

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q3 FY2023

January - March 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 January 2023, February 2023, and March 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: Frederick County, Bethesda, Loudoun County, GWRideConnect, and Tri-County Council.

COG/TPB staff finalized the draft FY2024 Commuter Connections Work Program (CCWP) and the 2022 - 2023 Commuter Connections Strategic Plan. Both documents were presented to the STDM Work Group on January 10th for approval; and to the Commuter Connections Subcommittee on January 17th where they were endorsed for release. Staff then presented the FY2024 draft CCWP to the TPB Technical Committee on February 3rd and the TPB on February 15th for comment. Staff integrated comments, when appropriate, into the work program following the comment period. One modification to the draft FY2024 CCWP included an update to Flextime Rewards corridors based on new data produced by the Congestion Management Process analysis. Staff presented the final version of the work program to the TPB Technical Committee on March 3rd and the TPB on March 15th. The TPB voted to approve the work program as documented in Resolution TPB R8-2023.

COG/TPB staff prepared and released the January 2023 edition of the TDM Resources Directory.

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 Q4 CY2022 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in January. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice. Staff also addressed comments received from FHWA on the ATCMTD Year 2 Report by drafting a comment and response document; and updated version of the report

was also submitted to FHWA.

- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on February 1st. 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 a progress update on new features recently integrated into incenTrip, including Task D: *TDM Deployment for Non-Recurrent Congestion Mitigation* and Task E: *Corridor-Level TDM Deployment for Multimodal ICM and TSM&O*. Staff also updated the group on remaining tasks associated with the project, including plans for the Employer Rewards Program (Task F) and Specialized Transportation referrals (Task G).
- An initial technology transfer plan of source code, documentation, and build tools from the software developers to Commuter Connections was drafted and discussed. The transfer plan seeks to satisfy elements of Task K: *Technology Transfer*.
- 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.*).

STDM Work Group meetings were coordinated and held on January 10th, February 14th, and March 14th.

A Commuter Connections Subcommittee meeting was coordinated and held on January 17th. 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 2022 Bike to Work Day Event Report
- Endorsement of the FY2024 CCWP and 2022-2023 Strategic Plan
- Briefing on highlights from the FY2023 Bike to Work Day Survey
- Briefing on highlights from the FY2023 Car Free Day Survey
- Progress update on the TDM Evaluation Project for FY2023
- Briefing on the FY2022 GRH Customer Satisfaction Surveys for Washington, DC and Baltimore
- Briefing on the 2nd Quarter CCWP Budget Report

COG/TPB staff met with UrbanTrans representatives on February 6th to discuss and answer questions on Commuter Connections program best practices.

COG/TPB staff conducted a Supplemental Vanpool Training session with GWRideConnect on February 9th.

COG/TPB staff participated in an I-495 Transit/TDM Study meeting on February 9th.

An MPO TDM Peer Exchange Group meeting was coordinated and held on February 22nd.

COG/TPB staff participated in WMATA Orange Line Summer 2023 Work, YL Tunnel/Bridge, and Potomac Yard Coordination meetings on February 28th and March 28th.

COG/TPB staff participated in a Title VI training on March 16th.

A Commuter Connections Subcommittee meeting was coordinated and held on March 21st. In anticipation of 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 GRH Customer Satisfaction Survey Memorandums for the Washington, DC and Baltimore Regions
- Briefing on results from the Regional Twelve-Year Bottleneck Analysis
- Progress update on the Regional TDM Evaluation Project
- Report on a recent analysis of bicycle and pedestrian volumes before and after the pandemic
- Briefing on the FY2023 Bike to Work Day Draft Survey Report
- Status briefing on the 2023 Bike To Work Day Event
- Progress update on the FY2024 CCWP and 2022-2023 Commuter Connection Strategic Plan
- Briefing on the 2nd Quarter CCWP Progress Report

A Commuter Connections Ridematching Committee meeting was coordinated held on March 21st. 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:

- Briefing on the new Enhancing Mobility Innovation Grant project
- Update on the Commuter Connections Mobile Application
- Discussion on the TDM System Purge Process
- Announcement of the January 2023 TDM Resource Directory publication
- Highlights from the FY2023 2nd Quarter Progress Report

