

# COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q4 FY2023

April - June 2023



National Capital Region  
**Transportation Planning Board**

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# I. COMMUTER OPERATIONS CENTER

## A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports (commuters whose records expire in April 2023, May 2023, and June 2023) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

COG/TPB staff responded to technical support requests. A summary of the technical support provided to local Rideshare agencies and their coordinators may be found at the end of this document.

The following agencies submitted Table 6A data through the commuter support email box: GWRideConnect; Bethesda; Frederick County, MD; and Loudoun County, VA.

After the TPB voted to approve the FY2024 CCWP on March 15<sup>th</sup> as documented in Resolution TPB R8-2023, COG/TPB staff posted the final document to the Publications section of the Commuter Connections website. Hard copies were produced for distribution to stakeholders upon request. TIP funding schedules were reviewed; funding commitment letters were sent to the state funding agencies.

COG/TPB staff continued work on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. Accomplishments include:

- Several project administration tasks were completed during the quarter. The Q1 CY2023 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in April. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice.
- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on May 3<sup>rd</sup>. The Stakeholder group is comprised of public and private partners identified in the project application, such as the District, Maryland, and Virginia Departments of Transportation, and the Greater Washington Partnership. Staff provided the group with a progress update on features currently in development, including Task F: *Employer Rewards Program* and Task G: *Specialized Transportation Referrals*. Staff also updated the group on the status of

transferring incenTrip technology to Commuter Connections for continuing operations of incenTrip (Task K).

- The project team continued strategizing on how to best transfer incenTrip’s technology (source code, documentation, and build tools) to COG from UMD, per Task K. The initial transfer plan drafted during the prior quarter was modified into a contractual Statement of Work that UMD could provide to COG for ongoing operations, maintenance, and occasional enhancement following the conclusion of ATCMTD. Due to budgetary constraints, the Statement of Work continues to be negotiated as of June 30<sup>th</sup>. UMD is working with intellectual property managers at the university, University of Maryland Ventures, to determine what incenTrip assets can be transferred and/or licensed to COG as part of the public nature of the app’s development.
- Work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*).

COG/TPB staff continued work on the Enhancing Mobility Innovation (EMI) grant. Accomplishments include:

- COG/TPB staff organized and updated internal files related to the EMI project, which included obtaining a final copy of the TIP Amendment “TPB SR19-2023.” The amendment authorized the project’s inclusion in the TIP. The amendment was approved by the Transportation Planning Board (TPB) Steering Committee on March 3<sup>rd</sup>.
- COG/TPB staff assembled a stakeholder group comprised of regional vanpool stakeholders, such as local jurisdictions’ transportation staff, vanpool operators, and state funding agencies. The group met for a kickoff meeting on May 2<sup>nd</sup>. The group provided initial feedback for the project, which was packaged and used to guide the software developer in their development of work specifications for the project (see *Section I.C.*). Notable feedback included ensuring the public availability of vanpools included in the project, the importance of developing employer partnerships, and ensuring clear “containers” for NTD vanpoolers so that data is reported accurately. The stakeholders agreed to meet quarterly.
- COG/TPB staff finalized the project’s Work Plan and Statement of Work following receipt of FTA feedback on May 8<sup>th</sup>. The document was uploaded to TrAMS on May 16<sup>th</sup>.
- COG/TPB staff fully executed a contract amendment with Media Beef, the primary software developer for the project, on May 3<sup>rd</sup>. MWCOG met with Media Beef on May 23<sup>rd</sup> to discuss initial development tasks.
- COG/TPB staff completed administrative elements for the project. The April and May 2023 Project Update summaries were drafted and submitted to FTA. Invoices for contractor work completed in April and May were processed. An initial draft of the project’s Data Management Plan was completed and submitted to FTA for review and comment.

STDM Work Group meetings were coordinated and held on April 11<sup>th</sup>, May 9<sup>th</sup>, and June 13<sup>th</sup>.

COG/TPB staff participated in a Route 1 Multimodal Improvement Study – Transit/TDM Stakeholder Meeting on April 25<sup>th</sup>.

COG/TPB staff held TDM System Training on April 28<sup>th</sup> for Prince George's County, Frederick County, MDOT, and WHS-DOD staff.

COG/TPB staff participated in a 495NEXT TMP Transit & TDM Technical Committee Meeting on May 3<sup>rd</sup>.

COG/TPB staff held SchoolPool Training on May 5<sup>th</sup> for goDCgo.

COG/TPB staff coordinated and held a national MPO TDM Peer Exchange Group meeting on May 24<sup>th</sup>.

COG/TPB staff participated in a Transportation Demand Management Institute Board meeting on May 30<sup>th</sup>.

A Commuter Connections Subcommittee meeting was coordinated and held on May 16<sup>th</sup>. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the FY2022 Bike to Work Day Survey Report
- Presentation of the FY2023 Car Free Day Event Draft Report
- Update on Clean Air Partners activities
- Guest presentation on Metro Orange Line Summer 2023 Work
- Briefing on the 2023 Bike to Work Day Event
- Update on the ATCMTD Project
- Briefing on the 2023 Car Free Day Event
- Briefing on the FY2023 3<sup>rd</sup> Quarter CCWP Progress and Budget Reports

A Commuter Connections Ridematching Committee meeting was coordinated held on June 20<sup>th</sup>. In anticipation of the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Refresher on the SchoolPool program
- Guest presentation on Re-App and Follow-up Best Practices
- Update on Commuter Connections Mobile Applications
- Demonstration on how to produce and submit Table 6A
- Request for updated information as part of the July 2023 TDM Resource Directory
- Highlights from the FY2023 3<sup>rd</sup> Quarter Progress Report

COG/TPB staff met with GWRideConnect to discuss database management procedures on June 27<sup>th</sup>.

## **B. Transportation Information Services**

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

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

COG/TPB staff continued daily maintenance processes for the Commuter Connections TDM Software System. These tasks included monitoring the web and database servers, moving data among jurisdictions and agencies, producing email lists, and making backups of the database.

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

At the end of June 2023, COG and its members served 12,825 commuters registered in the Ridematching program. This is a decrease of 635 quarter-to-quarter, from 13,460 at the end of March 2023. Year-over-year there was a decrease of 536 from 13,361 at the end of June 2022.

