

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q1 FY2024

July – September 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 the upcoming month) 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. 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; Frederick County, MD; Bethesda, MD; Loudoun County, VA; and Tri-County Council for Southern Maryland.

The July 2023 TDM Resources Directory was finalized, published, and distributed.

COG/TPB staff completed and presented the draft timeline and key highlights for the FY2025 CCWP along with the Commuter Connections Strategic Plan to the STDM Work Group and to the Commuter Connections Subcommittee in September. Staff began preparing the draft FY2025 CCWP and budget.

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 Q2 CY2023 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in July. 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 August 2nd. 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 new Capital Bikeshare incentives (Task C), new corridors for Flextime Rewards (Task D), overview of the newly released Employer Rewards Program (Task F), development updates for specialized transportation referrals (Task G), and

a progress update on transferring incenTrip technology to Commuter Connections for continuing operations of incenTrip (Task K).

- A new incentive, Capital Bikeshare credits (Task C), was added to the app on August 11th.
- COG presented the new “incenTrip for Employers” feature to the Commuter Connections Employer Outreach Committee on July 18th with the intent to help promote the feature to employers in the Washington, DC megaregion. Furthermore, marketing materials and an instructional “how-to” video were developed in-house to help employers become aware of the program and demonstrate how to build and operate the free program.
- 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. UM Ventures, UMD’s intellectual property management team, granted conditional legal approval to transfer incenTrip assets to COG under conditions outlined in a licensing agreement. A draft Services Licensing Agreement was circulated between COG and UMD; it remains unsigned as of September 30th but the project team anticipates fully executing the agreement in October. Concurrently, the project team’s technical group began preparing for the transfer process by identifying and building resources on COG’s servers to accommodate the source code to be supplied from UMD.
- 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 completed administrative elements for the project. The June, July, and August 2023 Project Update summaries were drafted and submitted to FTA. Invoices for contractor work completed in June, July, and August 2023 were processed. Staff coordinated with FTA to set up ECHO properly in order to proceed with financial drawdowns.
- COG/TPB staff coordinated and held a quarterly project stakeholder group meeting on August 1st. The meeting served as an opportunity for stakeholders to provide feedback on the project’s technical work specifications and workflow (see Task C) along with program branding (see Task D).
- The project team began considering branding elements for the program. Three names were for consideration: VanHoppr, OpenVans, and VanCommute. The stakeholder group provided feedback on program branding in August; they supported the suggestion that branding should be consistent throughout the region. “VanHoppr” was selected as the brand name.
- Work continued on technical items related to the EMI grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*)

COG/TPB staff held TDM System Training on July 7th for Prince George's County and on August 25th with the City of Alexandria.

STDM Work Group meetings were coordinated and held on July 11th and September 12th.

COG/TPB staff participated in a Cost Principles training course on July 13th.

A Commuter Connections Subcommittee meeting was coordinated and held on July 18th. 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:

- Appointment of the FY2024 Subcommittee Vice Chair Nominating Committee
- Endorsement of the FY2023 Car Free Day Event Report
- Presentation on the FY2021 – FY2023 Draft TDM Analysis Report
- Update from Clean Air Partners activities
- Briefing on the 2023 Enhanced Mobility Grant Solicitation
- Briefing on the FY2023 4thQuarter CCWP Budget Report

COG/TPB staff participated and presented information on Commuter Connections incentive programs during a Rideshare Institute webinar on July 27th.

COG/TPB staff attended the ACT Conference in Seattle beginning on July 30th and presented on a panel titled “A Tale of Telework Impacts: New and Pre-COVID.”

A Commuter Connections Vice Chair Nominating Committee Teams meeting was held on August 11th to select the incoming Commuter Connections Subcommittee Vice Chair.

COG/TPB staff coordinated and held a national MPO TDM Peer Exchange Group meeting on August 23rd.

COG/TPB staff met with the White House Office of Management and Budget to discuss commuting solutions for federal workers within the Washington, DC region on September 13th.

COG/TPB staff participated in an ACT Carpool Council exploratory meeting on September 13th.