B. Transportation Information Services

COG/TPB staff provided commuter travel information on alternatives to the general public by telephone, website, electronically and through printed information. Information contained but was not limited to METRO, MARC/MTA, VRE, local transit, telework resources, and the Regional Bicycle Guide. Means of communication included staffing the Commuter Connections Information Line (800-745-7433), the public email address (ridematching@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 March 2023, COG and its members served 13,460 commuters registered in the Ridematching program. This is an increase of 49 quarter-to-quarter, from 13,411 at the end of December 2022. Year-over-year there was an increase of 476 from 12,984 at the end of March 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:

- Task F: Employer Rewards Program. Work specifications were drafted, revised, and finalized by the project team. UMD and Media Beef subsequently commenced programming and software development, which includes the creation of APIs to facilitate data transfer between the TDM System and incenTrip for the Employer Rewards Program. The incenTrip application was enhanced to permit the new reward program.
- Minor fixes were released for the Flextime Rewards program that allow MDOT points to be awarded to commuters flexing trips along corridors in the MDOT program.

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, migrating Commuter Connections services to the cloud hosted by Amazon Web Services (AWS), converting the TDM System from Oracle to Postgres, and mobile app updates.

Work from the prior quarter migrating the Oracle database to the Amazon Web Services (AWS) cloud and converting the database to Postgres continued. In January, Media Beef set up test servers for the TDM System, Vanpool Module, CarpoolNow, and SchoolPool in the AWS cloud and used the Postgres database. COG/TPB staff commenced testing by running routine operations tasks on the test servers. Following the testing period, staff authorized the transfer of Commuter Connections web applications to the AWS cloud in February. Staff continued testing the cloud-based production version of the TDM System and reporting bugs to Media Beef. Media Beef fixed several issues and deployed new code to the servers. By the beginning of March, the appearance of new bugs had declined considerably; staff nonetheless continued testing and worked with Media Beef to continue tweaking the system and fixing minor bugs that were occasionally presented. The system is stable and operates smoothly.

COG/TPB staff continued their work of moving the monthly purge process, purge reports, and the biweekly reports to the new cloud database. The purge process and reports were successfully deployed using the new Postgres database in March. Although it is likely there will be some maintenance issues ahead, the system is working exactly as expected.

COG/TPB staff continued testing the new version of incenTrip that was released via the app stores on Monday, December 19th. Staff noticed rideshare logging problems. Android appears unable to get GPS data to confirm mutual trip logging for rideshare trips. Staff suggested ideas for changing the procedure for confirming rideshare trips. UMD continued their work to debug the software. UMD also continued their work on how to designate corridors for MDOT and Commuter Connections.

Media Beef continued their work on enhancements to the Commuter Connections mobile application. A test version of the updated application was provided to COG/TPB staff for testing in February. Several items were modified throughout the testing process, which is still ongoing as of the end of the quarter.

The Commuter Connections mobile app was downloaded 183 times throughout the quarter, bringing total downloads to 6,819 by the end of March.

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. Staff acquired data for building footprints from Montgomery County in Maryland and are processing that data into point addresses for the geocoding service.

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 January and March, there were 219 applications received. A total of 192 new applicants were registered (191 new applicants and 1 “one-time exception” user) and 337 commuters were re-registered. During the same time period, the GRH program provided 159 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 December 31st, a total of 2,197 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 met with representatives of the GRH Operations Contractor, Diamond Transportation, on January 25th 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.

Creative assets for the “Better Together” spring regional TDM marketing campaign and the associated media plan were finalized. The Better Together campaign launched in February for GRH and Rideshare. COG/TPB 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.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the winter 2023 newsletter and Federal ETC insert in January. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in February. Staff then prepared a timeline for the development of the spring 2023 newsletter and collaborated with the contractor to develop article content ideas.

