COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q1 FY2022

October – December 2021

COMMUTER CONNECTIONS.
— A SMARTER WAY TO WORK

National Capital Region
Transportation Planning Board

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I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

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

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

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

COG/TPB staff responded to technical support requests from Frederick County, MD. 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 developed and presented the FY2023 Draft Commuter Connections Work program (CCWP) and 2021-2022 Commuter Connections Strategic Plan to the STDM Work Group on October 12th and November 9th. Staff integrated comments from the STDM Work Group and presented the updated documents to the Commuter Connections Subcommittee on November 16th and established a comment period through December 3rd. COG/TPB staff worked on updates to the documents based on feedback and comments received during the comment period. The final draft of the work program was finalized and prepared for approval from the state funding agencies in January and for endorsement and release at the January Commuter Connections Subcommittee meeting.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Several project administration tasks were completed during the quarter. The ATCMTD Q3 (Jul. – Aug.) Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in October. A quarterly invoice was also developed and submitted; staff collaborated with project partners to obtain the necessary documentation associated with the invoice. Staff attended an Annual Project Review meeting with FHWA on October 20th and drafted an annual progress report for Year 1 of the project and submitted the report to FHWA on November 30th. Staff also addressed FHWA's comments on the project's Data Management Plan and submitted an updated version of the plan, along with a comment/response summary, to FHWA on December 6th. Staff coordinated and held an ATCMTD Stakeholder Group

meeting on November 3rd. The Stakeholder group comprises of public and private partners identified in the project application, such as the District, Maryland, and Virginia Departments of Transportation, and the Greater Washington Partnership. An updated timeline for rewards and payment integration was presented to the stakeholder group. Feedback was also gathered on Year 2 tasks, such as which corridors to target for advanced Transportation Demand Management (TDM) deployment (Tasks D and F). Work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical tasks occurring in both Year 1 (November 2020 – October 2021) and Year 2 (November 2021 – October 2022) of the grant (see Section I.C). Meetings were regularly coordinated and held with MDOT to discuss and plan for expansion into the entire state of Maryland (see Section III.J.). The project team continued to pursue transportation partnerships as potential incentive options. The project team met with representatives of Virginia and Maryland E-ZPass to discuss a potential partnership on November 17th. E-ZPass representatives remain interested in the idea of partnering to offer incentives within incenTrip; a follow-up meeting was scheduled in January. WMATA continues to be interested in partnering with incenTrip to offer SmartTrip credits as an incentive. The project team continues to encourage MTA to join as a partner and include the CharmPass as a payment option for app users.

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.

COG/TPB staff attended the AMPO Conference in Scottsdale, AZ on October 5th – 8th to present on the "Look Again" Regional Recovery TDM Marketing Campaign.

STDM Work Group meetings were coordinated and held on October 12th, November 9th, and December 14th via Teams.

COG/TPB staff coordinated and held a TDM System training session for OmniRide, GWRideConnect, and DOD/WHS on October 13th.

COG/TPB staff met with UrbanTrans representatives on October 28th to discuss the status of the Commuter Connections program due to COVID and provided updates and information on TDM program best practices which will be shared with the Atlanta Regional Commission in Atlanta, GA.

COG/TPB staff attended the second of a three-part COG-wide training series on equity titled "Professional Development for Advancing Racial Equity" on November 4th and the third and final session on December 7th.

COG/TPB staff met on November 4th with representatives from ICF Consulting representing the Metropolitan Council in Minneapolis/St. Paul on vanpool best practices as part of vanpool study for their region.

COG/TPB staff presented on the "Look Again" Regional Recovery TDM Marketing Campaign at the TPB Technical Committee on November 5th.

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

- Presentation on the draft 2021 Bike to Work Day Event Report
- Briefing on proposed changes to the GRH Participation Guidelines
- Briefing on the 2021 Car Free Day Event results
- Presentation on recent updates made to the TDM System
- Progress update on the FY2022 Regional TDM Evaluation Project
- Progress update on the ATCMTD Project
- Briefing on the draft FY2023 CCWP and Commuter Connection Strategic Plan
- Briefing on the 1st Quarter CCWP Budget Report and Progress Report

COG/TPB staff participated in a GSA workgroup session on the National Capital Region Transportation Study on November 16th.

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on November 17th.

