion Management Process (CMP) Technical Report
- Briefing on the FY2023 Work Program Development and Commuter Connections Strategic Plan
- Briefing on FY2021 4th Quarter CCWP Budget Report, FY2021 4th Quarter CCWP Progress Report, and FY2021 CCWP Annual Report

COG/TPB staff met with representatives from the National Park Service and the USDOT's Volpe Center on September 15th regarding the rush hour reversible lanes on Rock Creek Parkway.

COG/TPB staff attended the first of a three-part COG-wide training series on equity titled "Professional Development for Advancing Racial Equity" in September.

COG/TPB staff attended an online seminar sponsored by the Boston Region MPO titled "Fostering Equity in the Practice of Travel Demand Management" on September 30th.

B. Transportation Information Services

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

C. Transportation Information Software, Hardware, and Database Maintenance

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

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

At the end of September 2021, COG and its members served 13,672 commuters registered in ridematching. This is a decrease of 25 quarter-to-quarter, from 13,697 at the end of June 2021. Year over year there was a decrease of 1,754 from 15,426 at the end of September 2020.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. The technical group met biweekly to discuss technical tasks scheduled for development in the current grant year (November 2020 – October 2021). These tasks include the expansion of incenTrip to encompass the entire Washington, DC megaregion and the integration of new rewards options into the app. Beta testing for the expanded MDOT service area commenced in July and continued throughout the quarter. UMD also continued developing the expanded road network model for the expanded megaregion. Arizona State University is assisting with the building the model. Staff registered a PayPal account in preparation for digital payment testing in July. APIs for PayPal redemptions continued to be modified as staff provided feedback to the developers. The incentive design plan was largely completed. For the goDCgo pilot commuter challenge, UMD deployed reporting functionality to the production incenTrip dashboard.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Meetings were focused on enhancements to incenTrip administration and rewards fulfillment within the TDM System, vanpool module project scoping, incenTrip performance, refreshing the look of the TDM system's public-facing pages, improving the quality of commuter location data, and finalizing items for development in FY2022.

Media Beef supplied COG with a draft Statement of Work (SOW) for vanpool enhancements in July. COG/TPB staff reviewed the SOW and prepared a briefing for the Flexible Vanpool Stakeholder Group (See *Section III.D.*). The SOW was incorporated into the draft FY2022 TDM Technology Development contract amendment.

COG/TPB Staff and Media Beef worked to finalize the FY2022 TDM Technology Development contract amendment. Staff submitted a draft SOW for Media Beef to review in June; Media Beef offered suggestions and refinements to the SOW. The contract amendment was pending as of September 30th.

Media Beef continued their work on refreshing the appearance of the TDM system's public-facing pages. A new version was deployed to the testing server for COG/TPB staff to review in August. Staff reviewed the updates and recommended changes to the design; Media Beef subsequently began go work on the updates and a new version was deployed to the CCTDM-CLONE testing server for staff's final review. A few tweaks were recommended and the anticipated deployment to the public webpages was scheduled for October.

COG/TPB staff identified a geocoding solution for suggest-as-you-type when user-generated address entries are inputted into the TDM System. The fix is being rolled out along with the TDM System's public-facing cosmetic update. ESRI's proprietary "magicKey" program was leveraged by staff to produce geocoding demonstration code which was sent to Media Beef on August 23rd for implementation.

COG/TPB staff continued testing incenTrip and communicating their results to UMD and Media Beef. As of September 30th, Media Beef is close to finishing the code for paying incentives earned by

commuters via PayPal. Staff successfully redeemed points in incenTrip for PayPal rewards on September 15th. As of September 27th, Media Beef was in the process of collaborating with UMD to transfer redemption data between incenTrip and the TDM System while using an API to authenticate PayPal accounts. A demonstration was scheduled for early October to highlight the new processes for requesting, reviewing, and fulfilling incentive payments.

The Commuter Connections mobile app was downloaded 174 times throughout the quarter, bringing total downloads to 6,040 by the end of September.