A Regional TDM Marketing Group meeting was coordinated and held on March 21st. 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:

- Presentation of the FY2023 First Half Marketing Campaign Summary final report
- Guest presentation on Virginia Railway Express’ recent marketing campaign
- Presentation on Commuter Connections FY2023 Commuter Connections marketing activity and distribution of the FY2023 Second Half Marketing Campaign Summary draft report
- Guest presentation on Arlington County’s recent marketing campaign

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

- Posted news articles, publications (e.g., Winter 2023 Newsletter), construction projects, press releases, and upcoming events as needed
- Updated the express lane map to properly reflect I-66 changes
- 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 December, January, and February.

B. Bike to Work Day

Work continued in preparation for the May 19, 2023 Bike to Work Day event. The sponsorship drive continued from the prior quarter; invoices were prepared and sent to secured sponsors at the conclusion of the drive. A New Pit Stop Manger Orientation Session was coordinated and held on February 7th.

COG/TPB staff worked with the marketing contractor, Odonnell Company, on poster and rack card artwork modifications based on Bike to Work Day Steering Committee feedback and the final list of sponsors (including Spanish translation). A vendor for the printing and distribution of event posters and rack cards was secured; staff subsequently managed the distribution of materials to employers and pit stop managers. Staff coordinated the distribution of a mailing to employers comprising of a cover letter and Bike to Work Day flyer. Staff and Odonnell Company also developed pit stop banners.

COG/TPB staff selected a vendor for the creation of Bike to Work Day T-Shirts after issuing a competitive bid request; work subsequently began securing t-shirt color samples, finalizing t-shirt artwork, and procuring a sample shirt. Staff determined t-shirt quantities by size after reviewing pit stop manager requests via the online questionnaire. T-shirt sorting and pickup will occur at the COG office building this year, a deviation from where t-shirt logistics were handled in prior years (ICF). Staff created a plan and schedule for t-shirt pickup at the COG offices, which included creating sign-ups through SignUpGenius.

COG/TPB staff and Odonnell Company crafted and sent a press release announcing registration opening for the event on March 28th. An earned media plan was drafted. The event was added to various calendar listings across the region. SurveyMonkey questionnaires were developed by staff and distributed to pit stop managers to gather various sets of information. Staff updated and maintained the Bike to Work Day website. Pit stop locations and specifics were updated. Staff coordinated with the Washington Area Bicyclist Association to test the 2023 online registration form; registration was launched on March 1st.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on January 11th. 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:

- Update on the 2022 Event Report
- T-shirt Update
- Regional Sponsor Drive Update
- Review of Poster Concepts
- Review of the Pit Stop Manager Questionnaire
- Announcement of the New Pit Stops Update/Orientation Session

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on March 8th. 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:

- Regional Sponsor Drive Update
- Orientation Session Recap
- Web Launch Announcement and Registration Reports
- Review of Marketing Materials
- Pit Stop Manager Progress Reports

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

- Updated the color scheme to match the 2023 event colors
- Continued testing new table plugins to update the display of pit stop information
- Added new pit stop pages
- Removal of cancelled pit stop pages
- Updated pit stop contact information
- Updated map coordinates for pit stops

- Adjusted language on the homepage
- Prepared the homepage for registration for the 2023 event
- Uploaded English and Spanish poster PDFs
- Published the 2023 Bike to Work Day press release
- Added various sponsor logos to pit stop pages
- Launched registration for the 2023 event
- Updated plugins
- Monitored website activity and computer code to maintain proper website functionality

C. Employer Recognition Awards

There were several planning and preparation activities conducted throughout the quarter. COG/TPB staff sent a 'call for nominations' reminder email blast to level 3 & 4 employee transportation coordinators and C-level executives, and questions were fielded from potential awards nominees. The marketing subcontractor, Arch Street Communications, made reminder phone calls to the Employer Outreach Sales Representatives regarding the call for nominations. A discussion regarding the call for nominations was held at the Employer Outreach Committee meeting on January 17th. Staff reviewed applications received from award nominees and Odonnell Company contacted nominees for clarification and further data.

The Chair and Members for the Employer Recognition Awards 2023 Selection Committee meeting were secured, and confirmation letters sent. One-page briefs were developed by Odonnell Company for each awards nominee; the briefs were edited by staff. An agenda and additional meeting materials were prepared for the Selection Committee; remarks for the TPB Vice Chairman, who chaired the Committee, were also prepared. Staff met with Odonnell Company and Arch Street Communications to discuss logistics for the Selection Committee. Staff coordinated and held the Selection Committee meeting on March 31st. Thank you letters were subsequently drafted and sent to the Selection Committee chair and members.

