



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER – DECEMBER 2020**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

# FY2021 2nd Quarter Progress Report

## PROGRAM HIGHLIGHTS

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### I. COMMUTER OPERATIONS CENTER

#### A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports: (Commuters whose records expire in October 2020, November 2020 and December 2020) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency.

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

The following agencies submitted table 6A data through the commuter support email box: NBTMD; TCCSMD; GWRideConnect; Loudoun County, VA.

COG/TPB staff responded to technical support requests from Frederick County, MD; Prince George’s County, MD; Loudoun County, VA; and the Tri-County Council of Southern Maryland. A summary of the technical support provided to local Rideshare agencies and their coordinators may be found at the end of this document.

COG/TPB staff developed and presented the FY2022 Draft Commuter Connections Work program (CCWP) and 2020-2021 Commuter Connections Strategic Plan to the STDM Work Group on October 13th and November 10th. Staff integrated comments from the STDM Work Group and presented the updated documents to the Commuter Connections Subcommittee on November 17th and established a comment period. COG/TPB staff worked on updates to the documents during December based on feedback and comments received during the comment period that closed on December 4th. COG overhead rates were also received, which will be incorporated. The work plan was finalized and prepared for approval from the state funding agencies in January and for endorsement and release at the January Commuter Connections Subcommittee meeting.

Commuter Connections continued to facilitate a Federal ETC Advisory Work Group with representation from GSA, NCPC, and COG. COG/TPB staff completed updates to the Federal ETC Handbook based on feedback received by the work group during the summer. Staff distributed the updated handbook, Version 2, to the Work Group for further comments. Edits and comments were received in November. Staff then addressed the additional comments raised by the work group and drafted Version 3 of the Federal ETC Handbook. The Work Group is expected to reconvene in January to discuss any final changes needed to the Handbook and to map out a plan for publication.

Work continued on the Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) grant. COG/TPB staff continued to perform pre-award administrative work related to project commencement in October. Agreements with FHWA were fully executed on November 13th. A project kickoff meeting was held with FHWA on November 23rd. Staff met with MDOT on November 18th to discuss the incenTrip project and the ATCMD grant. Staff then developed a project timeline and coordinated a project planning meeting with UMD on December 11th. A stakeholder meeting was coordinated and held via Webex on December 17th. Stakeholder meetings were scheduled to occur at a quarterly interval beginning in February. A technical meeting was coordinated and held on December 28th in conjunction with UMD. Technical meetings were scheduled to occur biweekly. A subcontract was drafted and sent to UMD for legal review.

COG/TPB staff continued to provide updates for the *Commute with Confidence* TDM pandemic-response clearinghouse. Updates to both the Commuter Connections and FederalETC versions of the clearinghouse, including English and Spanish PDFs, were conducted monthly.

STDM Work Group meetings were coordinated and held on October 13th, November 10th, and December 8th.

COG/TPB staff participated in a number of events focused on improving equity as part of Commuter Connections' work in alignment with TPB Resolution R1-2021: Resolution to Establish Equity as a Fundamental Value and Integral Part of all TPB's Work Activities:

- Attended an in-house Equity Workshop on October 15th
- Attended a COG external Town Hall meeting titled "Leaning in to 2021: More Equitable, More Resilient"
- Participated in an in-house Equity Listening Session on November 10th
- Participated in a town hall meeting titled: "Leaning in to 2021: More Equitable, More Resilient" on November 20th
- Participated in a Department of Transportation Planning Equity Peer Exchange meeting to discuss best practices on December 2nd

COG/TPB staff participating and presented information at I-495 American Legion Bridge Transit/Transportation Demand Management stakeholder meetings on October 16th and December 11th.

COG/TPB staff participated in a Dynamic Incentivization for the Regional Multi-Modal Mobility Program (RM3P) focus group session on October 16th and 27th, and a Stakeholder Advisory Group Summit on October 29th.

COG/TPB staff met with representatives from MagicBus, a technology company seeking to fill vanpool seats by selling tickets, on October 19<sup>th</sup> and December 4th.