D. Commuter Information System

COG/TPB staff finished building a new geocoding service using the latest HERE data. Staff deployed it to the server for production use around July 21st. This version has been enhanced by including almost 1.3 million employer locations, landmarks and points of interest that will speed geocoding and offer more relevant suggestions as customers type addresses into widgets on web pages. Another update of HERE data was deployed in September.

COG/TPB staff finished building a new navigable street network for use in the TDM System and deployed it for the TDM System's use. This new version contains several exciting enhancements including better handling of restricted turns and much more informative turn by turn directions. Enhancements also include better handling of road splits by giving the driver extra guidance where there is a fork (or forks) in the road(s) on the driver's route.

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 and the geocoding service to the TDM System.

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.

COG/TPB staff began work on processing new bus stop data in August. Staff is working with data in GTFS (General Transit Feed Specification, designed by Google) format. Data is downloaded directly from transit agency websites and processed via some extract, transform, and load operations by the end user. Staff began working with data from DASH in Alexandria. Processing was completed in September for DASH in Alexandria, which has been loaded into the Oracle database so it is available 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 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 166 GRH applications received. A total of 147 applicants were registered (138 new applicants and 9 previous “one-time exception” users) and 426 commuters were re-registered. During the same time period, the GRH program provided 54 GRH trips. Five of these trips were “one-time” exceptions accounting for 9% of the total number of GRH trips provided. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Overtime.” As of September 30th, a total of 1,743 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 continued collecting information from GRH ride providers to issue FY2022 contract renewals. Contracts were fully executed in September with Red Top, Barwood, and Enterprise.

COG/TPB staff finalized and executed the FY2022 contract with the GRH Daily Operations Contractor (Diamond Transportation Services, Inc. – National Express Transit, LLC).

COG/TPB staff met with representatives of the GRH Operations Contractor, Diamond Transportation, on September 22nd to discuss daily GRH program operations.

III. MARKETING

A. TDM Marketing and Advertising

Throughout the quarter, COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, and its subcontractors. Media invoices were processed. Biweekly progress update meetings occurred throughout the quarter.

The Regional TDM Recovery Campaign “Look Again” ran for most of the quarter. The campaign sought to help commuters transition back to using non-SOV modes of travel as they began to return to the office. COG/TPB staff met with the marketing contractor on July 7th, 13th, and 23rd to discuss the media buy for the campaign. Various marketing assets prepared by the contractor campaign were edited by COG/TPB staff. Staff regularly posted campaign content on Facebook and Instagram as outlined in the posting calendar. Certain posts were targeted to COG’s Equity Emphasis Areas. Two videos were uploaded to YouTube and boosted; one video targeted COG’s Equity Emphasis Areas (EEAs) and the other was targeted to general the general public. COG/TPB staff used GIS to determine appropriate zip codes to target EEA households. An op-ed article was written and placed into the Washington Post.

COG/TPB staff and the contractor coordinated on the initial draft and layout of the summer 2021 newsletter and Federal ETC insert in July. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in August. Staff then prepared a timeline for the development of the fall 2021 newsletter and collaborated with the contractor to develop article content ideas.

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

- Posted news articles, publications (e.g. Car Free Day 2020 Event Recap Report, Amended FY2022 CCWP), construction projects, press releases, and upcoming events as needed
- Uploaded the FY2021 Employer Case studies
- Deleted older events from the “Events” accordion
- Deleted older news from the “Latest News” accordion
- Deleted mentions of Maven from the “Resources” webpage
- Monitored website activity and computer code to maintain accurate website functionality

The FY2022 contract amendment for the Regional TDM Mass Marketing project was executed between COG and ODonnell Company.

COG/TPB staff generated a recipient list of past GRH users whose accounts had expired and drafted/sent an email reminder to reactivate their accounts.