COG/TPB staff oversaw UMD and Media Beef as work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant. Notable project progress includes:

- Software programming continued on the Employer Rewards Program enhancement (Task F) according to the work specifications that were finalized during the prior quarter. The Employer Rewards Program is implemented primarily as a software module in incenTrip, although some functions are part of the TDM System. This program enables employers to implement and operate their own employee commuter challenges. It is a gamification effort designed to offer rewards to employees who accept and satisfy a commuting challenge to try alternative transportation to travel to and from their work sites. COG/TPB staff, Media Beef, and University of Maryland staff collaborated on the Employer Rewards Program development throughout the quarter. The technical project team finished testing the new features and released the Employer Rewards Program to the public on May 19<sup>th</sup>. The program is now available for employers to utilize.
- The technical project team also continued work on the Specialized Transportation Referral feature (Task G). The initial design and work specifications were modified and finalized following the ATCMTD Stakeholder Group meeting in May. It was determined the service will leverage an existing COG owned and maintained clearinghouse of specialized transportation providers to be integrated into the incenTrip application. incenTrip will pull data from the clearinghouse via a web service that will handle queries between the two databases. Software development work commenced.

COG/TPB staff oversaw Media Beef as work continued on technical items related to the EMI grant. Work completed throughout the quarter lays the groundwork for Core System Development.

Accomplishments include:

- Completion of a Notification Module for the mobile application.
- Commence programming of a vanpool tracking module.
- Enhance mobile application commute logging capabilities.
- Mobile application design edits to accommodate new features.
- Backend network development for testing purposes.

Additionally, Staff coordinated and held a technology development meeting for the EMI project with Media Beef on June 5<sup>th</sup>. Updates to the workflow chart and technical work specifications were

discussed. Initial drafts are expected to be completed in July. The drafts will be presented to the project's stakeholder group in August and finalized after receiving feedback from the group.

COG/TPB staff coordinated and held biweekly TDM Technology Development meetings with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Meetings were focused on ATCMTD tasks, employer management enhancements in relation to the Employer Rewards Program, mobile app upgrades, Linux updates, and possible work items for FY2024.

COG/TPB staff completed backend work on new corridors for Flextime Rewards. Staff furnished GIS data to UMD for the new corridors. The eligible corridors are DC-295/MD-295 southbound between US-50 and exit 1A (south of Pennsylvania Ave SE); I-95 north and south in Virginia between exits 158 (VA-3000) and 163 (Lorton Rd); I-495 Inner Loop between the George Washington Pkwy (exit 36) in Virginia to Old Georgetown Rd (exit 43) in Maryland; MD-295 northbound from Greenbelt Rd (exit 22) to Laurel Bowie Rd (MD-197); US-301 Crain Hwy southbound in Maryland between MD-381 Brandywine Rd and MD-5 Mattawoman Beantown Rd.

COG/TPB staff continued fixing some small bugs and making enhancements to the monthly purge process, purge reports, and the biweekly reports. These programs were moved to the Amazon Web Services cloud in March. Maintenance and enhancement are certain to be ongoing, but the system is working exactly as it was intended.

COG/TPB staff consulted with Media Beef to diagnose and resolve issues with the 'Pool Rewards Carpool Incentive Program survey.

Media Beef fully setup a Linux instance of the TDM System on a beta server, [tdmclone.commuterconnections.org](http://tdmclone.commuterconnections.org). The software had previously been hosted on a Windows server. Final testing commenced. The TDM test server was transferred to Linux in June. COG/TPB staff began testing it using live work.

COG/TPB staff are assessing the database backup plan provided by Amazon Web Services and considering improvements.

The Commuter Connections mobile app was downloaded 147 times throughout the quarter, bringing total downloads to 6,819 by the end of June.

## **D. Commuter Information System**

COG/TPB staff continued to work on a new address locator. It will be deployed to the ArcGIS Server and provide geocoding services to the TDM System.

COG/TPB staff completed work on new data and web maps for the Flextime Rewards program. These maps are used by incenTrip, the TDM system, and the Commuter Connections web site to encourage commuters to adjust their travel times during periods of unusual congestion on certain highway corridors. You are invited to view the map on the Commuter Connections website: <https://www.commuterconnections.org/flextime-rewards-eligible-corridors/>. The new map will be available starting July 1, 2023.

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. Staff added a new lot in Spotsylvania County, VA named "Commonwealth Drive Park and Ride Lot" and removed the Purcellville lot in Loudoun County, VA which closed at the end of May. Additionally, staff overhauled data for the park and ride lot locations and attributes (number of spaces, bike amenities, address information, transit service, and the like) for facilities in Loudoun County. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, users can visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c503038a8b36e2>, or use the Commuter Connections website to navigate to it.

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



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

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

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

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

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of April and June, there were 240 applications received. A total of 228 new applicants were registered (212 new applicants and 16 “one-time exception” user) and 363 commuters were re-registered. During the same time period, the GRH program provided 132 GRH trips. None of these trips were a “one-time” exception. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Unscheduled Overtime.” As of June 30<sup>th</sup>, a total of 2,138 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 drafted a SOW and RFQ to identify GRH trip providers who can provide services beginning July 1<sup>st</sup>. The RFQ was released in May. Responses were collected. COG/TPB staff assembled a technical review group to review qualifications received from potential trip providers. In order to accommodate the transition to new contracts, current GRH trip provider contracts were extended through September 30, 2023.

COG/TPB staff met with representatives of the GRH Operations Contractor, Diamond Transportation, on May 31<sup>st</sup>, to discuss daily GRH program operations.

## III. MARKETING

### A. TDM Marketing and Advertising

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

COG/TPB staff and Odonnell Company continued implementing the second phase of the FY2023 Regional TDM Recovery Marketing Campaign, “Better Together,” through April. Staff placed several boosted posts on Instagram and Facebook. A video was also boosted on YouTube. Other media outlets where the Better Together message was featured included radio, digital/web, LinkedIn, streaming services, Gas Pump Toppers, in-store ads, Waze, and influencer social media. A mass mailer was sent to approximately 500,000 households in June.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the spring 2023 newsletter and Federal ETC insert in April. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in May. Staff then prepared a timeline for the development of the summer 2023 newsletter and generated article content ideas.

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

- Posted news articles, publications (e.g., 2022 Bike to Work Survey Analysis Report), construction projects, press releases (e.g., Employer Awards 2023 Press Release), and upcoming events as needed
- Updated bicycling information
- Updated the Flextime Rewards page
- Updated the Bike Guide on the Brochures page
- Setup and updated the 2023 Employer Recognition Awards webpage, including content such as the award winners, program video, and program booklet
- Monitored website activity and computer code to maintain accurate website functionality

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

COG/TPB staff attended the following fairs and promotions:

- April 19<sup>th</sup> – USPTO Virtual Green Fair
- May 17<sup>th</sup> – Pentagon

COG/TPB staff met with WTOP radio representatives on May 24<sup>th</sup> to discuss marketing and advertising tactics for Commuter Connections.