COG/TPB staff coordinated the deposit payment to secure the National Press Club for the 2023 Employer Recognition Awards ceremony, to occur on June 30th.

COG/TPB staff obtained estimates for the Employer Recognition Awards trophies, program booklet printing, photography services, and video production. Staff coordinated with the Employer Recognition Awards workgroup on the giveaway items proposed by Odonnell Company.

D. 'Pool Rewards

A marketing campaign for both the regional 'Pool Rewards program and the VDOT I-66 'Pool Rewards bonus incentive concluded with a final boosted Instagram post on January 3rd. Campaign analytics were assembled and packaged into the marketing campaign summary reports.

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

- Staff approved one (1) new 'Pool Rewards vanpool
- Staff approved two (2) new 'Pool Rewards carpools

As of March 31st, there were four (4) active 'Pool Rewards carpools and twelve (12) operating 'Pool Rewards vanpools.

COG/TPB staff operated the 'Pool Rewards vanpool incentive program. There were 34 vanpool subsidy payments prepared for processing for vanpools that operated during the quarter.

COG/TPB staff finalized a renewal with Enterprise for their FY2023 'Pool Rewards contract.

E. Car Free Day

COG/TPB staff coordinated and held a Car Free Day Steering Committee meeting on March 8th. 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
- Establishment of the Car Free Day 2023 Date
- Review of Marketing Materials
- Update on the Sponsorship Drive

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

F. CarpoolNow Mobile Application

The 2020 Fall CarpoolNow marketing campaign concluded with a final boosted Instagram post on January 3rd. Campaign analytics were assembled and packaged into the marketing campaign summary reports.

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter. There were 71 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 272 times during the quarter, bringing total downloads to 5,781.

COG/TPB staff participated in a Vanpool Workshop facilitated by GWRideConnect on March 7th.

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 provided feedback on the Flextime Rewards Creative Brief, developed by the contractor.

H. incenTrip Mobile Application

COG/TPB staff monitored incenTrip program participation. According to the UMD Agency Dashboard, approximately 3,571 users were registered for the program as of March 31st. There were 28 new

Commuter Connections accounts created through the incenTrip app. A total of 172 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 62 check, 73 PayPal, 16 gift card, 2 Nift Gifts, 13 WMATA SmarTrip, and 6 E-ZPass incentive requests. Staff responded to 22 incenTrip related inquires.

J. MDOT incenTrip Mobile Application

COG/TPB staff operated the MDOT incenTrip program. According to the UMD Agency Dashboard, approximately 258 end-users were registered for the program as of March 31st. A total of five check, four PayPal, and one SmarTrip 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 weeks of January 10th, February 7th, and March 14th.

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

In February, Monthly Employer Outreach sales activity reports were received from the District of Columbia, Arlington County, Fairfax County, and Montgomery County. Outstanding reports were pending as of February 28th from the City of Alexandria, Loudoun County, Prince William County, Frederick County, Prince George's County, and the Tri-County Council for Southern Maryland.

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

In January, COG/TPB staff fulfilled Employer Outreach data requests from Arlington and Montgomery Counties

In February, COG/TPB staff fulfilled Employer Outreach data requests from the City of Alexandria and Prince William County.

In March, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery, Arlington, and Fairfax Counties.

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. Local jurisdictional data from the report was released.

COG/TPB staff and the TDM Evaluation Contractor, LDA Consulting, compiled responses received from the FY2022 Bike to Work Day participant survey. Data was examined and trends were identified in a briefing given to the Commuter Connections Subcommittee on January 17th. A survey report was drafted and presented to the Commuter Connections Subcommittee on March 21st. A comment period for Subcommittee members to offer feedback on the document was established through April 14th.

COG/TPB staff and LDA Consulting compiled responses received from the FY2023 Car Free Day participant survey that was conducted in December. Data was examined and trends were identified in a briefing given to the Commuter Connections Subcommittee on January 17th.