COG/TPB staff attended a training titled *Administrative Requirements and Cost Principles for Federal Awards* on October 27th and 28th.

COG/TPB staff met with Prince George's DPW&T staff on October 29th to give an overview and to discuss Commuter Connections program services. A complete TDM System Training was conducted for a new Prince George's DPW&T staff member on November 6th.

COG/TPB staff participated in a VDOT I-66 TMP meeting on November 12th.

A Commuter Connections Subcommittee meeting was coordinated and held on November 17th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Endorsement of the FY2018 – FY2020 Regional TDM Evaluation Analysis Draft Report
- Presentation on the effects of COVID-19 on the Region's Transportation System
- Briefing on the 2020 Bike to Work Day Memo
- Update on the FY2021 TDM Evaluation Project
- Presentation on results from the 2020 Car Free Day event
- Briefing on the ATCMTD grant
- Briefing on the FY2022 CCWP and Strategic Plan
- Briefing on the FY21 1st Quarter Budget and Progress Reports

COG/TPB staff coordinated and presented information at an MPO TDM Peer Exchange Group meeting held on November 18th.

A Commuter Connections Ridematching Committee meeting was coordinated and held on December 15<sup>th</sup> via Webex. In preparation for the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Guest presentation on Magic Bus, a third-party vanpool software solution
- Update on incenTrip
- Briefing on the FY21 1st Quarter CCWP 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. This included monitoring the web and database servers and making backups of the Oracle database.

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

In October, COG/TPB staff full executed a contract amendment with Media Beef for work to be performed in FY2021.

At the end of December 2020, COG and its members served 14,337 commuters registered in ridematching. This is a decrease of 1,089 from 15,426 at the end of September 2020. Year over year there was a decrease of 3,465 from 17,802 at the end of December 2019.

COG/TPB staff met with the TDM Technology Development Contractor (Media Beef) regularly throughout the quarter. Notable discussion topics included employer record de-duplication from the Oracle database, incenTrip beta advancements, Placement Rate Survey programming, implementing a SchoolPool purge process, and local administration for incenTrip.

Media Beef continued to fix bugs and perform routine maintenance for all web applications including the TDM system, CarpoolNow, and the Commuter Connections mobile app. In December, COG/TPB staff reported a problem in CarpoolNow where estimates of distances from a user's current location to nearby park and ride lots are computed incorrectly, in addition to a bug hindering the ability for Android and iOS users to connect. Fixes are expected to be finalized in winter 2021.

A purge process for SchoolPool account holders was instituted. An initial correspondence alerting account holder of the new purge process was sent on October 6th.

COG/TPB staff, in concert with Media Beef, worked on removing duplicate employer and employer address records from the database. The de-duplication effort supports primarily two features in the TDM System: Employer based ridematching and the suggest as you type for commuters to find their employers and addresses. The database must be as free as possible of duplicate employer records. New functionalities, processes and procedures were developed to keep the database as “duplicate-free” as possible. A project plan with a work scope was drafted in November. Staff then completed phase 1 deliverables in conjunction with Media Beef to remove hundreds of duplicate employer and employer address records from the database. A technical discussion with Media Beef to spec for final activities related to the effort was held on November 19th. After successfully completing phase 1, staff analyzed the remaining records and worked on developing an approach to cleaning them up. This project will be ongoing while Staff develop code and procedures to mitigate the problem going forward.

COG/TPB staff continued to oversee work performed by the University of Maryland and Media Beef on incenTrip enhancements. Staff tested the updated version of incenTrip Beta released on October 6th, which includes the Employer API and new Commuter Connections account linkages. Feedback was compiled and submitted to UMD. Follow-up technical discussions between COG, UMD, and Media Beef were facilitated by staff. UMD updated and re-released a new version of incenTrip beta on October 29th, taking into account feedback from staff. Staff tested the updated beta version and submitted another round of feedback to UMD on November 9th. UMD updated and re-released a new version of incenTrip beta on November 30th, taking into account feedback from staff. After verifying bug fixes, staff approved the beta version of incenTrip to be pushed to the app stores. UMD announced the app will be released to the public in early January.