COG/TPB staff managed the Commuter Connections social media pages. Commuter Connections cross promoted MDOT’s WALKTOBER event with a Facebook post on September 24th. A Cyfe analytics report was generated for activity occurring in August. The report was refined and programmed for monthly preparation and distribution to management and the marketing contractor.

A Regional TDM Marketing Group meeting was coordinated and held on September 21st via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting,

generated an agenda, secured guest speakers, and created presentation materials. Highlights from the meeting included:

- Danelle Carey, goDCgo, was announced as the new Chairperson for FY2022. Kendall Tiffany, Frederick County TransIT, was announced as the new FY2022 Vice Chair.
- Review of the FY2021 Second Half Marketing Campaign Summary Report
- Guest presentation on Fairfax County Marketing Activities
- Presentation on planned Commuter Connections FY2022 Marketing Activity
- Review of the draft FY2022 Regional TDM Resource Guide and Strategic Marketing Plan

B. Bike to Work Day

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on September 9th via Webex Cindy Roeder, Town of Herndon, was announced as Chairperson for the FY2022 Steering Committee. Notable discussion topics included:

- 2021 event recaps from Pit Stop Managers
- Presentation of the draft Bike to Work Day 2021 Event Report
- Determination of the Bike to Work Day 2022 Date
- Discussion on sponsorships for 2022

COG/TPB staff updated the logo and sponsor declaration form for Bike to Work Day 2022.

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

- Added the new bike raffle winner
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

C. Employer Recognition Awards

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 approved two (2) new 'Pool Rewards vanpools
- There were no carpool applications for 'Pool Rewards this quarter

COG/TPB staff processed invoices for vans operating during the months of June, July, and August:

- Staff approved eight (8) subsidy payments for 'Pool Rewards vanpools
- There were no payments for 'Pool Rewards carpools

As of September 30th, there were (0) active 'Pool Rewards carpools and four (4) operating 'Pool Rewards vanpools.

A contract amendment for FY2022 was finalized and executed with Commute with Enterprise, authorizing them as an eligible vanpool operator for 'Pool Rewards.

The Flexible Vanpool enhancement continued to undergo conceptualization and development. COG/TPB staff convened the Flexible Vanpool Workgroup on July 27th to review the Statement of Work. The group was favorable of the specifications which will be included in Media Beef's TDM Technology Development contract. Staff met with Enterprise representatives on August 9th and August 23rd to further discuss the Flexible Vanpool project.

COG/TPB staff exported and audited trip log data from 'Pool Rewards vanpools logged in the TDM System in preparation for the FY2021 NTD report.

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

E. Car Free Day

A Car Free Day Steering Committee meeting was coordinated and held on July 14th via Webex. Meeting topics included:

- Overview of the Car Free Day 2020 Event Draft Report
- Discussion on marketing materials for the event
- Presentation of the 2021 Event Proclamation
- Discussion on prizes and sponsors

Briefings on Car Free Day 2021 occurred at several COG related committees. COG/TPB staff briefed the Commuter Connections Subcommittee on July 20th and September 21st. The Car Free Day Steering Committee Chair, Holly Morello, OmniRide, briefed the TPB Technical Committee on September 10th. Staff then presented Car Free Day to the TPB on September 22nd where a regional Car Free Day proclamation was virtually signed by the TPB Chair Charles Allen.

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 similar marketing message was used from the prior event with input gathered from the Car Free Day Steering Committee: *Commute with Confidence*. A new event poster was developed by the contractor. Staff participated in Car Free Day media interviews which were scheduled by COG's Office of Communications and 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, Twitter, and YouTube that included images and video graphics. Press releases were developed and sent on August 4th and September 17th. An event announcement email was developed and distributed to past participants on August 10th. 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 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 several prizes. Prize sponsors for the event included Capital Bikeshare, Caboose Tavern Brewery, East Coast Greenway Alliance, Georgetown Running Company,

Giant Food, HipCityVeg, Nando's PERi-PERi, Tri-County Council for Southern Maryland, Virginia Railway Express, Washington Area Bicyclist Association, and WMATA.