A Regional TDM Marketing Group meeting was coordinated and held on June 20<sup>th</sup>. In anticipation of the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials. Highlights from the meeting included:

- Overview of Commuter Connections FY2023 Marketing Activity
- Briefing on the update process for the FY2024 Regional TDM Resource Guide and Strategic Marketing Plan (SMP)

- Guest presentation on Loudoun County marketing

COG/TPB staff met with ODonnell Company representatives on June 20<sup>th</sup> to discuss the FY2024 Regional TDM Mass Marketing project Statement of Work and budget for the new contract amendment.

## B. Bike to Work Day

Preparation for the May 19, 2023 Bike to Work Day event continued from the prior quarter. COG/TPB staff worked with the marketing contractor, Odonnell Company, to finalize creative assets for the event. A promotional toolkit for sponsors was developed to help promote their sponsorship of the event. Purchase orders were processed for the media buy. The marketing team executed the paid media plan and earned media plan. An email blast was sent to past Bike to Work Day participants, employers, and other stakeholders encouraging them to sign up for the event. Press releases for the event were drafted and distributed.

COG/TPB staff created a social media calendar and made daily posts to Twitter, Facebook, and Instagram promoting the event. Facebook and Instagram posts began on May 1<sup>st</sup> and continued through the day of the event; 125,382 people were reached. A YouTube video was posted on May 1<sup>st</sup> and was boosted through the day of the event; 49,321 views were accumulated. Staff also responded to general questions asked on social media pages. Staff recorded a t-shirt reveal video and posted the video and images to social media.

COG/TPB staff made a presentation on Bike to Work Day at the April 7<sup>th</sup> TPB Technical Committee meeting. Staff coordinated the Bike to Work Day Proclamation signing on April 19<sup>th</sup> by TPB Chair and Charles County Commissioner, Reuben Collins. An email was sent to TPB members inviting them to participate in the event in May.

COG/TPB staff coordinated with a team of volunteers regarding the sorting of Bike to Work Day T-shirts. Staff facilitated t-shirt distribution at COG's office building.

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

- Added, updated, and removed pit stop pages
- Updated map coordinates for pit stops
- Added various sponsor logos to pit stop pages
- Posted the proclamation and press releases
- Revised the main webpage to accommodate mobile devices
- Posted new bike convoys
- Added photos to the Bike Raffle page
- Posted videos on the Video page
- Posted the 2023 Bike to Work Day Employer Challenge winner
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on May 10<sup>th</sup>. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- T-Shirt Sorting and Pickup
- Marketing/Earned Media Update

- Proclamation
- Registration Lists
- Pit Stop Manager Progress Reports

COG/TPB staff updated the Commuter Connections Subcommittee at its May 16<sup>th</sup> meeting about the upcoming Bike to Work Day 2023 event.

The regional Bike to Work Day event took place on May 19<sup>th</sup> at 107 pit stops throughout the region.

Following the event, COG/TPB staff coordinated the distribution of prizes as part of the 2023 event region raffle. Social media posts were made regarding the 2023 Bike to Work Day Employer Challenge winner and raffle winners.

COG/TPB staff coordinated and held a luncheon at the National Institutes of Health on June 27<sup>th</sup> for the Bike to Work Day Employer Challenge.

COG/TPB staff met with WABA's new Executive Director, Elizabeth Kiker, on June 13<sup>th</sup> to discuss coordination of the regional Bike to Work day event between WABA and COG.

## **C. Employer Recognition Awards**

There were several planning and preparation activities conducted throughout the quarter. COG/TPB staff secured vendors for the awards trophies, video services, and printing for the program booklet and invitations. Staff notified all winners of the Selection Committee's outcome by phone and via formal letter in May. Winners for the Employer Services awards were selected. Staff worked with the marketing contractor, Odonnell Company, to design the awards program booklet, program invitation/envelope, and podium sign. E-invites were created and distributed along with a follow-up reminder to RSVP for the event. Videos were produced featuring each of the winners. A media plan was created in conjunction with the marketing contractor. An agenda for the event was finalized. Staff prepared remarks for TPB officers presenting awards at the ceremony.

The Commuter Connections Employer Recognition Awards event was held at the National Press Club on June 30<sup>th</sup>. The in-person event was livestreamed by COG/TPB staff on Facebook.

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

## **D. 'Pool Rewards**

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

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

As of March 31<sup>st</sup>, there were four (4) active 'Pool Rewards carpools and eleven (11) operating 'Pool Rewards vanpools.

COG/TPB staff operated the 'Pool Rewards vanpool incentive program. There were 33 vanpool subsidy payments processed for vanpools that operated during the quarter. There were 2 carpool subsidy payments processed for carpoolers who travelled along the I-66 corridor during the quarter.

COG/TPB staff met with VDOT representatives on June 9th to discuss the I495 NEXT 'Pool Rewards incentive program.

## **E. Car Free Day**

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on May 10<sup>th</sup>. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Review of the Car Free Day 2022 Draft Event Report
- Update on the status of Marketing Materials
- Update on the Sponsorship Drive

COG/TPB staff updated the Commuter Connections Subcommittee at its May 16<sup>th</sup> meeting on the status of the regional Car Free Day 2023 event planning.

COG/TPB staff began updating the Car Free Day website for the 2023 event. Staff monitored 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 83 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 325 times during the quarter, bringing total downloads to 6,106.

## **G. Flextime Rewards**

COG/TPB staff consulted with the marketing contractor, Odonnell Company, to create a media plan and creative assets for the summer 2023 Flextime Rewards marketing campaign. As part of the campaign, staff followed a social media calendar created by Odonnell Company and made regular posts to Facebook and Instagram. The posts reached 161,346 users and generated 1,027 clicks.

COG/TPB staff continued monitoring participation of the Flextime Rewards program within the incenTrip mobile app. Staff did not process any incentive payments attributable to a flextrip.

COG/TPB staff prepared GIS files for the new Flextime Rewards corridors set to be in effect beginning July 2023 (see *Section I.C. and I.D.*).

## **H. incenTrip Mobile Application**

COG/TPB staff consulted with the marketing contractor, Odonnell Company, to create a media plan and creative assets for the summer 2023 incenTrip marketing campaign. As part of the campaign, staff followed a social media calendar created by Odonnell Company and made regular posts to Facebook and Instagram. The posts reached 299,555 users and generated 1,974 clicks.