COG/TPB staff oversaw work performed by the University of Maryland and Media Beef to develop a Trip Log API that automatically transfers incenTrip trip logs from Commuter Connections account holders to their Commuter Connections account in the TDM System. The API was launched on November 23rd. The process of uploading backlogged trip log data commenced.

Work progressed on the incenTrip Local Administration and Payment Module enhancements for the TDM System. COG/TPB staff finalized and distributed a project plan on November 23rd. A technical discussion was held on December 1st between staff and Media Beef to review the specifications in the project plan. Media Beef then commenced creating mockups and more detailed specifications for the enhancement, along with a matrix of APIs that will be required from UMD.

COG/TPB staff full executed a contract amendment with Media Beef for work to be performed in FY2021.

COG/TPB staff met with Oracle representatives on November 5th to discuss back-up and storage options for the TDM system.

The Commuter Connections mobile app was downloaded 41 times throughout the quarter, bringing total downloads to 5,709 by the end of December.

#### **D. Commuter Information System**

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 web site 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 to the public.

COG/TPB staff maintained the map service and web application for the interactive web map for bicycle routing. The web app helps the user find the safest, most enjoyable routes when traveling by bicycle in the Washington, DC Metropolitan Region. Staff also began processing new data that will be used to update the map; this effort is being done alongside planning efforts for a new print version of the map. Staff began processing geographic data to use in the map. The map will be printed on paper size 44"x32" in four color process inks.

COG/TPB staff received and processed the third quarter updates for the HERE Streets to use in our mapping and routing products.

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

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

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

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

COG/TPB staff fully executed a FY2021 contract amendment with Diamond Transportation, Inc. for daily GRH operations.

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

COG/TPB staff monitored and maintained the GRH database and server. Between the months of October and December, there were 42 GRH applications received. A total of 40 applicants were registered (39 new applicants and 1 previous "one-time exception")

users) and 462 commuters were re-registered. During the same time period, the GRH program provided 38 GRH trips. None of these trips were “one-time” exceptions accounting for 0.00% of the total number of GRH trips provided. “Family Emergency” accounted for the largest portion of the GRH trip reasons followed by “Overtime.” As of December 31<sup>st</sup>, a total of 2,882 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 issued contract amendments for each of the ride providers for the new fiscal year; including: Regency Cab, Barwood Cab, Red Top/Murphy Brothers/Transportation, Inc., Yellow Cab of DC, Uber, and Enterprise.

COG/TPB staff worked with Diamond Transportation services regarding a possible location change of their office site and reorganization of their company’s business priorities.

### **III. MARKETING**

#### **A. TDM Marketing and Advertising**

Throughout the quarter, COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, and its subcontractors. Media invoices were processed. Commuter Connections was provided with value-add (free) radio exposure negotiated by the marketing contractor for its Commute with Confidence campaign. Four Entercom stations which include WIAD, WJFK, WLZL (Spanish), and WPGC collectively provided 262 :30 second spots and 22 shorter “billboard” mentions; the radio aired from October 12th through December 31st. WTOP contributed to the campaign as well, providing 109 :10 and :30 second value-add spots which aired from November 16th through December 27th. COG/TPB staff participated in a community affairs interview, negotiated by the contractor on Entercom radio station, WPGC.

COG/TPB staff developed an in-house digital marketing campaign using the Commute with Confidence message. A series of posts were boosted on Facebook and Instagram during October – November. Staff also developed a Commute with Confidence video that was advertised on YouTube in November.

The autumn 2020 newsletter and Federal ETC insert were finalized and distributed to the regional employer database, various COG/TPB Committees and other TDM stakeholders. An electronic version of the autumn newsletter was developed and sent via email blast. The newsletter with insert was distributed via email to the Federal ETC community through GSA. A pdf version of the main newsletter and insert were placed onto the Commuter Connections and Federal ETC websites, respectively. Following



distribution of the newsletter, a timeline and content ideas were developed for the winter 2021 newsletter. Staff subsequently drafted article text for the newsletter in-house. Cost estimates for graphic design, printing, and mailing of the winter 2021 newsletter were obtained by staff.