COG/TPB staff assisted Prince George's County operate a Car Free Day promotion by exporting new accounts created within Prince George's County via CarpoolNow or incenTrip. The promotion offered separate raffle prizes to eligible registrants.

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

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

- Activated and tested the pledge form
- Added the new masthead logo and graphic
- Added the new proclamation and poster
- Updated the confirmation email message that automatically generates after taking the pledge
- Uploaded the Car Free Day press release(s)
- Regularly updated the pledge counter
- Approved pingbacks to the site
- Added the new regional proclamation
- Added new promotions
- Added event news and press releases
- Added a YouTube logo which connected the site to the promotional video
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

A Car Free Day Steering Committee meeting was coordinated and held on September 8th via Webex. Prior to the meeting, COG/TPB staff secured Marina Budimir, DDOT, as the new Chair for the 2022 event. Ms. Budimir was announced at the September 8th meeting. Other meeting topics included sponsorship, marketing, earned media, and regional proclamation updates.

Car Free Day was promoted to the general public, employers, and the media and was held on September 22nd. Just under 3,000 area residents took the pledge to go Car Free or Car-Lite. 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. There were 33 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 104 times during the quarter, bringing total downloads to 4,577.

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.

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 2,970 users were registered for the program as of September 30th. There were 32 new Commuter Connections accounts created through the incenTrip app. A total of 46 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 29 incenTrip related inquires.

COG/TPB staff coordinated with UMD to gather pertinent information requested by FHWA and Cambridge Systematics representatives as part of the ADTM Traveler Behavior Evaluation and Cohort Project on the incenTrip project. After several rounds of attempting to provide aggregate data to Cambridge Systematics, the ATDM project was dropped due to the need for more granular data which would expose personal information from program participants.

COG/TPG staff coordinated with goDCgo to administer the pilot incenTrip Employer Challenge project at five select employer sites. Due to delayed return-to-office efforts, marketing and participation as part of the goDCgo pilot incenTrip Employer Challenge project at five select employer sites was largely muted.

J. MDOT incenTrip Mobile Application

Planning meetings with MDOT staff were held weekly to plan for an expansion soft launch in the fall. Topics of discussion included beta testing results, website updates, planned marketing/outreach efforts, the incentive and points structure, and Smart Trip Planning components. Beta testing for the Maryland expansion commenced on July 26th and continued 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 July 12th, August 16th, and September 13th.

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

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

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

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

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

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

COG/TPB staff finalized and executed the contract for the 2021-2023 Regional TDM Evaluation project with LDA Consulting in July.

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

Work continued on the FY2021 Retention Rate Survey Draft Report. COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, in preparing the final report for presentation at the July 20th Commuter Connections Subcommittee meeting. The Subcommittee endorsed the report. Staff subsequently posted the report to the Publications page of the Commuter Connections website.

COG/TPB staff held a Regional TDM Evaluation Project Kickoff meeting via Zoom with LDA Consulting and their subcontractors on August 20th to plan data collection activities for FY2022. A follow-up planning meeting was held on September 14th.

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 FY2021 Second Half Regional TDM Marketing Campaign Summary report was finalized and distributed at the September 21st 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.

The Car Free Day 2020 Event Report was updated based on comments received from stakeholders during the open comment period. The report was finalized and presented at the July 20th Commuter Connections Subcommittee meeting. The Subcommittee endorsed the report. COG/TPB staff subsequently posted the report to the Commuter Connections website.

COG/TPB staff collected data for various FY2021 and FY2022 Employer Outreach conformity verification statements. The final Third Quarter (FY2021) Employer Outreach Conformity Verification Statement was presented at the July 20th Employer Outreach Committee meeting. A draft version of the Fourth Quarter (FY2021) Employer Outreach Conformity Verification Statement was presented at the July 20th Employer Outreach Committee meeting; the final version was prepared for the October meeting. Staff also began collecting data for the First Quarter (FY2022) Employer Outreach Conformity Verification Statement; a draft statement was prepared for the October Employer Outreach Committee meeting.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to develop FY2022 work items. A contract amendment with VHB was fully executed in August.