COG/TPB staff participated in the inaugural Washington Metropolitan Area Bus Leaders meeting on December 8th.

COG/TPB staff met with the Prince George's County rideshare coordinator on December 17th to discuss a SchoolPool partnership with Prince George's County Public Schools.

COG/TPB staff participated in a I-495 NEXT TMP meeting on December 17th.

A Commuter Connections Ridematching Committee meeting was coordinated and held on December 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:
- Presentation on how the TDM System utilizes geocoding and GIS
- Progress update on Flexible Vanpool improvements
- Presentation on recent incenTrip updates
- Highlights from the FY2022 1st Quarter Progress Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, telework resources, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@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 December 2021, COG and its members served 13,262 commuters registered in ridematching. This is a decrease of 410 quarter-to-quarter, from 13,672 at the end of September 2021. Year over year there was a decrease of 1,075 from 14,337 at the end of December 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 occurring in both Year 1 (November 2020 – October 2021) and Year 2 (November 2021 – October 2022) of the grant. Tasks A and B of the project were fully deployed when a new version of incenTrip was released in the Apple App Store and Google Play on November 9th. The new version of the app included the new MDOT program, the addition of PayPal as a payment mechanism, and a service area expansion stretching from southern Pennsylvania to central Virginia. The auto-trip logging feature was disabled to limit errant trip logging. Following the successful app update, the project team began focusing on adding gift cards as a reward option for end-users. Gift card functionality was added to the database and prepared for public launch in early Q1 2022. A development and implementation schedule for Year 2 tasks was created based on feedback from stakeholders at the November 3rd stakeholder group meeting. Year 2 tasks include incorporating expanded functionality for non-recurrent congestion and corridor-level TDM (Task D), corridor-level TDM deployment for multimodal ICM and TSM&O (Task E), and new functionality for employer-based TDM (Task F). Staff prepared a one-pager for the Greater Washington Partnership and representatives from Wells & Associates to help with the recruiting of employers as volunteers to provide feedback on the development of an incenTrip employer portal (Task F).

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, improving the quality of commuter location data, vanpool enhancements, user experience upgrades, preparations for GRH work items in 2022, and a few bug fixes.

Media Beef worked to program the MDOT incenTrip program into the TDM System's incenTrip administration functionality and the payment module. This enhancement will permit COG/TPB staff to clarify MDOT incenTrip program payments from Commuter Connections' various incentive program payments. This functionality can be copied for future custom programs that may be administered within the TDM System. The functionality to fulfill checks and PayPal payments was completed.

Media Beef completed their work on the TDM System website's cosmetic refresh in October. A final beta version was deployed to CCTDM-CLONE for COG/TPB staff to review. Staff subsequently approved the update and the master branch of code was updated on the production website. The new pages are more visually appealing than the previous version and contain more information that

is even easier to find than before. New features include Quick Match, a social media feed, and updated program descriptions.

Media Beef researched the feasibility of adapting the Vanpool Module for the Commuter Connections TDM System to be hosted on the Oracle/Microsoft server. Media Beef also began to work on mock-ups and workflow diagrams of the proposed vanpool functionality for both traditional and flexible vanpool enhancements. COG/TPB staff oversaw mockup revisions and presented the proposed enhancements to the Flexible Vanpool Workgroup on December 16th (See *Section III.D*). A development and implementation timeline was created. Media Beef confirmed the feasibility of adapting the Vanpool Module for the Commuter Connections TDM System to be hosted on the Oracle/Microsoft server and subsequently began converting the module to Oracle/Microsoft.

COG/TPB staff collaborated with Media Beef to diagnose and solve an email bug that prohibited receipt of internal emails.

The SSL certificates for the TDM System web server were to expire in November. COG/TPB staff obtained new certificates and Media Beef installed them. The certificates are good for one year.

Media Beef began work on programming changes to the FY2022 GRH applicant survey in December.

A contract amendment was fully executed in October with the TDM Technology Development Contractor, Media Beef, for work to be completed in FY2022.

Media Beef worked to program the incenTrip gift card incentive option into the TDM System's payment module. This enhancement will permit COG/TPB staff to fulfill gift card requests within incenTrip for both the Commuter Connections and MDOT incentive programs. Staff supplied gift card images to UMD for inclusion in the incenTrip app.