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,665 users were registered for the program as of June 30<sup>th</sup>. There were 32 new Commuter Connections accounts created through the incenTrip app. A total of 147 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 42 check, 68 PayPal, 17 gift card, 2 Nift Gifts, 15 WMATA SmarTrip, and 3 E-ZPass incentive requests. Staff responded to 22 incenTrip related inquiries.

COG/TPB staff responded to 24 email inquiries related to incenTrip.

COG/TPB staff updated project highlights associated with a Volpe Center showcase of the incenTrip ATCMTD project.

## **J. MDOT incenTrip Mobile Application**

COG/TPB staff consulted with the marketing contractor, Odonnell Company, to create a media plan and creative assets for the summer 2023 MDOT incenTrip marketing campaign. As part of the campaign, staff followed a social media calendar created by Odonnell Company and made regular posts to Facebook and Instagram. The posts reached 184,502 users and generated 2,114 clicks.

COG/TPB staff operated the MDOT incenTrip program. Planning meets were held monthly with MDOT staff to discuss general operations of the program. According to the UMD Agency Dashboard, approximately 248 end-users were registered for the program as of June 30<sup>th</sup>. A total of two check and three PayPal incentive requests were submitted by MDOT incenTrip users throughout the quarter.

## **IV. MONITORING AND EVALUATION**

### **A. Regional TDM Data Collections and Analysis**

COG/TPB staff conducted and completed a data sweep of the Employer Outreach Act! database during the week of April 10<sup>th</sup>.

In April, Monthly Employer Outreach sales activity reports were received from the District of Columbia and Arlington County. Outstanding reports were pending as of April 30<sup>th</sup> from the City of Alexandria, Loudoun County, Fairfax County, Prince William County, Frederick County, Montgomery County, Prince George's County, and the Tri-County Council for Southern Maryland.

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

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

COG/TPB staff collected Employer Outreach data requests from local jurisdictions.

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

COG/TPB staff continued preparing the 2022 State of the Commute general public report. Technical edits were finalized and a final draft was prepared to be sent to the printer. Staff met with United Way representatives on May 3<sup>rd</sup> and June 7<sup>th</sup> to discuss the 2022 State of the Commute survey results.

COG/TPB staff and the TDM Evaluation Contractor, LDA Consulting, continued work on the FY2022 Bike to Work Day Survey Report. Comments were collected from the Commuter Connections Subcommittee through April 14<sup>th</sup>. The report was then finalized and endorsed for release at the May 16<sup>th</sup> Commuter Connections Subcommittee meeting. Following endorsement, the report was posted to the Publications page of the Commuter Connections website. Staff presented results from the report to TPB's Bicycle Pedestrian Subcommittee on May 23<sup>rd</sup> and the TPB Technical Committee on June 2<sup>nd</sup>. Staff participated in a TPB State Technical Working Group meeting on May 30<sup>th</sup> to discuss the survey comments received from the survey.

COG/TPB staff oversaw LDA Consulting as an interim 2021 – 2023 TDM Analysis Report was prepared. Staff began a thorough review of the report, which is expected to be shared with the Commuter Connections Subcommittee in July for review and comment.

COG/TPB staff and LDA Consulting completed evaluating responses to the Maryland Employer Telework survey and included the findings in the TDM Analysis.

A questionnaire for the 'Pool Rewards Carpool Incentive Program participant survey was drafted by LDA Consulting and reviewed by COG/TPB staff. Staff prepared a respondent listing, finalized the questionnaire, and programmed the questionnaire into SurveyMonkey. The survey was sent to potential respondents in June.

## **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 FY2023 2<sup>nd</sup> Half Regional TDM Marketing Campaign Summary draft report was created and presented to the Regional TDM Marketing Group meeting on June 20<sup>th</sup>.

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

COG/TPB accepted comments from the Car Free Day Steering Committee for the Car Free Day 2022 draft event report through April 14<sup>th</sup>. The report was updated and presented to the Car Free Day Steering Committee and Commuter Connections Subcommittee in May. A final comment period was established through June 15<sup>th</sup>.

COG/TPB staff screened and fulfilled an order for Employer Commute Surveys on behalf of Arlington County.

COG/TPB staff presented the final Second Quarter FY2023 Employer Outreach Verification Statement and draft Third Quarter FY2023 Employer Outreach conformity verification statements to the Employer Outreach Committee on April 18<sup>th</sup>. Data collection concluded for the FY2023 third quarter report and commenced for the FY2023 fourth quarter report.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, as work continued on the TDM Analysis Export for the Commuter Connections survey archive database. The update was pushed to production on May 10<sup>th</sup>. Staff also coordinated with COG IT to transfer the CCS server to AWS.

COG/TPB staff completed and distributed the final March FY2023, April FY2023, and May FY2023 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 3<sup>rd</sup> Quarter CCWP Progress Report for FY2023. The report was distributed at the March 21<sup>st</sup> Commuter Connections Subcommittee meeting.

COG/TPB staff accepted and compiled contributions from pit stop managers for the Bike to Work Day 2023 Event Report.



## **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 and Stewart Technologies on upgrades for the Act! database software. Many updates were presenting during the April 18<sup>th</sup> Employer Outreach Committee meeting. Staff routinely monitored activity in the system.

COG/TPB staff provided Act! Database training to Prince George's County staff on April 26<sup>th</sup>.

#### **B. EMPLOYER OUTREACH FOR BICYCLING**

The regional Bicycling to Work Employer/Employees guide was made available for distribution as part of general fulfillment to employers.

COG/TPB staff updated the Bicycling to Work Guide with input from the Bicycling/Pedestrian Subcommittee. Edits for the revised edition of the employer/employees bicycling guides were finalized. Staff coordinated printing and delivery ahead of the Bike to Work Day event. The guide was made available to pit stop managers during t-shirt pickup at COG.

### **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. A scope of work and budget for a contract amendment with Prince George's County was fully executed. FY2024 Scopes of Work and budget request were prepared for the jurisdictions.

#### **B. DC, MD, AND VA PROGRAM ADMINISTRATION**

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 completed research for the FY2023 Employer Case Study spotlights. The case studies were finalized and presented at the April 18<sup>th</sup> Employer Outreach Committee meeting. Each case study was subsequently posted to the Commuter Connections website and distributed to Committee members.