A Commuter Connections Subcommittee meeting was coordinated and held on September 19th. 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:

- Janiece Timmons, WMATA, was announced as the new Chairperson for FY2024. Christian Bacon, Prince George’s County, was announced and approved as the new FY2024 Vice Chair.
- Presentation on the FY2021 – FY2023 Draft TDM Analysis Report
- Briefing on the Regional TDM Evaluation Project
- Update from Clean Air Partners activities
- Briefing on the 2023 Car Free Day Event
- Discussion on Return to Office activities on behalf of the Federal Government
- Briefing on the FY2025 CCWP and Strategic Plan Development
- Briefing on FY2023 4th Quarter CCWP Budget Report, FY2023 4th Quarter CCWP Progress Report, and FY2023 CCWP Annual Report

A Commuter Connections Ridematching Committee meeting was coordinated held on September 19th. 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:

- Maritza De La Vega, MCDOT, was announced as the new Chairperson for FY2024. Leigh Anderson, GWRideConnect, was announced as the new FY2024 Vice Chair.

- Refresher on the Flextime Rewards Program
- Update on the Employer Management Process
- Update on Impending incenTrip Changes
- Highlights from the FY2024 CCWP 4th Quarter Progress Report and FY2024 CCWP Annual Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, telework resources, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@mwkog.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 September 2023, COG and its members served 12,820 commuters registered in the Ridematching program. This is a decrease of five quarter-to-quarter, from 12,825 at the end of June 2023. Year-over-year there was a decrease of 453 from 13,273 at the end of September 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 work continued on the Specialized Transportation Referral feature (Task G). A data flow diagram was developed and used to help map the flow of information from the Reach a Ride Specialized Transportation Clearinghouse to incenTrip. The project team commenced efforts to build a web service to feed data from Reach a Ride to incenTrip. UMD enhanced backend incenTrip code to accommodate the new functionality and developed new User Interface screens. Work on Task G is expected to continue into October with a full rollout planned for November.

COG/TPB staff oversaw Media Beef as work continued on technical items related to the EMI grant. Notable project progress includes:

- Amazon Web Services CodeBuild integration
- Finalization of Amazon CloudWatch Logs

- Development of core APIs for vanpool management
- Push notification development
- Testing and quality control of new features

Additionally, staff coordinated and held a technology development meeting for the EMI project with Media Beef on July 20th to discuss updated work specifications for the project.

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 *incenTrip for Employers* program, mobile app upgrades, Linux updates, AI driven chatbot, and technical components related to the Placement Rate Survey.

COG/TPB staff fulfilled additional data requests from UMD pertaining to Flextime Rewards corridor GIS files.

COG/TPB staff continued making small enhancements to code for data maintenance, the monthly purge process, purge reports, and the biweekly reports.

Media Beef has the TDM test server running on Linux. COG/TPB staff continued testing it using live work to be assured there were no new bugs resulting from moving from Windows. The testing was successful. Staff and Media Beef moved the Linux servers into production.

COG/TPB staff are assessing a “Point in Time” database recovery option alongside daily backups occurring and being stored up to 30 days.

Media Beef added the I-495 NEXT corridor as an eligible rewards corridor for the ‘Pool Rewards Carpool Incentive Program within the TDM System.

Media Beef worked on an enhancement that enables re-registration for ridematching 60 days before registration expires. This enhancement is for both commuters and local ride matching coordinators. It will ensure users can re-register immediately upon receipt of a purge notice or, in the case of a ride matching coordinator, a list of commuters whose ride matching registration is about to run out.

Media Beef made an enhancement to the TDM System to handle addresses that cannot be geocoded- by the Commuter Connections geocoding service. The TDM System now generates an email message that contains the data necessary for debugging and sends it to Commuter Connections technical staff.

Media Beef and COG/TPB staff continued their research into a chatbot implementation that can run on Linux. Amazon Lex was identified as a possible solution.

Media Beef began work on programming an update to the Placement Rate Survey within the TDM System.

Media Beef completed the statement of work for FY2024 and it was approved by COG/TPB staff.

The Commuter Connections mobile app was downloaded 174 times throughout the quarter, bringing total downloads to 7,140 by the end of September.

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

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, users can visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=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 July and September, there were 240 applications received. A total of 224 new applicants were registered (222 new applicants and 2 “one-time exception” users) and 383 commuters were re-registered. During the same time, the GRH program provided 164 GRH trips. None of these trips were a “one-time” exception. “Unscheduled Overtime” accounted for the largest portion of the GRH trip reasons followed by “Personal Illness.” As of September 30th, a total of 1,987 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.

Contracts for FY2023 ride providers were extended through September 30, 2023, in order to accommodate the transition to new contracts over the course of the summer. In September, COG awarded Notices to Proceed to ride providers who responded to the FY2024 RFP for GRH Ride Providers. Eligible providers in FY2024 include Barwood Taxi, Enterprise, Red Top Cab, Uber, and DC Yellow Cab.