The Commuter Connections mobile app was downloaded 86 times throughout the quarter, bringing total downloads to 6,126 by the end of December.

D. Commuter Information System

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

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

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information

received from local Commuter Connections members. To view the latest version, users can visit https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c5030 38a8b36e2, or use the Commuter Connections website to navigate to it.

COG/TPB staff maintained and monitored the ArcGIS server that provides data for the park and ride lot map and the geocoding service to the TDM System.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

Proposed updates to the GRH Program Guidelines were presented to the Commuter Connections Subcommittee on November 16th. A comment period was established through December 16th. Staff incorporated recommended changes to the guidelines and prepared the updated document for endorsement at the upcoming January 18th Commuter Connections Subcommittee meeting

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 130 applications received. A total of 123 applicants were registered (116 new applicants and 7 previous "one-time exception" users) and 317 commuters were re-registered. During the same time period, the GRH program provided 73 GRH trips. Six of these trips were "one-time" exceptions accounting for 8% of the total number of GRH trips provided. "Personal Illness" and "Overtime" tied to accounted for the largest portion of the GRH trip reasons followed by "family emergency." As of December 31st, a total of 1, 687 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. Contract amendments were fully executed in October with Yellow Cab of DC and Uber.

COG/TPB staff researched San Francisco area GRH programs to determine whether operational functions could be modified and adopted in the Washington, DC region. Staff determined that Commuter Connections' current participation guidelines are better suited for program

implementation than are policies currently in effect for San Francisco area programs. A presentation on the matter was delivered to the STDM Work Group on December 14th.

III. MARKETING

A. TDM Marketing and Advertising

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

COG/TPB staff began planning efforts for a winter/spring Regional TDM Recovery Campaign. The campaign is expected to use the same "Look Again" messaging and creative as the initial summer campaign. Staff and Odonnell Company developed a media plan and assets to begin a soft launch in late December 2021. This included a YouTube paid ad and boosted posts on Facebook and Instagram. Additional media buys will be introduced in winter 2022.

COG/TPB staff and the contractor coordinated on the initial draft and layout of the fall 2021 newsletter and Federal ETC insert in October. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in November. Staff then prepared a timeline for the development of the winter 2022 newsletter and collaborated with the contractor to develop article content ideas.

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

COG/TPB staff conducted the following activities to update and maintain the Commuter Connections website:
- Posted news articles, publications, construction projects, press releases, and upcoming events as needed
- Updated the Mobile Apps page
- Updated the Commuter Resources page
- Updated the incenTrip program pages
- Updated the Ridematching Resources page
- Updated the carshare vendor listing
- Monitored website activity and computer code to maintain accurate website functionality

COG/TPB staff continued preparing the FY2022 TDM Resource Guide and Strategic Marketing Plan (SMP) document. The final draft was endorsed for release at the December 21st Regional TDM Marketing Group meeting.

A Regional TDM Marketing Group meeting was coordinated and held on December 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:
- Review of the FY2022 SMP
- Presentation on Commuter Connections FY2022 Marketing Activity

- Guest presentation on the City of Alexandria's recent marketing activity
- Briefing on the FY2021 GRH Customer Satisfaction Surveys

B. Bike to Work Day

The sponsorship drive for the May 2022 Bike to Work Day event commenced in October and is expected to conclude in January. COG/TPB staff oversaw Arch Street Communications' efforts to implement the sponsor drive. Staff invoiced sponsors following their submission of the sponsorship form.

An Invitation for Bid for Bike to Work Day 2022 event T-shirts was drafted and posted in November. COG/TPB staff monitored responses and questions regarding the bid.

An online questionnaire was prepared in SurveyMonkey and sent to pit stop managers. The questionnaire seeks to gather information about each pit stop, including pit stop manager contact information, T-shirt orders, etc.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on November 10th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials. Highlights from the meeting included:
- Presentation of the draft Bike to Work Day 2021 Event Report
- Update on 2022 pit stop commitments, new pit stops, and the orientation session
- Establishment of the 2022 event rider goal
- Selection of the 2022 event color theme
- Discussion on sponsorships for 2022

COG/TPB staff completed the following BikeToWorkMetroDC.org website updates:
- Relocated the sponsorship page to the Event Info tab
- Linked the 2022 Event Sponsorship Declaration form
- Tested new table plugins to update the display of pit stop information
- Added new sponsorship logos
- Updated language on the Home Page
- Added the new color (pink) to the color palette of the website
- Updated the registration page
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

Odonnell Company developed poster concepts for presentation at the January 12th Steering Committee.