COG/TPB staff participated in a virtual employee transportation fair held for NAVSEA on December 9th.

A Regional TDM Marketing Group meeting was coordinated and held on December 15th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials.

Highlights from the meeting included:

- Presentation on Commuter Connections FY2021 marketing activity
- Guest presentation on MDOT's Walktober campaign
- Guest presentation on OmniRide marketing activities
- Briefing on preliminary findings from the FY2020 GRH Customer Satisfaction Surveys
- Guest presentation on WMATA marketing activities

COG/TPB staff wrote a guest article for VRE's blog. COG/TPB staff updated its display ad within the Newcomer's Guide for northern Virginia military bases.

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

- Posted news articles, publications, construction projects, press releases, and upcoming events as needed
- Made regular updates to the COVID-19 Commute with Confidence webpage and posted a Spanish version of the PDF
- Added the Commute Calculator link to the homepage
- Updated the Employer Recognition Awards page
- Updated the incenTrip Program Requirements page
- Updated Prince George's County rideshare program contact information
- Updated the Employer Awards form and brochure PDF
- Updated the Employer Outreach representative information for Frederick County
- Updated plugins
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff managed the Commuter Connections social media pages.

## **B. Bike to Work Day**

Work continued in preparation for the May 2021 Bike to Work Day event, The sponsorship drive for the event commenced. The sponsor declaration form was updated and posted to the website. Three new sponsors were secured. An online questionnaire for pit stop managers was created and distributed. The marketing contractor, Odonnell Company , updated poster concepts for the event; COG/TPB staff prepared the concepts for presentation at the January Steering Committee meeting. An orientation session was scheduled in January for new pit stop managers; staff began updating a presentation for the session. Staff updated and maintained the Bike to Work Day website.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on November 4th via Webex. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

- Establishment of 2021 event ridership goal
- Recap of 2021 color theme
- Update on the sponsorship drive
- Presentation of the refreshed biketoworkmetrodc.com website
- Discussion on moratorium of new pit stops
- Announcement of the Pit Stop Manager Survey

COG/TPB staff prepared materials and sent out the Bike to Work Day January 13th Steering Committee meeting announcement.

COG/TPB staff continued work on a prototype of the new Bike to Work Day website. An overview of the new website was presented at the November Bike to Work Day Steering Committee meeting. The website is expected to be launched before marketing efforts for the 2021 event commences.

COG/TPB staff monitored Bike to Work Day website activity and computer code to maintain accurate website functionality.

## **C. Employer Recognition Awards**

There were several planning and preparation activities conducted throughout the quarter. Work began on the creation of the 2021 Employer Recognition Awards nomination brochure and form. COG/TPB staff obtained estimates for printing and distribution of the materials; staff oversaw the marketing contractor, Odonnell Company, in the development of creative concepts for the materials. Staff prepared written descriptions of 2020 Employer Recognition Award winner's programs for inclusion within brochure. Staff solicited and received feedback from the Employer Recognition Awards workgroup on the creative concepts and oversaw Odonnell Company in final production of the brochure and form. The brochure was uploaded to the Commuter Connections website. The nomination webpage and online form were

also updated. Staff compiled a mailing list for nomination brochure and coordinated the printing and distribution process

COG/TPB staff placed a date on hold for the Employer Recognition Awards 2021 ceremony at the National Press Club.

COG/TPB staff sent an email blast to employers and Chambers of Commerce for the Employer Recognition Awards 2021 call for nominations.

#### **D. 'Pool Rewards**

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

- Staff processed zero (0) payments for 'Pool Rewards vanpools.
- There were no carpool payments for 'Pool Rewards carpools

As of December 30th, there were (0) active 'Pool Rewards carpools and zero (0) operating 'Pool Rewards vanpools due to the coronavirus pandemic.