COG/TPB staff completed and distributed the final June FY2021, July FY2022, and August FY2022 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 4th Quarter CCWP Progress Report for FY2021. The report was distributed at the September 21st Commuter Connections Subcommittee meeting. Additionally, work accomplishments were documented in the FY2021 CCWP Annual Progress Report, which was also completed, presented, and distributed at the September 21st 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. The ACT! CRM software licensing was renewed for FY2022.

COG/TPB staff continued to review specifications for the development of a Request for Information procurement for an Employer Outreach Customer Relationship Management database

B. EMPLOYER OUTREACH FOR BICYCLING

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

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.

COG/TPB staff worked with Frederick, Montgomery, and Prince George's counties as well as Tri-Council for Southern Maryland on their scopes of work and budgets for the FY2022 Employer Outreach and Telework contracts. A contract was fully executed with the Tri-County Council for Southern Maryland in September.

B. DC, MD, AND VA PROGRAM ADMINISTRATION

COG/TPB staff completed work on employer spotlight case studies for FY2021, posted them to the Commuter Connections website, and distributed them to the Employer Outreach Committee on July 20th. Staff began work on new FY2022 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 20th Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:

- Final Third Quarter FY2021 and Draft Fourth Quarter FY2021 Conformity Verification Statements
- Greater Washington Partnership staff briefing on the Telework Spectrum
- WMATA staff briefing on Return to Work Outreach for Employers
- Update on Sales Trainings for FY2022
- Recap of the 2021 Employer Recognition Awards
- Review of the FY2021 Employer Case Studies
- Roundtable updates

COG/TPB staff coordinated with the Greater Washington Partnership to announce the Capital COVID Return to Work survey on September 13th to Employer Outreach Committee members.

COG/TPB staff prepared content for the upcoming October 19th 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 September 30th, a total of 94 commuters were registered in the GRH Baltimore program.

The GRH Baltimore Customer Satisfaction Survey was sent to Baltimore region commuters who used the Guaranteed Ride Home 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 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 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 collected information from GRH Baltimore ride providers to issue FY2022 contract renewals. Contracts were fully executed with Transdev, WHC, and Enterprise.

COG/TPB staff finalized and executed the FY2022 contract with the GRH Daily Operations Contractor (Diamond Transportation Services, Inc. – National Express Transit, LLC). Staff met with Diamond Transportation on September 22nd to discuss daily GRH program operations.

Table 1			
National Capital Region Transportation Planning Board			
Commuter Connections Program			
Quarterly Activity and Impact Summary			
JULY - SEPTEMBER 2021			
Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2021
Total applicants/info provided:	5,811	3,782	5,811
Rideshare applicants	2,522	1,453	2,522
Matchlists sent	2,267	1,574	2,267
Transit applicants/info sent	6	8	6
GRH applicants	573	308	573
Bike to work info requests	1	0	1
Telework info requests	49	31	49
Internet users	23,720	16,682	23,720
Internet applicants	3,036	1,775	3,036
New employer clients	258	272	258
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2021
Continued placements	1,100	806	1,100
Temporary/one-time placements	321	117	322
Daily vehicle trips reduced	306	420	308
Daily VMT reduced	7,069	12,344	7,115
Daily tons NOx reduced	0.0014	0.0028	0.0014
Daily tons VOC reduced	0.0010	0.0016	0.0010
Daily tons PM2.5 reduced	0.00010	0.00021	0.00010
Daily tons PM2.5 NOx reduced	0.0019	0.0030	0.0019
Daily tons GHG reduced	2.8299	5.0166	2.8481
Daily gallons of gas saved	393	686	395
Daily commuter costs saved	\$1,626	2,531	1,636
NOTE: Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR). 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 that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	136	68	69
Locals Rideshare Apps (New and Re-apps)	2,386	1,407	1,736
Matchlists Requested	2,231	1,574	1,307
Transit Applicants/Info Sent	6	8	2
GRH Washington Applicants	166	68	51
GRH Washington Rides Provided	54	43	23
GRH Baltimore Applicants	3	0	2
GRH Baltimore Rides Provided	10	4	1
Telework Info Requests	49	3	178
Phone/Fax Applicants	0	0	0
Internet Applicants	3,036	1,775	2,534
Employer Applicants	0	0	0
Total Hits on website	23,720	16,682	12,171