C. Employer Recognition Awards

There were several planning and preparation activities conducted throughout the quarter. COG/TPB staff developed a task schedule timeline for the 2022 Employer Recognition Award deliverables. Work began on the creation of the 2022 Employer Recognition Awards nomination brochure and form. Staff prepared written description of 2021 Employer Recognition Awards winners for inclusion in the 2022 nomination brochure. Staff obtained estimates for printing and distribution of the

materials; staff oversaw the marketing contractor, Odonnell Company, in the development of creative concepts for the materials. Staff solicited and received feedback from the Employer Recognition Awards workgroup on the creative concepts and oversaw Odonnell Company in final production of the brochure and form. The brochure was uploaded to the Commuter Connections website. The nomination webpage and online form were also updated. The auto forwarding message was updated Staff compiled a mailing list for nomination brochure which included employers, CEOs, Chambers of Commerce, and Commuter Connections network members, and coordinated the printing and distribution process.

COG/TPB staff placed June 28th on hold for the Employer Recognition Awards 2022 ceremony at the National Press Club.

COG/TPB staff sent an email blast to employers and Chambers of Commerce for the Employer Recognition Awards 2022 call for nominations. An ad was placed on LinkedIn to promote the call for nominations. Staff and Odonnell Company created a "tool kit" for Chamber of Commerce's to promote nominations.

D. 'Pool Rewards

Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:
- Staff approved one (1) new 'Pool Rewards vanpool
- There were no carpool applications for 'Pool Rewards this quarter

COG/TPB staff processed invoices for vans operating during the months of September, October, and November:
- Staff approved thirteen (13) subsidy payments for 'Pool Rewards vanpools
- There were no payments for 'Pool Rewards carpools

As of December 31st, there were zero (0) active 'Pool Rewards carpools and five (5) operating 'Pool Rewards vanpools.

COG/TPB staff collected and reported 'Pool Rewards vanpool data to the National Transit Database (NTD) maintained by FTA. The report was submitted on October 29th. Following submission, staff provided additional information based on comments received by FTA.

COG/TPB staff coordinated and held a Flexible Vanpool Workgroup via Microsoft Teams on December 16th. The group provided feedback and guidance on the direction of pending vanpool enhancements to the TDM System and Commuter Connections mobile applications. Staff updated the scope of work based on the workgroup's feedback and gave Media Beef the notice to proceed on coding vanpool enhancements.

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

E. Car Free Day

Raffle prizes were awarded and sent to winners, and prize recipients were publicized through social media and the event website. A summary of Car Free Day 2021 pledge data and an emissions impacts analysis were prepared and presented at the November 16th Commuter Connections

Subcommittee meeting. COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, as they created a debrief report of earned media summarizing press coverage of the Car Free Day event. "Thank you" emails were sent to Car Free Day sponsors and participants. The University of Maryland was announced as the 2021 Capital Area Car Free Day College Campus Challenge winner. Media invoices were processed.

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

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 18 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 81 times during the quarter, bringing total downloads to 4,658.

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 3,054 users were registered for the program as of December 31st. There were 26 new Commuter Connections accounts created through the incenTrip app. A total of 53 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 34 incenTrip related inquires.

COG/TPB staff prepared a one-pager for the Greater Washington Partnership and representatives from Wells & Associates to help with the recruiting of employers as volunteers to provide feedback on the development of an incenTrip employer portal.

COG/TPB staff provided substantial feedback on an announcement email originally drafted by UMD announcing three notable changes to the new release of incenTrip that occurred on November 9th which was sent to incenTrip applicants who are registered and work outside of the metropolitan Washington non-attainment region. The message included the addition of the MDOT incenTrip program, the suspension of Auto Trip Logging, and the addition of PayPal as an incenTrip reward option.

COG/TPB staff worked to reconcile uncashed rewards checks over 30 days old.

J. MDOT incenTrip Mobile Application

Planning meetings were held weekly with MDOT staff to plan and prepare for the MDOT incenTrip program expansion. Topics of discussion included marketing efforts for the soft launch, final bug fixes needed to prepare for the launch, and download/usage statistics post-launch.