COG/TPB staff and LDA Consulting prepared a questionnaire and recipient list for the Maryland Employer Telework survey. The questionnaire was updated and finalized; it was released to potential respondents in early February. Reminder messages were sent on February 16th and 23rd. Survey evaluation commenced in March; findings will be included in the TDM Analysis.

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 First Half Regional TDM Marketing Campaign Summary report was finalized and issued at the March 21st Regional TDM Marketing Group meeting. The draft FY2023 Second Half Regional TDM Marketing Campaign Summary report was drafted and presented at the March 21st Regional TDM Marketing Group meeting.

The Regional Guaranteed Ride Home Customer Satisfaction Survey was sent to Washington, DC region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff drafted and presented a draft memo at the Commuter Connections Subcommittee meeting on January 17th regarding the lack of statistically significant response to the FY2022 GRH Customer Satisfaction Survey for the Washington, DC region due to the global pandemic. A comment period was established for the memo through February 21st. A final version of the memo was presented and endorsed at the March 21st Commuter Connections Subcommittee meeting.

COG/TPB staff integrated edits into the Bike to Work Day 2022 Event Draft Report from an open comment period that occurred through December 16th. The report was finalized and endorsed at the January 17th Commuter Connections Subcommittee meeting.

COG/TPB staff completed a first draft version of the Car Free Day 2022 event report and presented the report to the Car Free Day Steering Committee on March 8th. The report was posted to SharePoint and an open comment period was established through April 14th.

COG/TPB staff presented the final First Quarter FY2023 Employer Outreach Verification Statement and draft Second Quarter FY2023 Employer Outreach conformity verification statements to the Employer Outreach Committee on January 17th. Data collection concluded for the FY2023 second quarter report and commenced for the FY2023 third quarter report.

COG/TPB staff worked with the Employer Services Data Tabulation Contractor, VHB, as development continued on the TDM Analysis Export tool for the Commuter Connections survey archive database for use in the TDM Analysis report. Staff also worked to process VHB invoices.

COG/TPB staff completed and distributed the final December FY2023, January FY2023, and February FY2023 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 2nd Quarter CCWP Progress Report for FY2023. The report was distributed at the March 21st Commuter Connections Subcommittee meeting.

V. EMPLOYER OUTREACH

Regional Component Project Tasks

A. REGIONAL EMPLOYER DATABASE MANAGEMENT AND TRAINING

Throughout the quarter, COG/TPB staff coordinated with COG/IT staff and Stewart Technologies on upgrades for the Act! database software, which included identifying solutions for streamlining reporting functions. Staff routinely monitored activity in the system.

COG/TPB staff coordinated an Act! Database voluntary training session with Employer Outreach Sales coordinators and Capitol Consulting Group. Staff met with Capitol Consulting Group to discuss training topics and logistics on January 10th and February 2nd. Capitol Consulting Group conducted the end-user training session on February 9th at COG. Staff then worked with Capital Consulting Group and Stewart Technologies on follow-up items to be addressed in Act! following feedback from the training session.

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. A scope of work and budget for a contract amendment with Prince George's County was pending as of March 31st.

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 coordinated, facilitated, and presented at the January 17th 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 First Quarter FY2023 and Draft Second Quarter FY2023 Conformity Verification Statements
- Review of recent and upcoming Act! Database updates and trainings
- Discussion on FY2023 TDM and Sales Training Sessions
- Update on FY2023 Employer Outreach Program Analysis

COG/TPB staff continued prospecting for FY2023 Employer Case Study spotlights. Research concluded in March and staff prepared case studies for presentation to the Employer Outreach Committee in April.

COG/TPB staff met with BaseUp representatives on February 28th to discuss their program offerings.

COG/TPB staff coordinated and held a TDM sales training session titled “Hybrid Work Schedules” on March 29th. The training was conducted by Elham Shirazi of E-Planning.

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 March 31st, a total of 106 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 drafted and presented a draft memo at the Commuter Connections Subcommittee meeting on January 17th regarding the lack of statistically significant response to the FY2022 GRH Customer Satisfaction Survey for the Baltimore and St. Mary's region due to the global pandemic. A comment period was established for the memo through February 21st. A final version of the memo was presented and endorsed at the March 21st Commuter Connections Subcommittee meeting.