COG/TPB staff coordinated, facilitated, and presented at the April 18<sup>th</sup> Employer Outreach Committee meeting. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Topics covered from the meeting included:

- Final Second Quarter FY2023 and Draft Third Quarter FY2023 Conformity Verification Statements
- Review of FY2023 Employer Outreach Case Studies
- Update on the Act! CRM Database
- Update on FY2023 TDM and Sales Training Sessions

COG/TPB staff monitored responses for the Spring Sales support telephone calls.

COG/TPB coordinated and held a sales training session titled “Survey Design and Deployment” on June 8<sup>th</sup>. Trainers Ken Joh, COG/TBP staff, Dan Wheeler, VHB, and Lori Diggins, LDA Consulting, conducted the training.

COG/TPB staff began preparing for the FY2024 TDM and Sales training session topics survey.

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

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

The Guaranteed Ride Home (GRH) Baltimore program continued to enroll new applicants throughout the quarter. New GRH ID cards were printed and distributed routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRH Baltimore applicant letters and processed and mailed One Time Exception letters with GRH Baltimore applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of June 30<sup>th</sup>, a total of 101 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore and St. Mary's 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 Baltimore registration and trip data.

COG/TPB staff and the marketing contractor, Odonnell Company, implemented the FY2023 Regional TDM Marketing GRH Campaign for the Baltimore Region through April.

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

The GRH Baltimore program provided thirteen (13) 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 drafted a SOW and RFQ to identify GRH Baltimore trip providers who can provide services beginning July 1<sup>st</sup>. The RFQ was released in May. Responses were collected. Staff assembled a technical review group to review qualifications received from potential trip providers. In order to accommodate the transition to new contracts, current GRH trip provider contracts were extended through September 30, 2023.

COG/TPB staff met with representatives of the GRH Operations Contractor, Diamond Transportation, on May 31<sup>st</sup>, to discuss daily GRH program operations.

**Table 1**

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

**APRIL - JUNE 2023**

| <b>Commuter Connections Activity</b>   | <b>This Quarter</b> | <b>Last Quarter</b> | <b>Since July 1, 2022</b> |
|--|---------------------|---------------------|---------------------------|
| <b>Total applicants/info provided:</b> | 5,138               | 3,433               | 17,205                    |
| Rideshare applicants                   | 1,875               | 1,451               | 6,815                     |
| Matchlists sent                        | 3,755               | 3,920               | 14,838                    |
| Transit applicants/info sent           | 31                  | 36                  | 125                       |
| GRH applicants                         | 591                 | 529                 | 2,244                     |
| Bike to work info requests             | 0                   | 0                   | 5                         |
| Telework info requests                 | 80                  | 2                   | 205                       |
| <b>Internet users</b>                  | 29,741              | 26,644              | 101,018                   |
| Internet applicants                    | 2,466               | 1,900               | 8,901                     |
| <b>New employer clients</b>            | 149                 | 123                 | 666                       |
| Employee applicants                    | 0                   | 0                   | 0                         |

| <b>Program Impact Performance Measure</b> | <b>This Quarter</b> | <b>Last Quarter</b> | <b>Since July 1, 2022</b> |
|---|---------------------|---------------------|---------------------------|
| <b>Continued placements</b>               | 818                 | 633                 | 2,971                     |
| <b>Temporary/one-time placements</b>      | 239                 | 185                 | 868                       |
| <b>Daily vehicle trips reduced</b>        | 228                 | 176                 | 825                       |
| <b>Daily VMT reduced</b>                  | 5,267               | 4,066               | 19,059                    |
| <b>Daily tons NOx reduced</b>             | 0.0010              | 0.0008              | 0.0038                    |
| <b>Daily tons VOC reduced</b>             | 0.0007              | 0.0006              | 0.0026                    |
| <b>Daily tons PM2.5 reduced</b>           | 0.00007             | 0.00005             | 0.00026                   |
| <b>Daily tons PM2.5 NOx reduced</b>       | 0.0014              | 0.0011              | 0.0051                    |
| <b>Daily tons GHG reduced</b>             | 2.1079              | 1.6275              | 7.6299                    |
| <b>Daily gallons of gas saved</b>         | 293                 | 226                 | 1,059                     |
| <b>Daily commuter costs saved</b>         | \$1,211             | \$935               | \$4,384                   |

**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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b> | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior<br/>FY</b> |
|---|------------------------|----------------------|--------------------------------------|
| COG Rideshare Applicants (New and Re-apps)    | 150                    | 139                  | 125                                  |
| Locals Rideshare Apps (New and Re-apps)       | 1,725                  | 1,312                | 1,799                                |
| Matchlists Requested                          | 3,755                  | 3,920                | 3,762                                |
| Transit Applicants/Info Sent                  | 31                     | 36                   | 28                                   |
| GRH Washington Applicants                     | 240                    | 219                  | 243                                  |
| GRH Washington Rides Provided                 | 132                    | 159                  | 138                                  |
| GRH Baltimore Applicants                      | 6                      | 7                    | 15                                   |
| GRH Baltimore Rides Provided                  | 13                     | 19                   | 6                                    |
| Telework Info Requests                        | 0                      | 2                    | 58                                   |
|   |                        |                      |                                      |
| Phone/Fax Applicants                          | 0                      | 0                    | 0                                    |
| Internet Applicants                           | 2,466                  | 1,900                | 2,392                                |
| Employer Applicants                           | 0                      | 0                    | 0                                    |
|   |                        |                      |                                      |
| <b>Total Hits on website</b>                  | <b>29,741</b>          | <b>26,644</b>        | <b>25,185</b>                        |

**TDM SERVICES**

**ALEXANDRIA  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 9                      | 16                   | 10                               |
| Matchlists Sent                                       | 99                     | 86                   | 42                               |
| Transit Applicants and Info Sent                      | 2                      | 1                    | 1                                |
| GRH Washington Applicants                             | 8                      | 8                    | 2                                |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 1                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 0                      | 0                    | 171                              |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 0                      | 0                    | 15                               |
| Employers Contacted (Follow up)- Visit                | 0                      | 0                    | 25                               |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 0                      | 0                    | 1                                |
| Level 2   | 0                      | 0                    | 0                                |
| Level 3   | 0                      | 0                    | 0                                |
| Level 4   | 0                      | 0                    | 4                                |

**TDM SERVICES**

**ARLINGTON  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 10                     | 12                   | 20                               |
| Matchlists Sent                                       | 101                    | 67                   | 84                               |
| Transit Applicants and Info Sent                      | 2                      | 0                    | 0                                |
| GRH Washington Applicants                             | 5                      | 4                    | 9                                |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 0                      | 11                   | 0                                |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 1,397                  | 637                  | 1,115                            |
| Employers Contacted (Follow up)- Visit                | 72                     | 64                   | 49                               |
| 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                      | 11                   | 0                                |