COG/TPB staff provided feedback on draft social media posts and a tutorial video developed by MDOT.

The MDOT incenTrip program was launched to the public on November 9th. As part of the launch effort, COG/TPB staff shared a press release announcing the new MDOT incenTrip program to Commuter Connections stakeholders. Staff also compiled a list of Commuter Connections accountholders who would be eligible for the new MDOT incenTrip program and sent a targeted promotional message announcing the new program. Content was updated on the incenTrip pages of the Commuter Connections website to reflect the new MDOT incenTrip program. Staff shared posts from the MDOT Commuter Choice Facebook page to help promote the launch of the MDOT incenTrip program.

COG/TPB staff troubleshot issues with the incenTrip dashboard for the MDOT incenTrip program. UMD resolved all outstanding issues.

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 October 11th, November 8th, and December 6th.

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

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In December, 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, Montgomery County, Prince William County, Fairfax County, Frederick County, Prince George's County, and the Tri-County Council for Southern Maryland.

In October, COG/TPB staff fulfilled Employer Outreach data requests from Prince George's County and the District of Columbia.

In November, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery County and the City of Alexandria.

In December, COG/TPB staff fulfilled Employer Outreach data requests from Tri-County Council and Prince George's County.

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

COG/TPB staff and the Regional TDM Evaluation project contractor, LDA Consulting, worked to update the TDM Evaluation Framework Methodology for the FY2021 – FY2023 TDM Evaluation Cycle. An updated draft of the Framework was presented at the December 21st TDM Evaluation Group meeting. The draft document was subsequently posted to SharePoint for group review with a comment period ending on January 6th.

Work also continued on updating the survey questionnaire for the 2022 State of the Commute Survey. The draft 2022 State of the Commute Survey Questionnaire was presented to the Regional TDM Evaluation Group on October 19th and subsequently posted to SharePoint for comments due by October 29th. Comments from the group were integrated and presented to the Evaluation Group on November 16th. Staff worked to finalize the questionnaire and to prepare the questionnaire for internet programming. The survey was programmed for the internet and tested and will be distributed beginning in early January. An update on the next steps for the survey was presented to the TDM Evaluation Work Group on December 21st. Staff worked to prepare the Wave 1 survey postcards which would be mailed via USPS to 230,000 households in the non-attainment region.

Work commenced on the FY2022 GRH Applicant Survey. Planning for the survey was discussed with LDA Consulting at a progress update meeting on October 26th. COG/TPB staff and LDA Consulting updated the draft questionnaire and presented it to the Regional TDM Evaluation Group on November 16th; the questionnaire was subsequently posted to SharePoint for review and comment by the Work Group. Feedback from the Evaluation Group was compiled and integrated into the questionnaire. The final draft questionnaire was presented to the Evaluation Group on December 21st. The questionnaire will be programmed into the TDM System in early 2022 by Media Beef and WBA.

COG/TPB staff met with representatives from VDOT and VDRPT on October 20th to discuss the methodology of how telework impacts are calculated as part of the Commuter Connections regional TDM Program Element Analysis.

COG/TPB staff met with LDA Consulting on October 26th and November 2nd to discuss the status of the TDM Evaluation project data collection activities.

B. Program Monitoring and Tracking Activities

Mass Marketing advertising campaign effectiveness was tracked throughout the quarter through call volumes, internet visits, and by measuring the volume of GRH and Rideshare applications. The FY2022 First Half Regional TDM Marketing Campaign Summary report was drafted and distributed at the December 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. COG/TPB staff created a PowerPoint presentation and a memo documenting the FY2021 GRH Customer Satisfaction Survey results for Washington, DC region trips. Staff presented the limited response from the FY2021 GRH Customer Satisfaction Survey for the Washington, DC region at the December 21st Regional TDM Marketing Group meeting.

COG/TPB staff presented the final Fourth Quarter FY2021 Employer Outreach Verification Statement and draft First Quarter FY2022 Employer Outreach conformity verification statements to the Employer Outreach Committee on October 19th. Data collection for the first quarter of FY2022 was completed and data collection for the second quarter of FY2022 began.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, to populate the COG survey database with Montgomery County survey data.