A contract amendment was fully executed with /Diamond Transportation Services, Inc – National Express Transit, LLC for the GRH daily operations project.

COG/TPB staff met with representatives of the GRH Operations Contractor, Diamond Transportation, on September 27th, 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. The FY2024 Regional TDM Marketing project contract amendment was fully executed with Odonnell Company.

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

COG/TPB staff guided Odonnell Company as they prepared an initial draft of the FY2024 Marketing Communications Plan and Schedule. The schedule was finalized and distributed at the September 19th Regional TDM Marketing Group meeting.

COG/TPB staff formed the FY2024 Marketing Workgroup. The workgroup helps guide decision making on regional TDM marketing messages.

COG/TPB staff compiled updates for the FY2024 Draft TDM Resource Guide and Strategic Marketing Plan and prepared the document for distribution at the September 19th Regional TDM Marketing Group meeting.

A media plan for the fall 2023 Rideshare/GRH umbrella campaign was developed. As part of the plan development process, COG/TPB staff provided feedback and guidance to Odonnell Company on plan content and creative assets. Insertion orders for the campaign were processed following plan approval by staff.

COG/TPB staff approved the FY2024 spring umbrella campaign creative brief drafted by the contractor.

A website design meeting with held with Odonnell Company on August 30th.

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

- Posted news articles, publications (e.g., Car Free Day 2022 Event Report, 2022 State of the Commute Report and associated “pull-out” sections), construction projects, press releases (e.g., Employer Awards 2023 Post-Ceremony Press Release, Car Free Day Announcement), and upcoming events as needed.
- Posted the 2023 Employer Recognition Awards winners, video, and program booklet.
- Updated the ‘Pool Rewards page to include the I495 NEXT corridor bonus.
- Updated Flextime Rewards program corridors.
- Replaced the Incentive Program Rack card PDF.
- Added Car Free Day as an upcoming event.
- Added single images for each of the Flextime Rewards corridors to the Flextime Travels map.
- Revised text contained in the Flextime Rewards program page.
- Posted the Commuter Connections Summer Newsletter.

- Updated stakeholder information from the July 2023 Commuter Connections TDM Resource Directory.
- Updated Park & Ride listing table.
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff managed the Commuter Connections social media pages. Posts were boosted for the GRH Fall Umbrella campaign on Facebook and Instagram. An organic post was made to the Facebook page promoting WMATA's Better Bus, Better Names campaign, other organic posts included a congratulations to Employer Recognition Award Winners on July 5th, a WMATA survey on July 17th, and the Car Free Day 2023 Proclamation on July 20th. Analytics on each account were recorded. Widgets in Cyfe were revised for GA4 analytics reporting. A Cyfe analytics report was generated for each social media account for June, July, and August.

A Regional TDM Marketing Group meeting was coordinated and held on June 20th. 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:

- Robin Geiger, Fairfax County DOT, was announced as the new Chairperson for FY2024. Antoinette Rucker, WMATA, was announced as the new FY2024 Vice Chair.
- Review of the Final FY2023 Second Half Marketing Campaign Summary Report
- Guest presentation about the I-495 NEXT Express Lanes Project
- Review of the FY2024 Marketing Communications Plan and Schedule
- Overview of Commuter Connections FY2024 Marketing Activity
- Review of the FY2024 Regional TDM Resource Guide and Strategic Marketing Plan (SMP)
- Guest presentation on Montgomery County marketing

B. Bike to Work Day

COG/TPB staff requested that the Bike to Work Day Steering Committee members submit 2023 event recap write-ups for the draft Bike to Work Day 2023 Event Report and to send photos for the event slideshow.

COG/TPB staff approved the Bike to Work Day logo updated for 2024 by the contractor. The 2024 sponsor declaration form was updated.

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

- Added post-event news stories
- 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 September 13th. 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:

- LaToya Crump, Prince George's County Department of Public Works and Transportation, was announced as Chairperson for the FY2024 Steering Committee
- Overview of the 2022 Bike to Work Survey Analysis Report
- 2023 Event Recaps from Pit Stop Managers
- Viewing of the 2023 Event Slideshow
- Review of the 2023 Event Report

- Establishment of the 2024 Event Date

C. Employer Recognition Awards

COG/TPB staff provided edits to a creative brief developed by Odonnell Company.

COG/TPB staff formed the Employer Recognition Awards 2024 workgroup.