There was no 'Pool Rewards marketing activity for the second quarter of FY2021.

COG/TPB staff full executed a contract amendment with Enterprise to provide vanpool vehicles for FY2021.

COG/TPB staff coordinated with Enterprise to determine a subsidy amount of CARES funding to allocate to vanpools suspended as a result of the coronavirus pandemic from July - September.

COG/TPB staff collected and reported 'Pool Rewards vanpool data to the National Transit Database (NTD) maintained by FTA. The report was submitted on October 26th. Staff responded to follow-up questions from FTA regarding vanpool data submitted to the National Transit Database (NTD) on November 20<sup>th</sup>. All issues were resolved.

COG/TPB staff began investigating the feasibility of implementing and/or promoting Flexible Vanpool within the region. Stakeholders such as Vanpool Alliance and Enterprise expressed interest in joining the investigation. A work group will likely be formed in early 2021 to further discuss the possibility of implementing flexible vanpool.

#### **E. Car Free Day**

Raffle prizes were awarded and sent to winners, and prize recipients were publicized through social media and the event website. A summary of Car Free Day 2020 pledge data and an emissions impacts analysis were prepared and presented at the November 17th Commuter Connections Subcommittee meeting. COG/TPB staff managed and oversaw the marketing contractor, Odonnell Company, as they created a debrief report of earned media summarizing press coverage of the Car Free Day event. "Thank you" emails were sent to Car Free Day sponsors and participants. Commuter Connections branded hand sanitizer and face masks were ordered for the 2020 Capital Area Car Free

Day College Campus Challenge winner, Georgetown University. Media invoices were processed.

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

#### **F. CarpoolNow Mobile Application**

COG/TPB staff continued monitoring participation within CarpoolNow. There were no requests for payment during quarter due to the coronavirus pandemic.

The CarpoolNow app was downloaded 39 times during the quarter, bringing total downloads to 4,349.

#### **G. Flextime Rewards**

COG/TPB staff continued monitoring participation within the Flextime Rewards program. There were no eligible flexed trips logged or payments made throughout the quarter due to the coronavirus pandemic.

#### **H. incenTrip Mobile Application**

COG/TPB staff monitored incenTrip program participation. An estimated 16 new Commuter Connections accounts were created through the app's Registration API throughout the quarter; the lifetime total amount of accounts created through incenTrip was approximately 2,594 as of December 31, 2020. A total of 41 payment requests were submitted by incenTrip users throughout the quarter. Staff responded to 15 incenTrip related inquiries. The incenTrip program guidelines were updated to more clearly state trip eligibility for the program: One work commute trip in the morning; one work commute trip in the evening are eligible for points.

### **IV. MONITORING AND EVALUATION**

#### **A. TERM Data Collection and Analysis**

COG/TPB staff conducted and completed a data sweep of the Employer Outreach ACT! database during the weeks of October 13th, November 16th, and December 14th.

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

In November, Monthly Employer Outreach sales activity reports were received from Arlington County, the City of Alexandria, the District of Columbia, and Frederick County. There were outstanding reports from Fairfax County, Loudoun County, Montgomery

County, Prince William County, Prince George's County, and Tri-County Council for Southern Maryland.

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

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

In November, COG/TPB staff fulfilled Employer Outreach data requests from Fairfax County and the District of Columbia.

In December, COG/TPB staff fulfilled Employer Outreach data requests from Montgomery County and Frederick County.

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

Work continued on preparing the FY2018 – FY2020 TDM Analysis Report. COG/TPB staff supplied the TDM Evaluation Contractor, LDA Consulting, with data for the report. After the report was presented to the Commuter Connections Subcommittee on September 15th, the report was posted to SharePoint and a comment period for the report was open through October 20th. Staff conducted a thorough review of the document and reviewed comments submitted by stakeholders. Modifications to the report were integrated into the report in conjunction with the LDA Consulting. The final draft was presented to the Commuter Connections Subcommittee on November 17th. The Subcommittee voted to endorse and release the report. The report was subsequently posted to the Publications page of the Commuter Connections website.