COG/TPB staff completed and distributed the final September FY2022, October FY2022, and November FY2022 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 1st Quarter CCWP Progress Report for FY2022. The report was distributed at the November 16th Commuter Connections Subcommittee meeting.

Regional TDM Evaluation Group meetings were coordinated and held on October 19th, November 16th, and December 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 meetings included:
- Briefing on the FY2022 Regional TDM Project Timeline
- Review and discussion on the FY2021 – FY2021 TDM Evaluation Framework Revised Methodology
- Review and discussion on the FY2022 State of the Commute Survey
- Review and discussion on the 2022 GRH Applicant Survey

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.

COG/TPB staff monitored the status of a Request for Information for an Employer Outreach Customer Relationship Management database. The RFI was posted and distributed on October 28th and were due by November 30th. Staff and a Technical Selection Committee subsequently reviewed and scored the submittal(s).

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 continued to work with Montgomery and Prince George's counties on their scopes of work and budgets for the FY2022 Employer Outreach and Telework contracts. Both contracts were fully executed.

B. DC, MD, AND VA PROGRAM ADMINISTRATION

COG/TPB 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 October 19th Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:
- Final Fourth Quarter FY2021 and Draft First Quarter FY2022 Conformity Verification Statements
- Guest presentation on the ParkOffice App
- Greater Washington Partnership staff briefing on preliminary findings from the Capitol COVID Return to Work Survey results
- ACT! Database Refresher
- Status update on the FY2022 Employer Case Studies
- Status update on the FY2022 TDM and Sales Training Sessions
- Roundtable updates

COG/TPB staff attended a press conference on October 25th hosted by the Greater Washington Partnership (GWP) and helped promote the release of Capitol COVID Survey results.

COG/TPB staff prepared content for the upcoming January 18th 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 December 31st, a total of 93 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore, MD region commuters who used the GRH service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff created a PowerPoint presentation and a memo documenting the FY2021 GRH Customer Satisfaction Survey results for Baltimore region trips. Staff presented the limited response from the FY2021 GRH Customer Satisfaction Survey for the Baltimore region at the December 21st Regional TDM Marketing Group meeting.

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

Proposed updates to the GRH Program Guidelines were presented to the Commuter Connections Subcommittee on November 16th. A comment period was established through December 16th. Staff incorporated recommended changes to the guidelines and prepared the updated document for endorsement at the upcoming January 18th Commuter Connections Subcommittee meeting.

COG/TPB staff and the Regional TDM Evaluation contractor, LDA Consulting, to commence work on the FY2022 GRH Baltimore Applicant Survey. Planning for the survey was discussed with LDA Consulting at a progress update meeting on October 26th. Staff and LDA Consulting updated the draft questionnaire and presented it to the Regional TDM Evaluation Group on November 16th; the questionnaire was subsequently posted to SharePoint for review and comment by the Evaluation Group. Feedback from the Evaluation Group was compiled and integrated into the questionnaire. The final draft questionnaire was presented to the Work Group on December 21st. The questionnaire will be programmed into the TDM System in early 2022 by Media Beef and WBA. The Baltimore/St. Mary's County GRH program survey questionnaire will also be prepared and shared with MDOT/MTA representatives for review and feedback.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided five (5) trips during the quarter.

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

COG/TPB staff monitored the TDM System for duplicate GRH Baltimore accounts and consolidated and removed excess accounts.

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

COG/TPB staff collected information from GRH Baltimore ride providers to issue FY2022 contract renewals. A contract was fully executed with Uber.

Table 1			
National Capital Region Transportation Planning Board			
Commuter Connections Program			
Quarterly Activity and Impact Summary			
OCTOBER - DECEMBER 2021			
Commuter Connections Activity	**This Quarter**	**Last Quarter**	**Since July 1, 2021**
Total applicants/info provided:	3,862	5,811	9,673
Rideshare applicants	1,401	2,522	3,923
Matchlists sent	2,051	2,267	4,318
Transit applicants/info sent	13	6	19
GRH applicants	440	573	1,013
Bike to work info requests	3	1	4
Telework info requests	36	49	85
Internet users	15,104	23,720	38,824
Internet applicants	1,745	3,036	4,781
New employer clients	283	258	541
Employee applicants	0	0	0
Program Impact Performance Measure	**This Quarter**	**Last Quarter**	**Since July 1, 2021**
Continued placements	611	806	1,711
Temporary/one-time placements	179	117	501
Daily vehicle trips reduced	170	420	477
Daily VMT reduced	3,927	12,344	11,020
Daily tons NOx reduced	0.0008	0.0028	0.0022
Daily tons VOC reduced	0.0005	0.0016	0.0015
Daily tons PM2.5 reduced	0.00005	0.00021	0.00015
Daily tons PM2.5 NOx reduced	0.0010	0.0030	0.0029
Daily tons GHG reduced	1.5718	5.0166	4.4105
Daily gallons of gas saved	218	686	612
Daily commuter costs saved	$903	2,531	2,535