D. 'Pool Rewards

COG/TPB staff operated the 'Pool Rewards vanpool and carpool incentive programs. As of September 30th, there were zero (0) active 'Pool Rewards carpools and thirteen (13) operating 'Pool Rewards vanpools. There were 35 vanpool subsidy payments processed for vanpools that operated during the quarter. Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:

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

COG/TPB staff worked with Commute with Enterprise on obtaining updated information for an FY2024 contract renewal. The contract amendment was pending as of September 30th.

The I-495 NEXT corridor was added as an eligible bonus corridor for the 'Pool Rewards Carpool Incentive Program.

COG/TPB staff collaborated with the marketing contractor to develop the FY2024 'Pool Rewards creative brief. Staff also reviewed and provided feedback on the campaign talking points drafted by the marketing contractor.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on July 12th. 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
- Overview of the Car Free Day 2022 Event Survey Results
- Discussion on marketing materials for the event
- Presentation of the 2023 Event Proclamation
- Discussion on prizes and sponsors
- Jurisdictional roundtable

Briefings on Car Free Day 2023 occurred at several COG related committees. COG/TPB staff briefed the Commuter Connections Subcommittee on July 18th and September 19th. Staff briefed the TPB Technical Committee on July 7th. Staff then presented Car Free Day to the TPB on July 19th where a regional Car Free Day proclamation was virtually signed by the TPB Chair Reuben Collins.

COG/TPB staff managed the marketing and public relations contractors (Odonnell Company) to promote the event. Marketing strategy calls were held to discuss marketing strategies for the event.

Staff provided feedback and guidance on the media plan, earned media plan, creative assets, and earned media assets (e.g., calendar listing, college toolkit, social media posts) developed by Odonnell Company. Staff participated in Car Free Day media interviews which were scheduled in assistance with Odonnell Company. The event poster was updated and finalized for the 2023 event; staff coordinated the printing and distribution of the flyer to employers and stakeholders. Staff finalized purchase orders for the media campaign. Select marketing components included broadcast radio, internet radio, digital banner ads, transit ads, and earned media placements. Staff edited and sent press releases drafted by Odonnell Company on August 15th, and September 21st. An email blast was sent on August 21st and again in September. Prior to sending the e-blasts, email addresses were obtained from the Commuter Connections database and combined with past registrants' email addresses. Text messages were developed and sent to mobile numbers who had opted-in to receiving promotional messages. A series of images and information posts were developed and posted to Car Free Day pages on Twitter, Facebook, and Instagram. A paid spot was placed on YouTube.

The Capital Area Car Free College Campus Challenge was created as a friendly competition to generate a buzz about Car Free Day on college campuses within the region, and to garner pledges.

COG/TPB staff provided feedback to Clean Air Partners ahead of its social media ambassador campaign to help promote the Car Free Day 2023 event.

COG/TPB staff worked in conjunction with Odonnell Company to secure sponsors and discuss sponsorship opportunities with various businesses and organizations. Sponsors for the 2023 event included WMATA, the Tri-County Council for Southern Maryland, Nift Gift, Capital Bikeshare/goDCgo, All About Burgers, WABA, Miss Pixie's, Little Sesame, Nando's East Coast Greenway Alliance, VRE, League of American Bicyclists, Area Stage's Mead Center, Maverick Bikes Café, Hill Center at the Old Navy Hospital, and Shake Shack.

The CarFreeMetroDC.org website was prepared for the event. COG/TPB staff updated the pledge form prior to the August 1st launch. This included programming of the pledge confirmation email and promo code. The "Thank You" post-pledge webpage was also modified and modernized for the 2023 event. Marketing materials were added, including the 2023 event flyer. The 2023 signed proclamation was uploaded. Imagery was updated to reflect the 2032 event. New sponsor logos were added; prizes were added as sponsors were secured. Press releases were uploaded was released. The pledge count was updated regularly. Staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated.

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on September 13th. 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:

- Josh Etim, City of Alexandria, was announced as the Chairperson for the 2024 Car Free Day Committee.
- Sponsors update
- Marketing update
- Earned media update
- Jurisdictional roundtable

The Car Free Day event was held on September 22nd.

F. CarpoolNow Mobile Application

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during the quarter. There were 106 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 408 times during the quarter, bringing total downloads to 6,514.

COG/TPB staff provided edits to the FY2024 CarpoolNow creative brief that was drafted by the marketing contractor. The fall 2023 CarpoolNow media plan was finalized. COG/TPB staff provided feedback on the fall 2023 CarpoolNow talking points drafted by the contractor.