Work continued on the FY2021 Placement Rate Survey. COG/TPB staff oversaw survey programming performed by the TDM Technology Development Contractor (Media Beef), in conjunction with LDA Consulting. A draft version of the survey was programmed and submitted to LDA Consulting for testing on October 23rd. Staff also worked to procure a list of survey recipients from the TDM System. Two recipient lists were identified: Sample A comprised of "traditional" Placement Rate Survey recipients (i.e. active registered users between July – September 2020), and Sample B comprised of "incentive program" users (i.e. anyone who registered for a Commuter Connections incentive program since their public launch, which includes Flextime Rewards, CarpoolNow, and incenTrip). The survey was made available for staff testing on November 9th. Final edits to the survey were completed and the survey was released to Sample A respondents on November 13th. Shortly afterward, staff completed production of Sample B respondents; the survey was released to Sample B on November 20th. The survey remained open for responses through December 27th. Staff sent reminder notices to potential respondents on November 23rd, December 3rd, 11th, and 18th. CIC Research, Inc. also phoned respondents to complete the survey. Staff will

oversee the TDM Evaluation Contractor, LDA Consulting, on data analysis slated to commence in January. Accountholders whose accounts were reactivated during the survey were deactivated upon survey closure.

COG/TPB staff analyzed 2020 Car Free Day pledge data and determined the emission impacts resulting from the event. Staff compiled the data into an infographic and presented it to the Commuter Connections Subcommittee at its November 17th meeting.

Work commenced on the FY2021 Retention Rate Survey. COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, in updating the questionnaire. A meeting was held with the consultants on December 11th to discuss the survey timeline and questionnaire. Staff also determined participant eligibility parameters and compiled a list of potential survey respondents from the TDM System.

COG/TPB staff gave a presentation on the FY2020 Employer Telework Survey results to COG's Metropolitan Washington Air Quality Committee (MWAQC) on December 16th.

## **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 compiled marketing activity and issued the First Half FY2021 Marketing Campaign Summary draft report at the December 15th 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 began analyzing FY2020 survey data for the preparation of the GRH FY2020 Customer Satisfaction Survey Washington, DC Draft Report. Preliminary survey results were presented at the Regional TDM Marketing Group meeting on December 15th.

COG/TPB staff finalized the Bike to Work Day 2020 event memorandum and presented the document to the Commuter Connections Subcommittee on November 17th.

COG/TPB staff presented the final Fourth Quarter FY2020 Employer Outreach Verification Statement and draft First Quarter FY2021 Employer Outreach conformity verification statements to the Employer Outreach Committee on October 20th. Data collection for the first and second quarter reports (FY2021) continued throughout the quarter. Data documentation from the Employer Outreach activity reports was also collected throughout the quarter.

COG/TPB staff fully executed a contract amendment with the Data Tabulation Contractor, VHB, for FY2021 Employer Commuter Survey data tabulation services. Meetings with VHB were held on November 6th and 13th. Staff spec'd for a new "Express Export" feature that is designed to facilitate easier, simpler exports from the

database. Another project priority is the cleaning/reconciling of data within the database. A progress update meeting with VHB was then held on December 11th.

COG/TPB staff completed and distributed the final September, October, and November FY2021 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 1st Quarter CCWP Progress Report for FY2021. The report was distributed at the November 18th Commuter Connections Subcommittee meeting and at the December 15th Ridematching Committee meeting.

## **V. EMPLOYER OUTREACH**

### **1. Regional Component Project Tasks**

#### ***a) Regional Employer Database Management and Training***

Throughout the quarter, COG/TPB staff coordinated with COG/ITFM staff on upgrades for the ACT! database software and monitored the system.

#### ***b) Employer Outreach for Bicycling***

The regional Bicycling to Work Employer/Employees guide was distributed as part of general fulfillment to employers.

### **2. Jurisdictional Component Project Tasks**

#### ***a) MD Local Agency Funding and Support***

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions.