**TDM SERVICES**

**ANNE ARUNDEL  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 7                      | 19                   | 9                                |
| Matchlists Sent                                       | 45                     | 51                   | 48                               |
| Transit Applicants and Info Sent                      | 0                      | 2                    | 3                                |
| GRH Washington Applicants                             | 7                      | 10                   | 7                                |
| GRH Baltimore Applicants                              | 0                      | 1                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 1                                |
|   |                        |                      |                                  |
| 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  
APR - JUN 2022**

3

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 6                      | 12                   | 13                               |
| Matchlists Sent                                       | 40                     | 42                   | 66                               |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 3                                |
| GRH Washington Applicants                             | 7                      | 11                   | 8                                |
| GRH Baltimore Applicants                              | 2                      | 2                    | 8                                |
| Telework Information Requests                         | 0                      | 0                    | 2                                |
|   |                        |                      |                                  |
| 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**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 6                      | 9                    | 7                                |
| Matchlists Sent                                       | 38                     | 42                   | 36                               |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 0                                |
| GRH Washington Applicants                             | 5                      | 4                    | 4                                |
| GRH Baltimore Applicants                              | 1                      | 2                    | 4                                |
| Telework Information Requests                         | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | N/A                    | N/A                  | N/A                              |
| Employers Contacted (New)- Visit                      | N/A                    | N/A                  | N/A                              |
| Employers Contacted - Number of Potential (New)       | N/A                    | N/A                  | N/A                              |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | N/A                    | N/A                  | N/A                              |
| Employers Contacted (Follow up)- Visit                | N/A                    | N/A                  | N/A                              |
| Employers Contacted - Number of Potential (Follow up) | N/A                    | N/A                  | N/A                              |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | N/A                    | N/A                  | N/A                              |
| Level 2   | N/A                    | N/A                  | N/A                              |
| Level 3   | N/A                    | N/A                  | N/A                              |
| Level 4   | N/A                    | N/A                  | N/A                              |

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 148                    | 135                  | 119                              |
| Matchlists Sent                                       | 536                    | 477                  | 408                              |
| Transit Applicants and Info Sent                      | 7                      | 6                    | 0                                |
| GRH Washington Applicants                             | 25                     | 34                   | 31                               |
| GRH Baltimore Applicants                              | 1                      | 1                    | 2                                |
| Telework Information Requests                         | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 25                     | 34                   | 36                               |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 136                    | 329                  | 158                              |
| Employers Contacted (Follow up)- Visit                | 52                     | 144                  | 37                               |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 2                      | 8                    | 2                                |
| Level 2   | 13                     | 13                   | 23                               |
| Level 3   | 2                      | 10                   | 10                               |
| Level 4   | 2                      | 2                    | 3                                |

**TDM SERVICES**

**DOD/WHIS  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 10                     | 4                    | 5                                |
| Matchlists Sent                                       | 316                    | 16                   | 15                               |
| 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 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**

**APR - JUN 2023**

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

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 136                    | 108                  | 115                              |
| Matchlists Sent                                       | 435                    | 378                  | 684                              |
| Transit Applicants and Info Sent                      | 5                      | 4                    | 3                                |
| GRH Washington Applicants                             | 29                     | 21                   | 30                               |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 3                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 49                     | 12                   | 72                               |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 465                    | 299                  | 519                              |
| Employers Contacted (Follow up)- Visit                | 86                     | 113                  | 0                                |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 86                               |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 9                      | 8                    | 29                               |
| Level 2   | 35                     | 40                   | 40                               |
| Level 3   | 4                      | 74                   | 12                               |
| Level 4   | 0                      | 1                    | 0                                |

**TDM SERVICES**

**FDA  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 2                      | 6                    | 0                                |
| Matchlists Sent                                       | 18                     | 54                   | 2                                |
| 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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 7                      | 22                   | 22                               |
| Matchlists Sent                                       | 85                     | 219                  | 232                              |
| Transit Applicants and Info Sent                      | 0                      | 2                    | 2                                |
| GRH Washington Applicants                             | 6                      | 6                    | 9                                |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 1                      | 0                    | 2                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 2                      | 12                   | 0                                |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 300                    | 178                  | 0                                |
| Employers Contacted (Follow up)- Visit                | 1                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 7                      | 0                    | 0                                |
| Level 2   | 0                      | 0                    | 0                                |
| Level 3   | 1                      | 0                    | 0                                |
| Level 4   | 0                      | 0                    | 0                                |



**TDM SERVICES**

**GW RIDE CONNECT  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 71                     | 102                  | 100                              |
| Matchlists Sent                                       | 482                    | 481                  | 465                              |
| Transit Applicants and Info Sent                      | 4                      | 3                    | 3                                |
| GRH Washington Applicants                             | 37                     | 41                   | 35                               |
| 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**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 2                      | 6                    | 3                                |
| Matchlists Sent                                       | 39                     | 147                  | 10                               |
| Transit Applicants and Info Sent                      | 1                      | 2                    | 0                                |
| GRH Washington Applicants                             | 1                      | 3                    | 4                                |
| GRH Baltimore Applicants                              | 1                      | 1                    | 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**

**HOWARD**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 12                     | 6                    | 12                               |
| Matchlists Sent                                       | 61                     | 41                   | 123                              |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 1                                |
| GRH Washington Applicants                             | 11                     | 5                    | 5                                |
| 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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 31                     | 32                   | 45                               |
| Matchlists Sent                                       | 210                    | 267                  | 223                              |
| Transit Applicants and Info Sent                      | 3                      | 5                    | 2                                |
| GRH Washington Applicants                             | 14                     | 8                    | 16                               |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 5                      | 1                    | 2                                |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 90                     | 63                   | 95                               |
| Employers Contacted (Follow up)- Visit                | 4                      | 8                    | 4                                |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 0                      | 1                    | 0                                |
| Level 2   | 1                      | 0                    | 1                                |
| Level 3   | 2                      | 2                    | 1                                |
| Level 4   | 0                      | 0                    | 0                                |