G. Flextime Rewards

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 produced and published maps of new eligible corridors for the Flextime Rewards incentive to the Commuter Connections website.

H. incenTrip Mobile Application

COG/TPB staff created an “incenTrip for Employers” flyer and instructional video. The materials are available for distribution to employers who may wish to participate in supplementing incenTrip rewards to their employees. “incenTrip for Employers” was introduced to the Employer Outreach Committee on July 18th. A tutorial for the program was developed and posted to YouTube.

According to the UMD Agency Dashboard, approximately 3,776 users were registered for the program as of September 30th. There were 51 new Commuter Connections accounts created through the incenTrip app. A total of 130 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 45 check, 60 PayPal, 10 gift card, 0 Nift Gifts, 12 WMATA SmarTrip, and 3 E-ZPass incentive requests. Staff responded to 37 incenTrip related inquiries.

COG/TPB staff responded to 37 email inquiries related to incenTrip.

J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. Planning meetings were held monthly with MDOT staff to discuss general operations of the program. According to the UMD Agency Dashboard, approximately 277 end-users were registered for the program as of September 30th. A total of four check and seven PayPal incentive requests were submitted by MDOT incenTrip users throughout the quarter.

COG/TPB staff created an “incenTrip for Employers” flyer and instructional video. The materials are available for distribution to Maryland employers who may wish to participate in supplementing incenTrip rewards to their employees. Staff met with GPI, an employer in Howard County, Maryland, to discuss building and launching an employer program on September 29th.

IV. MONITORING AND EVALUATION

A. Regional TDM Data Collections and Analysis

COG/TPB staff conducted and completed monthly data sweeps of the Employer Outreach Act! Database.

In July, Monthly Employer Outreach sales activity reports were received from Frederick County, Loudoun County, Montgomery County, Prince William County, and the Tri-County Council for Southern Maryland. Outstanding reports were pending as of July 31st from the City of Alexandria, the District of Columbia, Arlington County, Fairfax County, and Prince George's County.

In August, Monthly Employer Outreach sales activity reports were received from Arlington County and Montgomery County. Outstanding reports were pending as of August 31st from the City of Alexandria, the District of Columbia, Fairfax County, Frederick County, Loudoun County, Prince George's County, Prince William County, and the Tri-County Council for Southern Maryland.

In September, Monthly Employer Outreach sales activity reports were received from Arlington County and Montgomery County. Outstanding reports were pending as of September 30th from the City of Alexandria, the District of Columbia, Fairfax County, Frederick County, Loudoun County, Prince George's County, Prince William 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.

The 2022 State of the Commute general public report was received from the printer along with the "At-A-Glance" pull-out sections. COG/TPB staff distributed copies to program stakeholders.

A scope of work was finalized and a contract amendment with LDA Consulting was fully executed for the FY2024 TDM Evaluation Project. LDA Consulting produced a FY2024 timeline for data collection activities related to the project.

COG/TPB staff oversaw LDA Consulting as the 2021 – 2023 TDM Analysis Report was prepared. The report was presented to the Commuter Connections Subcommittee on July 18th; a comment period was subsequently established through August 15th. Pertinent feedback was incorporated into the report. Additional data procured through June 30, 2023, along with responses from the 'Pool Rewards Carpool Incentive survey, were also analyzed and included in the report. A second draft of the report was presented to the Subcommittee on September 19th. A final comment period was subsequently established through October 25th.

Work commenced on the FY2024 Applicant Placement Rate Study. A coordination meeting was held on August 30th between COG/TPB staff, LDA Consulting, WBA Research, and Media Beef to discuss the timeline and logistics for the study. Survey development work commenced in September. Staff updated the survey questionnaire in partnership with LDA Consulting. The questionnaire was provided to Media Beef for initial programming into the TDM System.

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. COG/TPB staff finalized and distributed the FY2023 2nd Half Regional TDM Marketing Campaign Summary final report at the Regional TDM Marketing Group Committee meeting on September 19th and posted it to SharePoint.

COG/TPB staff presented the Car Free Day 2022 Final Draft Event Report at the July 18th Commuter Connections Subcommittee meeting, which was endorsed for release and posted to the Commuter Connections publications webpage for distribution.

COG/TPB staff accepted and compiled contributions from pit stop managers for the Bike to Work Day 2023 Event Report. Staff presented the draft report at the September 13th Steering Committee meeting. A comment period was subsequently established through October 20th.