COG/TPB staff continued to work with Frederick, Montgomery, and Prince George's counties to execute contract amendments for FY2021. Contract amendments with Montgomery and Frederick counties were fully executed in October. A contract amendment with Prince George's County was fully executed in November.

#### ***b) DC, MD, and VA Program Administration***

COG/TPB staff began work on new FY2021 case studies prospecting for employer spotlight.

COG/TPB staff processed requests for information and forwarded them to the appropriate jurisdictions. Staff also coordinated with WMATA's SmartBenefits program sales staff.

COG/TPB staff coordinated, facilitated, and presented at the October 20th Employer Outreach Committee meeting via WebEx. Topics covered in the meeting included:

- Change of Chairperson (Rebecca Johnson, goDCgo) and announcement of new Vice Chair (Marie Cox, ATP)
- Final Fourth Quarter FY2020 and Draft First Quarter FY2021 Conformity Verification Statements
- Guest presentation on WMATA mobile payment options
- Guest presentation on the Capitol COVID Return to Work Survey results
- Guest presentation on the Connected DMV Flexible Work Pledge
- Roundtable updates

COG/TPB staff worked on and completed the fall sales support conference call questionnaire for Employer Outreach representatives. The questionnaire asks basic questions about program performance and expectations for the first half of the fiscal year.

COG/TPB staff conducted a training for a new Prince George's County sales representative.

COG/TPB staff met with a Moovit representative to discuss their program services and first mile/last mile solutions on December 29th.

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

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

The 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 applicant letters and processed and mailed One Time Exception letters with GRH applications regularly throughout the quarter. Applicants whose records were expiring were contacted with instructions on how to renew their account by updating their information. As of December 31st, a total of 149 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to commuters who used the Baltimore Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff began analyzing FY2020 survey data for the GRH Baltimore FY2020 Customer Satisfaction Survey Draft Report. Preliminary survey results were presented at the Regional TDM Marketing Group meeting on December 15th.

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

COG/TPB staff made no changes to the GRH Participation Guidelines during this quarter.

Work continued on the FY2018 – FY2020 Baltimore GRH Program Impact Report. COG/TPB staff, in conjunction with the TDM Evaluation Consultant (LDA Consulting),



updated the emission factors for the Baltimore metropolitan region with input from the Baltimore Metropolitan Council. A draft report was prepared for review by the Maryland STDM Work Group members and distributed on October 30th; the comment period concluded on November 16th. Staff updated the report based on feedback and distributed the final version in December.

COG/TPB staff fully executed a FY2021 contract amendment with Diamond Transportation, Inc. for daily GRH Baltimore operations.

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

The GRH Baltimore program provided twelve (12) GRH 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 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 completed work in securing FY2021 contract amendments for Baltimore GRH ride providers; including: Smart Ride; Enterprise, Uber, Baltimore Yellow, and Associated Cab.

COG/TPB staff worked with Diamond Transportation services regarding a possible location change of their office site and reorganization of their company's business priorities.

**Table 1**

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

**October - December 2020**

<b>Commuter Connections Activity</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2020</b>
<b>Total applicants/info provided:</b>	4,505	4,192	8,697
Rideshare applicants	1,751	1,805	3,556
Matchlists sent	945	1,317	2,262
Transit applicants/info sent	3	2	5
GRH applicants	502	549	1,051
Bike to work info requests	1	0	1
Telework info requests	0	172	172
<b>Internet users</b>	10,669	12,191	22,860
Internet applicants	2,253	2,360	4,613
<b>New employer clients</b>	128	444	572
Employee applicants	0	0	0
<b>Program Impact Performance Measure</b>	<b>This Quarter</b>	<b>Last Quarter</b>	<b>Since July 1, 2020</b>
<b>Continued placements</b>	637	656	1,292
<b>Temporary/one-time placements</b>	91	94	186
<b>Daily vehicle trips reduced</b>	333	343	674
<b>Daily VMT reduced</b>	9,788	10,084	19,814
<b>Daily tons NOx reduced</b>	0.0022	0.0023	0.0045
<b>Daily tons VOC reduced</b>	0.0012	0.0013	0.0025
<b>Daily tons PM2.5 reduced</b>	0.00017	0.00017	0.00034
<b>Daily tons PM2.5 NOx reduced</b>	0.0024	0.0024	0.0048
<b>Daily tons GHG reduced</b>	3.9759	4.0970	8.0516
<b>Daily gallons of gas saved</b>	544	560	1,101
<b>Daily commuter costs saved</b>	\$2,007	2,067	4,062