**TDM SERVICES**

**MTA  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 5                      | 3                    | 6                                |
| Matchlists Sent                                       | 22                     | 9                    | 24                               |
| Transit Applicants and Info Sent                      | 1                      | 0                    | 0                                |
| GRH Washington Applicants                             | 3                      | 2                    | 5                                |
| 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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 1                      | 4                    | 9                                |
| Matchlists Sent                                       | 2                      | 1                    | 1                                |
| Transit Applicants and Info Sent                      | 0                      | 1                    | 0                                |
| GRH Washington Applicants                             | 1                      | 1                    | 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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 16                     | 13                   | 30                               |
| Matchlists Sent                                       | 117                    | 70                   | 150                              |
| Transit Applicants and Info Sent                      | 0                      | 1                    | 3                                |
| GRH Washington Applicants                             | 7                      | 10                   | 8                                |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 1                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 32                     | 0                    | 24                               |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 2,899                  | 325                  | 7,837                            |
| Employers Contacted (Follow up)- Visit                | 95                     | 16                   | 85                               |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 0                      | 0                    | 0                                |
| Level 2   | 3                      | 0                    | 1                                |
| 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  
APR - JUN 2023**

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

\* See MC - EO numbers reported under MC Countywide



**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 6                      | 0                    | 88                               |
| Matchlists Sent                                       | 59                     | 58                   | 16                               |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 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  
APR - JUN 2023**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**SILVER SPRING  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 3                      | 5                    | 10                               |
| Matchlists Sent                                       | 49                     | 24                   | 26                               |
| Transit Applicants and Info Sent                      | 1                      | 0                    | 1                                |
| GRH Washington Applicants                             | 4                      | 4                    | 6                                |
| 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)  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 0                      | 0                    | 1                                |
| Matchlists Sent                                       | 0                      | 0                    | 2                                |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 0                                |
| GRH Washington Applicants                             | 3                      | 1                    | 4                                |
| 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  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 10                     | 12                   | 3                                |
| Matchlists Sent                                       | 168                    | 246                  | 174                              |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 1                                |
| GRH Washington Applicants                             | 2                      | 2                    | 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**

**PRINCE GEORGE'S  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 12                     | 26                   | 31                               |
| Matchlists Sent                                       | 120                    | 121                  | 181                              |
| Transit Applicants and Info Sent                      | 2                      | 4                    | 2                                |
| GRH Washington Applicants                             | 16                     | 7                    | 20                               |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 77                     | 0                    | 49                               |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 52                     | 0                    | 34                               |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 58                     | 0                    | 15                               |
| Employers Contacted (Follow up)- Visit                | 95                     | 0                    | 2                                |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 0                      | 0                    | 0                                |
| Level 2   | 3                      | 0                    | 0                                |
| Level 3   | 0                      | 0                    | 0                                |
| Level 4   | 0                      | 0                    | 0                                |

**TDM SERVICES**

**PRTC**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 91                     | 93                   | 61                               |
| Matchlists Sent                                       | 353                    | 650                  | 321                              |
| Transit Applicants and Info Sent                      | 3                      | 3                    | 0                                |
| GRH Washington Applicants                             | 34                     | 25                   | 27                               |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 50                     | 39                   | 8                                |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 0                      | 0                    | 0                                |
| Employers Contacted (Follow up)- Visit                | 4                      | 5                    | 11                               |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 0                      | 0                    | 3                                |
| Level 2   | 0                      | 0                    | 2                                |
| Level 3   | 0                      | 0                    | 1                                |
| Level 4   | 0                      | 0                    | 0                                |

**TDM SERVICES**

**RAPPAHANNOCK-RAPIDAN**

**APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 8                      | 12                   | 10                               |
| Matchlists Sent                                       | 44                     | 78                   | 123                              |
| Transit Applicants and Info Sent                      | 0                      | 0                    | 0                                |
| GRH Washington Applicants                             | 2                      | 3                    | 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**

**TRI-COUNTY  
APR - JUN 2023**

| <b>Total Applicants and Services Provided</b>         | <b>Current Quarter</b> | <b>Prior Quarter</b> | <b>Current Quarter, Prior FY</b> |
|---|------------------------|----------------------|----------------------------------|
| Rideshare Applicants                                  | 22                     | 23                   | 34                               |
| Matchlists Sent                                       | 316                    | 295                  | 306                              |
| Transit Applicants and Info Sent                      | 0                      | 2                    | 2                                |
| GRH Washington Applicants                             | 12                     | 8                    | 9                                |
| GRH Baltimore Applicants                              | 0                      | 0                    | 0                                |
| Telework Information Requests                         | 1                      | 2                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (New)- Phone                      | 12                     | 14                   | 14                               |
| Employers Contacted (New)- Visit                      | 0                      | 0                    | 0                                |
| Employers Contacted - Number of Potential (New)       | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| Employers Contacted (Follow up)- Phone                | 9                      | 12                   | 6                                |
| Employers Contacted (Follow up)- Visit                | 12                     | 12                   | 6                                |
| Employers Contacted - Number of Potential (Follow up) | 0                      | 0                    | 0                                |
|   |                        |                      |                                  |
| New TDM Programs Established                          |                        |                      |                                  |
| Level 1   | 7                      | 9                    | 8                                |
| Level 2   | 3                      | 5                    | 0                                |
| Level 3   | 0                      | 0                    | 0                                |
| Level 4   | 0                      | 0                    | 0                                |