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

COG/TPB staff collected data for various FY2023 and FY2024 Employer Outreach conformity verification statements. The final Third Quarter (FY2023) Employer Outreach Conformity Verification Statement was presented at the July 18th Employer Outreach Committee meeting. A draft version of the Fourth Quarter (FY2023) Employer Outreach Conformity Verification Statement was presented at the July 18th Employer Outreach Committee meeting; the final version was prepared for the October meeting. Staff also began collecting data for the First Quarter (FY2024) Employer Outreach Conformity Verification Statement; a draft statement was prepared for the October Employer Outreach Committee meeting.

COG/TPB staff oversaw the Employer Commuter Survey data tabulation contractor, VHB, as a scope of work and contract amendment was prepared for FY2024.

COG/TPB staff completed and distributed the final June FY2023, July FY2024, and August FY2024 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 4th Quarter CCWP Progress Report for FY2023. Additionally, work accomplishments were documented in the FY2023 CCWP Annual Progress Report. Both reports were distributed at the September 19th Commuter Connections Subcommittee meeting.

COG/TPB staff completed and delivered the FY2023 Employer Outreach snapshot analyses for local jurisdictions.

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 and monitored the system. The quarterly conformity verification statement report was refined. Licensing fees for the Act! Databased for FY2024 were processed and paid.

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.

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. FY2024 scopes of work and budgets were developed for local jurisdictions. Contracts with the Tri County Council for Southern Maryland and Federick County were fully executed. COG/TPB staff continued working with Montgomery and Prince George's counties on their FY2024 scopes of work and budgets.

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 began research on potential FY2024 Employer Case Study candidates.

COG/TPB staff coordinated, facilitated, and presented at the July 18th 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 Third Quarter FY2023 and Draft Fourth Quarter FY2023 Conformity Verification Statements
- Presentation on the "incenTrip for Employers" Program
- Discussion of the FY2024 Commuter Connections Employer Case Study process
- Update on FY2024 TDM and Sales Training Sessions
- Recap of the 2023 Employer Recognition Awards

COG/TPB staff continued work on the Fall Sales support questionnaire.

COG/TPB staff developed released the FY2024 TDM and Sales training session topics survey. Responses were gathered and topics identified for FY2024.

COG/TPB coordinated and held a sales training session titled “TDM Incentive Programs” on September 7th. Speakers included Stacey King, MDOT; Antoinette Rucker, WMATA; and COG/TPB staff.

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM

A. General Operations and Maintenance

The Guaranteed Ride Home (GRH) Baltimore program continued to enroll new applicants throughout the quarter. New GRH ID cards were printed and distributed routinely throughout the quarter. Additionally, COG/TPB staff processed and mailed declined GRH Baltimore applicant letters and processed and mailed One Time Exception letters with GRH Baltimore applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of September 30th, a total of 108 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.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided 22 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.

Contracts for FY2023 ride providers were extended through September 30, 2023, to accommodate the transition to new contracts over the course of the summer. In September, COG awarded Notices to Proceed to ride providers who responded to the FY2024 RFP for GRH Ride Providers. Eligible providers in FY2024 include Enterprise, Smart Ride, Uber, WHC MD, and WHC MDA.

COG/TPB staff finalized the FY2024 contract with the GRH Baltimore Daily Operations Contractor (Diamond Transportation Services, Inc. – National Express Transit, LLC) in August.

COG/TPB staff met with representatives of the GRH Operations Contractor, Diamond Transportation, on September 27th to discuss daily GRH program operations.

VII. MDOT EMPLOYER OUTREACH STATEWIDE

A. Regional Employer Database Management and Training and Program Administration

A meeting was held with MDOT and MTA representatives on August 22nd to discuss allowing access to the Act! database and sales training sessions for jurisdictions outside of the Washington, DC nonattainment region. There was mutual agreement to amend the FY2024 CCWP with a new program element permitting the change. COG/TPB staff drafted an amendment for TPB consideration. The TPB approved an amendment to the FY2024 CCWP which permits select COG/TPB administration of MDOT's Employer Outreach Statewide program outside of the Washington, DC nonattainment region at the September 20th TPB board meeting. Staff subsequently updated the FY2024 CCWP with the new program element.

COG/TPB staff began planning for work items necessary to onboard Maryland jurisdictions into the Employer Outreach program, including copying the Act! Employer Database for employers located outside of the Washington, DC nonattainment region.