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
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	78	136	56
Locals Rideshare Apps (New and Re-apps)	1,323	2,386	1,695
Matchlists Requested	2,051	2,231	945
Transit Applicants/Info Sent	13	6	3
GRH Washington Applicants	440	166	0
GRH Washington Rides Provided	73	54	38
GRH Baltimore Applicants	3	3	2
GRH Baltimore Rides Provided	5	10	12
Telework Info Requests	36	49	0
Phone/Fax Applicants	0	0	0
Internet Applicants	1,745	3,036	2,278
Employer Applicants	0	0	0
Total Hits on website	15,104	23,720	10,669

TDM SERVICES

ALEXANDRIA
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	16	2
Matchlists Sent	36	56	16
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	5	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	113	105	44
Employers Contacted (New)- Visit	1	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	21	152	24
Employers Contacted (Follow up)- Visit	0	4	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	0
Level 2	0	1	0
Level 3	0	3	0
Level 4	0	1	0

TDM SERVICES

ARLINGTON
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	9	2
Matchlists Sent	61	34	10
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	6	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	3	4	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,562	2,331	0
Employers Contacted (Follow up)- Visit	61	51	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	2	0
Level 2	1	1	0
Level 3	0	0	0
Level 4	1	1	0

TDM SERVICES

ANNE ARUNDEL
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	11	4
Matchlists Sent	72	45	29
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	3	10	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

*All new ARTMA and BWI data will be reported as Anne Arundel. Old BWI data will be converted to AA after guidance from the County.

TDM SERVICES

BALTIMORE CITY
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	6	1
Matchlists Sent	17	35	1
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	4	2	2
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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	0
Matchlists Sent	39	19	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	1	0
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	70	101	44
Matchlists Sent	327	367	151
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	26	47	10
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	9	5	20
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	61	86	394
Employers Contacted (Follow up)- Visit	9	17	18
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	5
Level 2	4	12	2
Level 3	26	20	7
Level 4	21	7	6

TDM SERVICES

DOD/WHS
OCTOBER - DECEMBER 2021

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

TDM SERVICES

DATA
OCTOBER - DECEMBER 2021

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

*See FFX - EO numbers reported under Fairfax County
**N/A - DATA joined the Commuter Connections network in April 2014

TDM SERVICES

FAIRFAX
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	45	53	12
Matchlists Sent	231	249	57
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	12	11	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	46	51	20
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	547	250	1,436
Employers Contacted (Follow up)- Visit	103	0	13
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	32	0	2
Level 2	21	0	1
Level 3	7	0	6
Level 4	2	0	0

TDM SERVICES

FDA
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	2	2
Matchlists Sent	24	15	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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	8	6
Matchlists Sent	93	75	45
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	5	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	6	3	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	133	96	41
Matchlists Sent	144	229	97
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	18	21	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
OCTOBER - DECEMBER 2021

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

TDM SERVICES

HOWARD
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	11	0
Matchlists Sent	1	0	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	2	0
GRH Baltimore Applicants	0	1	1
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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	22	5
Matchlists Sent	70	122	36
Transit Applicants and Info Sent	4	0	1
GRH Washington Applicants	9	4	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	19	2	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	119	57	98
Employers Contacted (Follow up)- Visit	2	5	3
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	2	0
Level 2	0	1	0
Level 3	1	0	0
Level 4	0	0	0

TDM SERVICES

MTA
OCTOBER - DECEMBER 2021

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

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	13	0
Matchlists Sent	1	0	0
Transit Applicants and Info Sent	0	0	0
GRHWashington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	9	0
Matchlists Sent	62	93	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	6	6	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	28	25	0
Employers Contacted (New)- Phone	75	65	114
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,716	1,413	1,958
Employers Contacted (Follow up)- Visit	39	64	38
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	6	5	0
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
OCTOBER - DECEMBER 2021

