

**COMMUTER CONNECTIONS SUBCOMMITTEE  
MEETING HIGHLIGHTS  
JANUARY 16, 2024**

**1. INTRODUCTIONS**

The meeting was brought to order by Janiece Timmons, WMATA. Nicholas Ramfos, COG/TPB staff, asked attendees participating virtually to introduce themselves when their jurisdiction was announced and meeting attendees that were attending the meeting in-person introduced themselves afterwards.

Kanti Srikanth, COG/TPB staff, expressed appreciation and gratitude to Mr. Ramfos for his many years of service and dedication as the Program Director for Commuter Connections. Mr. Ramfos had previously announced his impending retirement from COG, which is set to take place at the conclusion of this meeting, at the November 21, 2023 Subcommittee meeting. Ms. Timmons encouraged meeting attendees to stay to the end of the meeting so that congratulations and well-wishes could be shared with Mr. Ramfos.

**2. MINUTES OF THE NOVEMBER 21, 2023 MEETING**

Janiece Timmons, WMATA, requested a motion to approve the minutes of the previous Commuter Connections Subcommittee meeting. George Clark, Tri County Council for Southern Maryland, made a motion to approve the minutes; Holly Morello, OmniRide, seconded the motion. The Subcommittee unanimously voted to approve the meeting minutes of the November 19, 2023, Commuter Connections Subcommittee Meeting.

**3. 2023 BIKE TO WORK DAY FINAL DRAFT REPORT**

Mark Hersey, COG/TPB staff, presented the final draft 2023 Bike to Work Day Report and established a comment period. The report contains components such as pit stop managers, number of registrants (14,617), summaries, proclamations, and marketing material compilation. The initial draft report was presented to the Subcommittee on July 18<sup>th</sup> and an updated draft report was presented to the Bike to Work Day Steering Committee on September 13<sup>th</sup> and November 8<sup>th</sup> and to the Subcommittee on November 21<sup>st</sup>, whereupon a comment period was established with a deadline of December 22, 2023.

Janiece Timmons, WMATA, asked for a motion to endorse the event report for release. Jim Carlson, Montgomery County, made a motion. Holly Morello, OmniRide, seconded the motion. The Subcommittee unanimously voted to approve and endorse the report for release. Mr. Hersey shared that the report would be posted to the Commuter Connections website in the near future.

**4. FY2025 WORK PROGRAM (CCWP) AND 2023 – 2024 STRATEGIC PLAN**

Nicholas Ramfos, COG/TPB staff, updated the Subcommittee the status of the FY2025 CCWP and the Commuter Connections Strategic Plan. Both draft documents were presented to the

Subcommittee on November 21<sup>st</sup> for review. A comment period was subsequently established through December 8<sup>th</sup>. Mr. Ramfos then briefed the Subcommittee on substantive changes made to the documents resulting from feedback received during the comment period. Changes included modifying the delivery date of the 2025 Vanpool Driver Survey report to June 2025, adjusting the consultant costs associated with advertising for GRH Baltimore to \$7,752, and adding “CommuterCash” to the name of the incenTrip program. The state funding agencies previously reviewed and endorsed the document, with the abovementioned changes, last week.

Janiece Timmons, WMATA, requested a motion to approve and endorse the report for release. George Clark, Montgomery County Maryland, made the motion to endorse modification change; Kari Snyder, MDOT, seconded the motion. The Subcommittee unanimously voted to approve and endorse the report for release.

Mr. Ramfos then presented the 2023 – 2024 Strategic Plan for Commuter Connections, which followed the same development and review timeline as the CCWP. Changes to the strategic plan from the recent comment period include the removal of the Dulles Area Transportation Association, who had dropped out from the Commuter Connections program. Janiece Timmons, WMATA, requested a motion to approve and endorse the strategic plan for release. George Clark, TCCSMD, made the motion to endorse the document; Leigh Anderson, GWRideConnect, seconded the motion. The Subcommittee unanimously voted to approve and endorse the strategic plan for release.

## **5. FY2024 PLACEMENT RATE SURVEY RESULTS**

Lori Diggins, LDA Consulting, briefed the Subcommittee on highlights from the recently conducted FY2024 Commuter Connections Placement Rate Survey. Ms. Diggins referenced many data points and statistics that were gathered from the survey, which were presented to the group in a slideshow. The document containing the results is available for download from the [COG website](#). Highlights from the report were categorized into commute patterns, commute travel changes, information sources (i.e., how participants heard about the program), and use of Commuter Connections services.

Nicholas Ramfos, COG/TPB staff, informed the group that a draft version of the report should be presented to the Subcommittee at the March meeting, where a comment period will subsequently be established.

Sandy Brecher, MCDOT, asked if there are historical Bike to Work Day data that could be compared against the findings reported in the Placement Rate Survey report. Ms. Diggins clarified that the Bike to Work Day impact report is its own survey; the biking information highlighted in the Placement Rate Survey report is more general bike information provided as part of the Commuter Connections program.

## **6. FY2023 GUARANTEED RIDE HOME (GRH) CUSTOMER SATISFACTION SURVEY RESULTS FOR THE WASHINGTON DC AND BALTIMORE/ST. MARY’S COUNTY REGIONS**

Douglas Franklin, COG/TPB staff, briefed the Subcommittee on the status of the FY2023 GRH Customer Satisfaction survey results for both the Washington DC and Baltimore/St. Mary’s County Regions. Highlights were previously presented to the Regional TDM Marketing Group on December 21, 2023.

For the Washington region, of the 564 surveys distributed in fiscal year 2023, 61 (11%) surveys were completed, and the vast majority (95%) of respondents were pleased with the overall GRH service. At 33 percent, personal illness was the most reported reason for using the service. Written responses were provided by 64 percent of respondents and the majority contained compliments vs. criticism, more than a 4 to 1 margin. For each program category, good or excellent ratings were given by 87 percent or more of respondents. The average response wait time was 20 minutes and 90 percent waited 30 minutes or less.

There was not a statistically significant amount of survey responses for the Baltimore/St. Mary's County region. However, the few surveys that were received indicated customers were satisfied with the service.

Mr. Franklin invited Subcommittee members to submit comments or feedback on the reports through February 20.

## **7. REGIONAL TDM EVALUATION PROJECT**

Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the data collection activities for the regional TDM Evaluation project for FY2024. COG/TPB staff recently completed the GRH Baltimore / St. Mary's County Impacts report was completed. MDOT and MTA suggested minor changes that were incorporated. The final data collection activity for the fiscal year is an Employer Outreach Customer Satisfaction survey that is currently in progress. The survey will likely continue through early February; highlights will be presented at the April Employer Outreach Committee meeting and the May Commuter Connections Subcommittee meeting.

## **8. 2<sup>ND</sup> QUARTER CCWP BUDGET REPORT**

Nicholas Ramfos, COG/TPB staff, briefed the Subcommittee on the FY2024 CCWP 2<sup>nd</sup> Quarter Budget report. Expenditures as of December 31, 2023 sit at just under 30% for the entire program. This is consistent with past years spending trends./

## **9. OTHER BUSINESS / SET AGENDA FOR NEXT MEETING**

Janiece Timmons, WMATA, invited meeting participants to share other business items. There was no official business to discuss. Ms. Timmons then invited meeting participants to share accolades and memories with Nicholas Ramfos, Program Director for Commuter Connections, who is set to retire after the meeting. Nearly all participants shared pleasant stories and accomplishments realized during Mr. Ramfos' tenure as Program Director.

The next meeting of the Commuter Connections Subcommittee meeting will be held on March 19, 2024 from 12:00 p.m. to 2:00 p.m.