**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 APRIL - JUNE 2023**

|   | <b>New Apps</b> | <b>Re-Apps</b> | <b>Follow Up</b> | <b>Total</b> |
|---|-----------------|----------------|------------------|--------------|
| ALEXANDRIA  | 9               | 2              | 23               | 34           |
| ARLINGTON (COG)   | 10              | 2              | 25               | 37           |
| ANNE ARUNDEL  | 7               | 4              | 11               | 22           |
| BALTIMORE CITY  | 6               | 0              | 24               | 30           |
| BMC   | 6               | 2              | 9                | 17           |
| COG   | 130             | 1              | 44               | 175          |
| DOD/WHS   | 10              | 2              | 15               | 27           |
| DATA  | 0               | 0              | 0                | 0            |
| DISTRICT OF COLUMBIA                                      | 18              | 1              | 102              | 121          |
| FDA   | 2               | 235            | 2                | 239          |
| FAIRFAX COUNTY  | 136             | 10             | 21               | 167          |
| FREDERICK   | 7               | 37             | 63               | 107          |
| GW RIDE CONNECT   | 71              | 138            | 1,727            | 1,936        |
| HARFORD   | 2               | 0              | 7                | 9            |
| HOWARD  | 12              | 0              | 11               | 23           |
| LOUDOUN   | 31              | 8              | 76               | 115          |
| MTA   | 5               | 2              | 6                | 13           |
| <b>MONTGOMERY COUNTY</b>                                  |                 |                |                  |              |
| Bethesda Transportation Solutions                         | 1               | 4              | 3                | 8            |
| Countywide  | 16              | 1              | 56               | 73           |
| Friendship Heights/Rockville                              | 0               | 0              | 0                | 0            |
| North Bethesda TMD  | 6               | 535            | 455              | 996          |
| Shady Grove   | 0               | 0              | 0                | 0            |
| Silver Spring   | 3               | 0              | 21               | 24           |
| NIH   | 0               | 0              | 1                | 1            |
| NORTHERN SHENANDOAH                                       | 10              | 2              | 5                | 17           |
| PRINCE GEORGE'S   | 12              | 7              | 76               | 95           |
| PRTC  | 91              | 2              | 111              | 204          |
| RAPPAHANNOCK-RAPIDAN                                      | 8               | 0              | 4                | 12           |
| TRI - COUNTY  | 22              | 249            | 282              | 553          |
| <b>TDM NETWORK MEMBERS</b>                                |                 |                |                  |              |
| <b>TOTAL INPUT COMMUTER CONNECTIONS</b>                   | <b>631</b>      | <b>1,244</b>   | <b>3,180</b>     | <b>5,055</b> |
| <b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b> |                 | <b>1,875</b>   |                  |              |

| <b>TABLE 7</b>                        |              |
|---------------------------------------|--------------|
| <b>SCHOOLPOOL APPLICANTS</b>          |              |
| <b>FY23, FOURTH QUARTER</b>           |              |
| <b>JURISDICTION</b>                   | <b>COUNT</b> |
| 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                  | 0            |
| FAIRFAX COUNTY, VA                    | 8            |
| FREDERICK COUNTY, MD                  | 0            |
| HARFORD COUNTY, MD                    | 0            |
| HOWARD COUNTY, MD                     | 0            |
| LOUDOUN COUNTY, VA                    | 7            |
| MONTGOMERY COUNTY, MD                 | 0            |
| PRINCE GEORGE'S COUNTY, MD            | 0            |
| PRINCE WILLIAM COUNTY, VA             | 3            |
| ST. MARY'S COUNTY, MD                 | 0            |
| <b>TOTAL</b>                          | <b>18</b>    |
| *1 applicant from Fauquier County, VA |              |

**Technical Assistance to Local Agencies  
April – June 2023**

| <b>Agency</b>     | <b>Date Reported</b> | <b>Acknowledgement of Receipt</b> | <b>Notice of Resolution</b> | <b>Nature of the Problem</b>             |
|-------------------|----------------------|-----------------------------------|-----------------------------|--|
| <b>April 2023</b> |                      |                                   |                             |  |
| TransIT Services  | 4/5/2023             | 4/26/2023                         | 5/17/2023                   | New Customized Purge Letter              |
| TCCSMD            | 4/13/2023            | 4/14/2023                         | 4/25/2023                   | Biweekly reports                         |
| GWRideConnect     | 4/21/2023            | 4/21/2023                         | 4/26/2023                   | Matchlist Accuracy Concerns              |
| Loudoun County    | 4/24/2023            | 4/24/2023                         | 4/24/2023                   | incenTrip account conversion             |
| Loudoun County    | 4/25/2023            | 5/22/2023                         | 5/25/2023                   | Report distribution                      |
| <b>May 2023</b>   |                      |                                   |                             |  |
| TransIT Services  | 5/2/2023             | 5/3/2023                          | 5/3/2023                    | “Home Address” geocodes malfunctioning   |
| TCCSMD            | 5/10/2023            | 5/10/2023                         | 7/3/2023                    | Purge reports & re-registering commuters |
| <b>June 2023</b>  |                      |                                   |                             |  |
| GWRideConnect     | 6/13/2023            | 6/23/2023                         | 6/27/2023                   | General database maintenance guidance    |
| TransIT Services  | 6/20/2023            | 6/20/2023                         | 6/20/2023                   | Distribution list update                 |

| <b>FY 2023<br/>April to June 2023</b>                   | City of<br>Alexandria | Arlington<br>County | District of<br>Columbia | Fairfax<br>County | Frederick<br>County | Loudoun<br>County | Montgomery<br>County | Prince<br>George's | Prince<br>William | Calvert/<br>Charles |
|---|-----------------------|---------------------|-------------------------|-------------------|---------------------|-------------------|----------------------|--------------------|-------------------|---------------------|
| Employers Contacted (new)<br>Site Visits (prospects)    |                       | 0                   | 25                      | 49                | 2                   | 5                 | 32                   | 52                 | 50                | 12                  |
| Telework - NEW  |                       | 0                   | 0                       | 0                 | 1                   | 0                 | 1                    | 46                 | 0                 | 0                   |
| Employers Contacted<br>(follow-up)                      |                       | 1,397               | 136                     | 465               | 300                 | 90                | 2,899                | 58                 | 0                 | 9                   |
| Telework - FOLLOWUP                                     |                       | 0                   | 0                       | 0                 | 0                   | 0                 | 0                    | 31                 | 0                 | 1                   |
| Total Broadcast Contacts<br>Letters, Flyers, Newsletter |                       | 7,738               | 10,490                  | 0                 | 464                 | 98                | 25,076               | 16,342             | 926               | 10                  |
| Total Sales Meetings                                    |                       | 72                  | 52                      | 86                | 1                   | 4                 | 95                   | 2                  | 4                 | 12                  |
| Total Employers Contacted                               |                       | 1,468               | 161                     | 0                 | 328                 | 106               | 3,027                | 69                 | 990               | 105                 |
| New Level 1 TDM Programs                                |                       | 0                   | 2                       | 9                 | 7                   | 0                 | 0                    | 0                  | 0                 | 7                   |
| New Level 2 TDM Programs                                |                       | 0                   | 13                      | 35                | 0                   | 1                 | 3                    | 0                  | 0                 | 3                   |
| New Level 3 TDM Programs                                |                       | 0                   | 2                       | 4                 | 1                   | 2                 | 0                    | 0                  | 0                 | 0                   |
| New Level 4 TDM Programs                                |                       | 0                   | 2                       | 0                 | 0                   | 0                 | 0                    | 0                  | 0                 | 0                   |
| New Telework Programs                                   |                       |                     |                         |                   |                     |                   |                      |                    |                   |                     |
| Expanded Telework Programs                              |                       |                     |                         |                   |                     |                   |                      |                    |                   |                     |