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	1
Matchlists Sent	17	24	18
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
OCTOBER - DECEMBER 2021

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	8	0
Matchlists Sent	19	80	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	7	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
OCTOBER - DECEMBER 2021

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

TDM SERVICES

NORTHERN SHENANDOAH
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	4	4
Matchlists Sent	18	25	77
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	0	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 Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

PRINCE GEORGE'S
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	27	7
Matchlists Sent	185	179	62
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	8	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	13	0
Employers Contacted (New)- Phone	0	13	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	11	0
Employers Contacted (Follow up)- Visit	0	2	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	39	31	11
Matchlists Sent	286	270	61
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	15	12	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	8	1	30
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	9	0
Employers Contacted (Follow up)- Visit	3	16	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	7	0
Matchlists Sent	38	62	6
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY
OCTOBER - DECEMBER 2021

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	11	9
Matchlists Sent	290	230	252
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	5	9	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	5	9	0
Employers Contacted (New)- Phone	10	12	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	6	7	5
Employers Contacted (Follow up)- Visit	9	4	2
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	12	2
Level 2	2	4	2
Level 3	0	0	0
Level 4	0	0	0

TABLE 2
COMMUTER CONNECTIONS
APPLICATION ACTIVITY SUMMARY
OCTOBER - DECEMBER 2021

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	7	1	14	22
ARLINGTON (COG)	6	0	7	13
ANNE ARUNDEL	12	4	7	23
BALTIMORE CITY	3	1	4	8
BMC	5	0	4	9
COG	51	4	8	63
DOD/WHS	1	0	0	1
DATA	0	0	0	0
DISTRICT OF COLUMBIA	19	4	54	77
FDA	2	6	9	17
FAIRFAX COUNTY	45	10	11	66
FREDERICK	11	66	84	161
GW RideConnect	133	347	834	1,314
HARFORD	0	1	2	3
HOWARD	3	1	1	5
LOUDOUN	12	3	12	27
MTA	1	0	0	1
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	8	9	16	33
Countywide	10	1	16	27
Friendship Heights/Rockville	0	0	1	1
North Bethesda TMD	4	285	917	1,206
Shady Grove	0	0	0	0
Silver Spring	4	0	6	10
NIH	0	0	0	0
NORTHERN SHENANDOAH	3	2	0	5
PRINCE GEORGE'S	16	3	36	55
PRTC	39	3	91	133
RAPPAHANNOCK-RAPIDAN	2	0	2	4
TRI - COUNTY	3	250	257	510
TOTAL INPUT COMMUTER CONNECTIONS	**400**	**1,001**	**2,393**	**3,794**
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		**1,401**		

FY 2021 October to December 2020	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)	113	3	9	46	0	19	75	0	8	10
Telework - NEW	0	0	0	0	0	0	28	0	0	4
Employers Contacted (follow-up)	21	1562	61	547	6	119	2716	0	0	6
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	4
Total Broadcast Contacts Letters, Flyers, Newsletter	657	7050	6151	3	198	168	22130	0	400	0
Total Sales Meetings	1	0	11	13	0	2	39	0	3	9
Total Employers Contacted	792	8615	6232	609	204	308	24988	0	411	33
New Level 1 TDM Programs	0	1	2	32	0	5	0	0	0	4
New Level 2 TDM Programs	0	1	4	21	0	0	6	0	0	2
New Level 3 TDM Programs	0	1	26	7	0	1	0	0	0	0
New Level 4 TDM Programs	0	1	21	2	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY22, SECOND QUARTER	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	3
FAIRFAX COUNTY, VA	4
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	2
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	1
ST. MARY'S COUNTY, MD	0
TOTAL	10

Technical Assistance to Local Agencies
October – December 2021

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October 2021				
Transit	Fri 10/15/2021 2:43 PM	N/A	N/A	Table 4a Results
	Tue 10/26/2021 4:31 PM	N/A	N/A	Table 4a Results
November 2021				
December 2021				
Transit	Tue 12/14/2021 3:17 PM	N/A	Wed 1/12/2022 9:48 AM	Table 4a Results for the quarter