Table 1

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

JULY - SEPTEMBER 2023

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2023
Total applicants/info provided:	3,131	5,138	3,131
Rideshare applicants	1,519	1,875	1,519
Matchlists sent	3,692	3,755	3,692
Transit applicants/info sent	40	31	40
GRH applicants	607	591	607
Bike to work info requests	0	0	0
Telework info requests	0	80	0
Internet users	24,571	29,741	24,571
Internet applicants	2,126	2,466	2,126
New employer clients	207	149	207
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2023
Continued placements	662	817	662
Temporary/one-time placements	194	238	194
Daily vehicle trips reduced	184	226	184
Daily VMT reduced	4,251	5,221	4,251
Daily tons NOx reduced	0.0008	0.0010	0.0008
Daily tons VOC reduced	0.0006	0.0007	0.0006
Daily tons PM2.5 reduced	0.00006	0.00007	0.00006
Daily tons PM2.5 NOx reduced	0.0011	0.0014	0.0011
Daily tons GHG reduced	1.7017	2.0907	1.7017
Daily gallons of gas saved	236	290	236
Daily commuter costs saved	\$978	\$1,201	\$978

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.

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JULY - SEPTEMBER 2023**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	1	1	19	21
ARLINGTON (COG)	10	1	28	39
ANNE ARUNDEL	12	7	3	22
BALTIMORE CITY	5	3	31	39
BMC	13	1	17	31
COG	167	6	39	212
DOD/WHS	9	0	1	10
DISTRICT OF COLUMBIA	31	7	111	149
FDA	1	149	2	152
FAIRFAX COUNTY	88	10	36	134
FREDERICK	9	12	31	52
GW RIDE CONNECT	82	154	313	549
HARFORD	0	0	10	10
HOWARD	12	3	10	25
LOUDOUN	38	42	134	214
MTA	4	1	2	7
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	4	4	9	17
Countywide	4	7	51	62
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	0	187	215	402
Shady Grove	0	0	0	0
Silver Spring	2	1	9	12
NIH	0	0	13	13
NORTHERN SHENANDOAH	10	1	1	12
PRINCE GEORGE'S	10	8	69	87
PRTC	100	8	108	216
RAPPAHANNOCK-RAPIDAN	8	0	2	10
TRI - COUNTY	32	254	295	581
TOTAL INPUT COMMUTER CONNECTIONS	652	867	1,559	3,078
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1,519		

TDM SERVICES**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	211	150	120
Locals Rideshare Apps (New and Re-apps)	1,308	1,725	1,559
Matchlists Requested	3,525	3,755	2,865
Transit Applicants/Info Sent	40	31	34
GRH Washington Applicants	240	240	237
GRH Washington Rides Provided	164	132	130
GRH Baltimore Applicants	7	6	6
GRH Baltimore Rides Provided	22	13	16
Telework Info Requests	0	0	13
Phone/Fax Applicants	0	0	0
Internet Applicants	2,126	2,466	2,245
Employer Applicants	0	0	0
Total Hits on website	24,571	29,741	20,451

TDM SERVICES

**ALEXANDRIA
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	9	16
Matchlists Sent	22	99	74
Transit Applicants and Info Sent	1	2	1
GRH Washington Applicants	5	8	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	10	19
Matchlists Sent	57	101	70
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	1	5	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	3	0	4
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,658	1,397	1,904
Employers Contacted (Follow up)- Visit	33	72	54
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	1
Level 2	0	0	3
Level 3	0	0	2
Level 4	0	0	0

TDM SERVICES

**ANNE ARUNDEL
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	7	19
Matchlists Sent	68	45	111
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	8	7	17
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	15
Matchlists Sent	74	40	63
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	10	7	6
GRH Baltimore Applicants	2	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

BMC

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	6	5
Matchlists Sent	117	38	46
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	11	5	5
GRH Baltimore Applicants	2	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

**COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	198	148	108
Matchlists Sent	726	536	335
Transit Applicants and Info Sent	1	7	6
GRH Washington Applicants	35	25	41
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	16	25	19
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	94	136	33
Employers Contacted (Follow up)- Visit	39	52	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	24	2	2
Level 2	24	13	0
Level 3	9	2	3
Level 4	4	2	1

TDM SERVICES

DOD/WHS

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	10	4
Matchlists Sent	31	316	33
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	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

FAIRFAX

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	88	136	72
Matchlists Sent	382	435	299
Transit Applicants and Info Sent	2	5	1
GRH Washington Applicants	33	29	26
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	48	49	85
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	466	465	125
Employers Contacted (Follow up)- Visit	128	86	57
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	9	6
Level 2	35	35	1
Level 3	4	4	5
Level 4	0	0	1