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, finalized the medial plan for the 2023 spring marketing campaign for GRHB. The campaign was rolled out in February and continued throughout the remainder of the quarter; it is scheduled to conclude in Q4 FY2023.

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided nineteen (19) 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 met with representatives of the GRH Operations Contractor, Diamond Transportation, on January 25th to discuss daily GRH Baltimore program operations.

Table 1

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

JANUARY - MARCH 2023

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2022
Total applicants/info provided:	3,433	4,792	12,067
Rideshare applicants	1,451	1,810	4,940
Matchlists sent	3,920	4,219	11,083
Transit applicants/info sent	36	24	94
GRH applicants	529	500	1,653
Bike to work info requests	0	0	5
Telework info requests	2	110	125
Internet users	19,492	24,182	64,125
Internet applicants	1,900	2,310	6,435
New employer clients	348	145	742
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2022
Continued placements	633	789	2,154
Temporary/one-time placements	185	231	630
Daily vehicle trips reduced	176	220	599
Daily VMT reduced	4,066	5,082	13,838
Daily tons NOx reduced	0.0008	0.0010	0.0027
Daily tons VOC reduced	0.0006	0.0007	0.0019
Daily tons PM2.5 reduced	0.00005	0.00007	0.00019
Daily tons PM2.5 NOx reduced	0.0011	0.0013	0.0037
Daily tons GHG reduced	1.6275	2.0349	5.5393
Daily gallons of gas saved	226	282	769
Daily commuter costs saved	\$935	\$1,169	\$935

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
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	139	125	80
Locals Rideshare Apps (New and Re-apps)	1,312	1,685	1,760
Matchlists Requested	3,920	4,219	3,169
Transit Applicants/Info Sent	36	24	17
GRH Washington Applicants	219	220	130
GRH Washington Rides Provided	159	160	54
GRH Baltimore Applicants	7	5	8
GRH Baltimore Rides Provided	19	15	5
Telework Info Requests	2	110	6
Phone/Fax Applicants	0	0	0
Internet Applicants	1,900	2,310	2,313
Employer Applicants	0	0	0
Total Hits on website	26,644	24,182	19,492

TDM SERVICES

**ALEXANDRIA
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	4	11
Matchlists Sent	86	32	61
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	8	1	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	50
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	10
Employers Contacted (Follow up)- Visit	0	0	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	4
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	1

TDM SERVICES

**ARLINGTON
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	10	8
Matchlists Sent	67	84	29
Transit Applicants and Info Sent	0	4	1
GRH Washington Applicants	4	6	3
GRH Baltimore Applicants	0	0	4
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	11	2	3
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	637	124	1,534
Employers Contacted (Follow up)- Visit	64	7	63
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	1
Level 2	0	0	2
Level 3	0	0	0
Level 4	11	0	0

TDM SERVICES

**ANNE ARUNDEL
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	15	17
Matchlists Sent	51	107	77
Transit Applicants and Info Sent	2	0	2
GRH Washington Applicants	10	11	5
GRH Baltimore Applicants	1	0	0
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

**BALTIMORE CITY
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	9	10
Matchlists Sent	42	53	31
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	8	4
GRH Baltimore Applicants	2	2	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

BMC

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	22	5
Matchlists Sent	42	104	40
Transit Applicants and Info Sent	0	3	1
GRH Washington Applicants	4	5	2
GRH Baltimore Applicants	2	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

**COG - DC/DE/PA/WVA/VA
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	135	120	66
Matchlists Sent	477	520	292
Transit Applicants and Info Sent	6	2	0
GRH Washington Applicants	34	37	20
GRH Baltimore Applicants	1	2	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	34	29	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	329	157	49
Employers Contacted (Follow up)- Visit	144	96	16
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	9	1
Level 2	13	7	3
Level 3	10	9	7
Level 4	2	1	2

TDM SERVICES

DOD/WHS

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	3	3
Matchlists Sent	16	5	11
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