TDM SERVICES

**ALEXANDRIA
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	2	1
Matchlists Sent	56	25	28
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	105	58	42
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	152	53	2
Employers Contacted (Follow up)- Visit	4	16	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	3	0
Level 2	1	1	0
Level 3	3	3	0
Level 4	1	1	0

TDM SERVICES

ARLINGTON

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	7	5
Matchlists Sent	34	29	13
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	4	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	1	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,331	1,887	1,438
Employers Contacted (Follow up)- Visit	51	51	77
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	1
Level 2	1	0	3
Level 3	0	0	0
Level 4	1	0	0

TDM SERVICES

**ANNE ARUNDEL
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	6	5
Matchlists Sent	45	15	15
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	10	0	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	7	1
Matchlists Sent	35	21	5
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	2	0	2
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

BMC

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	3
Matchlists Sent	19	7	17
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	2	2
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	101	58	54
Matchlists Sent	367	177	215
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	47	17	12
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	5	30	69
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	86	210	552
Employers Contacted (Follow up)- Visit	17	23	18
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	246
Level 2	12	1	1
Level 3	20	0	6
Level 4	7	0	0

TDM SERVICES

DOD/WHS

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	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	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 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	0
Matchlists Sent	8	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (New)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (New)	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Phone	*See FFX	*See FFX	*See FFX
Employers Contacted (Follow up)- Visit	*See FFX	*See FFX	*See FFX
Employers Contacted - Number of Potential (Follow up)	*See FFX	*See FFX	*See FFX
New TDM Programs Established			
Level 1	*See FFX	*See FFX	*See FFX
Level 2	*See FFX	*See FFX	*See FFX
Level 3	*See FFX	*See FFX	*See FFX
Level 4	*See FFX	*See FFX	*See FFX

*See FFX - EO numbers reported under Fairfax County

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

TDM SERVICES

FAIRFAX

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	53	42	32
Matchlists Sent	249	168	112
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	51	39	18
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	250	212	1,088
Employers Contacted (Follow up)- Visit	0	181	7
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

FDA

JULY - SEPTEMBER 2021

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

TDM SERVICES

**FREDERICK
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	13	11
Matchlists Sent	75	146	165
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	3	3	4
Employers Contacted (Follow up)- Visit	0	0	5
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	1	0	1
Level 4	0	0	1

TDM SERVICES

**GW RIDE CONNECT
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	96	66	45
Matchlists Sent	229	192	134
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	21	16	10
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

HARFORD

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	2
Matchlists Sent	6	9	7
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	1	2
GRH Baltimore Applicants	1	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	4	1
Matchlists Sent	0	25	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	0	0
GRH Baltimore Applicants	1	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

LOUDOUN

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	20	5
Matchlists Sent	122	113	24
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	2	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	57	64	181
Employers Contacted (Follow up)- Visit	5	2	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	1	2
Level 2	1	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	5	0
Matchlists Sent	5	8	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	2	4
Matchlists Sent	0	0	13
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 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	6	4
Matchlists Sent	93	25	12
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	25	3	172
Employers Contacted (New)- Phone	65	54	252
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,413	1,304	2,624
Employers Contacted (Follow up)- Visit	64	57	55
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	5	0	3
Level 3	0	0	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	46	1
Matchlists Sent	24	9	22
Transit Applicants and Info Sent	1	4	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	1	0
Matchlists Sent	80	7	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	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

**NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2021**

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

TDM SERVICES

**NORTHERN SHENANDOAH
JULY - SEPTEMBER 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	7	6
Matchlists Sent	25	83	63
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	0	0	2
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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	19	4
Matchlists Sent	179	127	13
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	4	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	13	28	0
Employers Contacted (New)- Phone	13	28	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	11	21	0
Employers Contacted (Follow up)- Visit	2	2	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	1	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JULY - SEPTEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	27	22
Matchlists Sent	270	156	137
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	12	6	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	47	30
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	9	0	0
Employers Contacted (Follow up)- Visit	16	9	4
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 2021**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	5	1
Matchlists Sent	62	19	23
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	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 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	5	3
Matchlists Sent	230	209	258
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	5	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	9	3	6
Employers Contacted (New)- Phone	12	15	29
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7	5	10
Employers Contacted (Follow up)- Visit	4	5	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	12	2	6
Level 2	4	3	4
Level 3	0	0	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
JULY - SEPTEMBER 2021

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	16	4	12	32
ARLINGTON (COG)	9	8	27	44
ANNE ARUNDEL	11	3	3	17
BALTIMORE CITY	6	6	21	33
BMC	3	3	8	14
COG	58	19	33	110
DOD/WHS	1	0	0	1
DATA	1	1	2	4
DISTRICT OF COLUMBIA	43	16	100	159
FDA	2	151	12	165
FAIRFAX COUNTY	53	19	22	94
FREDERICK	8	82	77	167
GW RIDE CONNECT	96	1,132	1,605	2,833
HARFORD	1	2	0	3
HOWARD	11	7	3	21
LOUDOUN	22	9	22	53
MTA	5	2	2	9
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	13	0	23	36
Countywide	9	10	14	33
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	5	329	888	1,222
Shady Grove	0	0	0	0
Silver Spring	8	5	8	21
NIH	0	3	2	5
NORTHERN SHENANDOAH	4	1	4	9
PRINCE GEORGE'S	27	29	67	123
PRTC	31	28	45	104
RAPPAHANNOCK-RAPIDAN	7	1	2	10
TRI - COUNTY	11	191	211	413
TOTAL INPUT COMMUTER CONNECTIONS	461	2,061	3,213	5,735
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		2,522		

FY 2021

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)	105	4	5	51	1	2	65	13	1	12
Telework - NEW	0	0	0	0	0	0	0	13	0	2
Employers Contacted (follow-up)	152	2,331	86	250	3	57	1,413	11	9	7
Telework - FOLLOWUP	0	0	0	0	0	0	0	11	0	2
Total Broadcast Contacts Letters, Flyers, Newsletter	587	7934	9388	2300	333	168	22343	9180	200	0
Total Sales Meetings	4	51	17	0	0	5	64	2	16	4
Total Employers Contacted	848	10320	9496	2601	337	232	23885	9230	226	27
New Level 1 TDM Programs	2	2	2	0	0	2	0	1	0	12
New Level 2 TDM Programs	1	1	12	0	0	1	5	0	0	4
New Level 3 TDM Programs	3	0	20	0	1	0	0	0	0	0
New Level 4 TDM Programs	1	1	7	0	0	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 2021**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2021				
August 2021				
Arlington	Mon 8/16/2021 3:09 PM	Wed 8/18/2021 3:31 PM	N/A	Resource Directory Edit
Alexandria	Mon 8/16/2021 4:55 PM	Wed 8/18/2021 3:31 PM	N/A	Resource Directory Edit
Prince George's County	Mon 8/30/2021 11:19 AM	Mon 8/30/2021 3:38 PM	N/A	incenTrip Report
September 2021				

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY22, FIRST QUARTER	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	4
FAIRFAX COUNTY, VA	30
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	13
MONTGOMERY COUNTY, MD	1
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	2
ST. MARY'S COUNTY, MD	3
TOTAL	53