TDM SERVICES

FDA

JULY - SEPTEMBER 2023

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

TDM SERVICES

**FREDERICK
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	7	20
Matchlists Sent	128	85	156
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	6	7
GRH Baltimore Applicants	1	0	1
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	2	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	164	300	39
Employers Contacted (Follow up)- Visit	0	1	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	7	0
Level 2	0	0	0
Level 3	0	1	1
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	82	71	118
Matchlists Sent	383	482	254
Transit Applicants and Info Sent	12	4	2
GRH Washington Applicants	35	37	33
GRH Baltimore Applicants	0	0	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

HARFORD

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	3
Matchlists Sent	6	39	20
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	1	2
GRH Baltimore Applicants	1	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	12	9
Matchlists Sent	0	61	0
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	8	11	5
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	31	35
Matchlists Sent	320	210	198
Transit Applicants and Info Sent	3	3	4
GRH Washington Applicants	11	14	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	3	5	19
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	130	90	175
Employers Contacted (Follow up)- Visit	15	4	9
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	2
Level 2	0	1	0
Level 3	1	2	0
Level 4	1	0	0

TDM SERVICES

MTA

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	3
Matchlists Sent	4	22	41
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	3	3	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2023**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	16	29
Matchlists Sent	71	117	93
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	14	7	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	48	32	73
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	4,365	2,899	1,133
Employers Contacted (Follow up)- Visit	44	95	57
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	3	13
Level 3	3	0	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2023**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**TRANSPORTATION ACTION PARTNERSHIP
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	6	3
Matchlists Sent	16	59	45
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SHADY GROVE
JULY - SEPTEMBER 2023**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**SILVER SPRING
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	3	16
Matchlists Sent	31	49	41
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	8	4	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2023**

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

TDM SERVICES

**NORTHERN SHENANDOAH
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	10	10
Matchlists Sent	136	168	182
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	1	2	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**PRINCE GEORGE'S
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	12	27
Matchlists Sent	168	120	153
Transit Applicants and Info Sent	3	2	3
GRH Washington Applicants	12	16	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	77	2
Employers Contacted (New)- Phone	0	52	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	58	0
Employers Contacted (Follow up)- Visit	0	95	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	3	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	100	91	54
Matchlists Sent	363	353	292
Transit Applicants and Info Sent	8	3	8
GRH Washington Applicants	24	34	28
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	80	50	24
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	80	0	0
Employers Contacted (Follow up)- Visit	8	4	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	8	7
Matchlists Sent	55	44	53
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	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

TRI-COUNTY

JULY - SEPTEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	22	21
Matchlists Sent	357	316	306
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	12	12	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	1	1	2
Employers Contacted (New)- Phone	9	12	24
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7	9	6
Employers Contacted (Follow up)- Visit	8	12	11
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	11	7	2
Level 2	2	3	2
Level 3	0	0	0
Level 4	0	0	0

**Technical Assistance to Local Agencies
July – August 2023**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
July 2023				
TransIT Services	7/3/2023	7/3/2023	7/3/2023	Delete commuter record
OmniRide	7/11/2023	7/11/2023	7/11/2023	Adding commuters to the system
August 2023				
Loudoun County	8/14/2023	8/15/2023	9/11/2023	Geocoding issues
September 2023				
TransIT Services	9/5/2023	9/7/2023	9/7/2023	Employer reports in the TDM System
TCCSMD	9/14/2023	9/14/2023	9/14/2023	Ridematching issues

FY 2024										
July to September 2023	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/Charles
Employers Contacted (new) Site Visits (prospects)	0	3	16	48	0	3	48	0	80	9
Telework - NEW	0	0	0	0	0	0	0	0	0	1
Employers Contacted (follow-up)	0	1,658	94	466	164	130	4,365	0	80	7
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	5,414	10,351	0	462	170	25,132	0	413	14
Total Sales Meetings	0	33	39	128	0	15	44	0	8	8
Total Employers Contacted	0	7,108	10,500	642	626	318	29,589	0	581	39
New Level 1 TDM Programs	0	3	24	9	0	1	0	0	0	11
New Level 2 TDM Programs	0	0	24	35	0	0	0	0	0	2
New Level 3 TDM Programs	0	0	9	4	0	1	3	0	0	0
New Level 4 TDM Programs	0	0	4	0	0	1	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0

TABLE 7	
SCHOOLPOOL APPLICANTS	
Q1 FY2024	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	3
FAIRFAX COUNTY, VA	8
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	13
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	3
ST. MARY'S COUNTY, MD	0
TOTAL	27