DATA

JANUARY - MARCH 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 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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	108	107	68
Matchlists Sent	378	764	263
Transit Applicants and Info Sent	4	2	3
GRH Washington Applicants	21	23	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	12	7	238
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	299	297	497
Employers Contacted (Follow up)- Visit	113	17	12
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	8	2	95
Level 2	40	3	69
Level 3	74	3	18
Level 4	1	0	0

TDM SERVICES

FDA

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	2	1
Matchlists Sent	54	11	20
Transit Applicants and Info Sent	0	1	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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	17	25
Matchlists Sent	219	122	238
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	6	8	4
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	12	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	178	140	28
Employers Contacted (Follow up)- Visit	0	0	2
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

**GW RIDE CONNECT
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	102	117	87
Matchlists Sent	481	590	377
Transit Applicants and Info Sent	3	1	0
GRH Washington Applicants	41	41	24
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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	5	5
Matchlists Sent	147	97	32
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	3	2	2
GRH Baltimore Applicants	1	1	2
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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	8	7
Matchlists Sent	41	78	51
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	5	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	32	20	24
Matchlists Sent	267	120	181
Transit Applicants and Info Sent	5	1	3
GRH Washington Applicants	8	5	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	1	3	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	63	108	86
Employers Contacted (Follow up)- Visit	8	6	3
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	2	0	0
Level 4	0	0	0

TDM SERVICES

MTA

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	3
Matchlists Sent	9	7	18
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	1	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
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	1	15
Matchlists Sent	1	90	0
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	1	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

**MONTGOMERY COUNTY
COUNTYWIDE
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	20	10
Matchlists Sent	70	99	112
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	10	13	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	110	1
Employers Contacted (New)- Phone	0	58	36
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	325	3,271	2,154
Employers Contacted (Follow up)- Visit	16	43	63
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	2

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JANUARY - MARCH 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
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	24	5
Matchlists Sent	58	137	16
Transit Applicants and Info Sent	0	2	2
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

JANUARY - MARCH 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

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	2	9
Matchlists Sent	24	44	97
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	8	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**NATIONAL INSTITUTES OF HEALTH (NIH)
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	1
Matchlists Sent	0	0	3
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	2	1
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
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	9	17
Matchlists Sent	246	184	141
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

**PRINCE GEORGE'S
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	20	29
Matchlists Sent	121	156	177
Transit Applicants and Info Sent	4	1	2
GRH Washington Applicants	7	12	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	25
Employers Contacted (New)- Phone	0	0	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	16
Employers Contacted (Follow up)- Visit	0	0	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	93	59	56
Matchlists Sent	650	365	559
Transit Applicants and Info Sent	3	5	0
GRH Washington Applicants	25	21	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	39	28	11
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	5	4	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
JANUARY - MARCH 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	13	8
Matchlists Sent	78	146	97
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	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

TRI-COUNTY

JANUARY - MARCH 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	29	20
Matchlists Sent	295	304	297
Transit Applicants and Info Sent	2	0	1
GRH Washington Applicants	8	9	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	14	17	16
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	12	8	10
Employers Contacted (Follow up)- Visit	12	9	12
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	9	12	3
Level 2	5	7	3
Level 3	0	0	0
Level 4	0	0	0

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 JANUARY - MARCH 2023**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	16	4	20	40
ARLINGTON (COG)	12	1	22	35
ANNE ARUNDEL	19	1	8	28
BALTIMORE CITY	12	0	13	25
BMC	9	0	17	26
COG	85	1	38	124
DOD/WHS	4	0	0	4
DATA	0	1	0	1
DISTRICT OF COLUMBIA	50	3	107	160
FDA	6	107	9	122
FAIRFAX COUNTY	108	8	25	141
FREDERICK	22	36	77	135
GW RIDE CONNECT	102	298	633	1,033
HARFORD	6	0	7	13
HOWARD	6	0	12	18
LOUDOUN	32	8	47	87
MTA	3	0	5	8
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	4	1	7	12
Countywide	13	3	38	54
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	0	47	266	313
Shady Grove	0	0	0	0
Silver Spring	5	1	9	15
NIH	0	0	1	1
NORTHERN SHENANDOAH	12	3	5	20
PRINCE GEORGE'S	26	6	69	101
PRTC	93	14	218	325
RAPPAHANNOCK-RAPIDAN	12	1	4	17
TRI - COUNTY	23	227	263	513
TDM NETWORK MEMBERS				
TOTAL INPUT COMMUTER CONNECTIONS	680	771	1,920	3,371
COMMUTER CONNECTIONS TOTAL NEW & RE-APPLICANTS		1,451		

TABLE 7	
SCHOOLPOOL APPLICANTS	
FY23, THIRD QUARTER	
JURISDICTION	COUNT
ANNE ARUNDEL COUNTY, MD	0
ALEXANDRIA, VA	0
ARLINGTON COUNTY, VA	0
BALTIMORE CITY, MD	0
BALTIMORE COUNTY, MD	0
CALVERT COUNTY, MD	0
CARROLL COUNTY, MD	0
CECIL COUNTY, MD	0
CHARLES COUNTY, MD	0
DISTRICT OF COLUMBIA	2
FAIRFAX COUNTY, VA	9
FREDERICK COUNTY, MD	0
HARFORD COUNTY, MD	0
HOWARD COUNTY, MD	0
LOUDOUN COUNTY, VA	2
MONTGOMERY COUNTY, MD	0
PRINCE GEORGE'S COUNTY, MD	0
PRINCE WILLIAM COUNTY, VA	0
ST. MARY'S COUNTY, MD	0
TOTAL	13

**Technical Assistance to Local Agencies
January – March 2023**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
January 2023				
VDOT	Tue 1/3/2023 2:25 PM	Tue 1/3/2023 3:05 PM	Tue 1/3/2023 3:05 PM	Resource Directory Updates
TransIT/Frederick Co.	Tue 1/3/2023 3:25 PM	Tue 1/3/2023 3:25 PM	Tue 1/3/2023 3:25 PM	Delete Commuter
February 2023				
Tri-County So MD	Tues 2/21/2023 10:24 AM	Thu 2/23/2023 10:28 AM	Tue 3/28/2023 9:03 AM	Admin Accounts appearing on Matchletters/Report Access
Loudoun County	Weds 2/22/2023 9:24 AM	Thu 2/23/2023 11:20 AM	Thu 2/23/2023 11:20 AM	TDM System Offline
Loudoun County	Thu 2/23/2023 11:25 AM	Thu 2/23/2023 11:25 AM	Fri 2/24/2023 1:44 PM	TDM System Offline
Loudoun County	Mon 2/27/2023 11:25 AM	Mon 2/27/2023 11:25 AM	Mon 2/27/2023 11:25 AM	Commuter 768922 Misassigned
TransIT/Frederick Co.	Tue 2/28/2023 5:32 PM	Fri 3/3/2023 11:24 AM	Fri 3/3/2023 11:24 AM	Commuter Account Renewal Issues
March 2023				
Loudoun County	Tue 3/7/2023 8:49 AM	Tue 3/7/2023 8:49 AM	Tue 3/7/2023 8:49 AM	Commuter Misassigned
BMC	Tue 3/14/2023 9:28 AM	Tue 3/14/2023 9:28 AM	Tue 3/14/2023 9:28 AM	Unable to Run Report
Loudoun County	Wed 3/22/2023 1:36 PM	Wed 3/22/2023 1:36 PM	Wed 3/22/2023 1:36 PM	Commuter Misassigned
Loudoun County	Thu 3/23/2023 1:52 PM	Thu 3/23/2023 1:52 PM	Thu 3/23/2023 1:52 PM	Commuter Misassigned

FY 2023										
January to March 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)		11	34	125	12	1			39	14
Telework - NEW										2
Employers Contacted (follow-up)		637	329	299	178	63	325			12
Telework - FOLLOWUP										2
Total Broadcast Contacts Letters, Flyers, Newsletter		6465	10134		325	83	716		300	8
Total Sales Meetings		64	144	113		8	16		5	12
Total Employers Contacted		7177	10641	537	515	155	1057		344	46
New Level 1 TDM Programs			8	8		1				9
New Level 2 TDM Programs			13	40						5
New Level 3 TDM Programs			10	74		2				
New Level 4 TDM Programs		11	2	1						
New Telework Programs										
Expanded Telework Programs										