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	56	69	329
Locals Rideshare Apps (New and Re-apps)	1,695	1,736	3,199
Matchlists Requested	945	1,307	6,163
Transit Applicants/Info Sent	3	2	100
GRH Washington Applicants	44	51	743
GRH Washington Rides Provided	38	23	609
GRH Baltimore Applicants	2	2	34
GRH Baltimore Rides Provided	12	1	21
Telework Info Requests	0	178	7
Phone/Fax Applicants	0	0	0
Internet Applicants	2,278	2,534	5,226
Employer Applicants	0	0	0
<b>Total Hits on website</b>	<b>10,669</b>	<b>12,171</b>	<b>31,289</b>

**TDM SERVICES**

**ALEXANDRIA**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	1	17
Matchlists Sent	16	28	96
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	44	42	14
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	24	2	33
Employers Contacted (Follow up)- Visit	0	4	7
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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	5	19
Matchlists Sent	10	13	216
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	20
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	4	11
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	1,438	2,070
Employers Contacted (Follow up)- Visit	0	77	41
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	13
Level 2	0	3	6
Level 3	0	0	6
Level 4	0	0	4

**TDM SERVICES**

**ANNE ARUNDEL  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	5	23
Matchlists Sent	29	15	200
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	4	3	21
GRH Baltimore Applicants	0	0	1
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

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

**TDM SERVICES**

**BALTIMORE CITY  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	1	25
Matchlists Sent	1	5	101
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	2	2	14
GRH Baltimore Applicants	0	1	11
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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	3	9
Matchlists Sent	5	17	51
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	11
GRH Baltimore Applicants	1	0	9
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  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	44	54	180
Matchlists Sent	151	215	670
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	10	12	65
GRH Baltimore Applicants	0	1	2
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	20	69	7
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	394	552	180
Employers Contacted (Follow up)- Visit	18	18	14
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	5	246	25
Level 2	2	1	16
Level 3	7	6	5
Level 4	6	0	1

**TDM SERVICES**

**DOD/WHS**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	2
Matchlists Sent	0	0	7
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	13
Matchlists Sent	0	0	21
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	7
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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	12	32	217
Matchlists Sent	57	112	862
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	2	75
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	20	18	50
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,436	1,088	585
Employers Contacted (Follow up)- Visit	13	7	34
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	0	29
Level 2	1	0	8
Level 3	6	0	5
Level 4	0	0	1

**TDM SERVICES**

**FDA**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	4	35
Matchlists Sent	7	7	190
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	23
GRH Baltimore Applicants	0	0	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**

**FREDERICK**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	11	39
Matchlists Sent	45	165	365
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	1	2	28
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	3
Employers Contacted (New)- Phone	0	0	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	4	19
Employers Contacted (Follow up)- Visit	0	5	3
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	0	0
Level 3	0	1	1
Level 4	0	1	0

**TDM SERVICES**

**GW RIDE CONNECT  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	41	45	269
Matchlists Sent	97	134	544
Transit Applicants and Info Sent	0	0	5
GRH Washington Applicants	11	10	132
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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	2	2	3
Matchlists Sent	3	7	67
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	8
GRH Baltimore Applicants	0	0	6
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**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	1	24
Matchlists Sent	5	0	138
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	19
GRH Baltimore Applicants	1	0	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**

**LOUDOUN**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	5	92
Matchlists Sent	36	24	581
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	2	2	50
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	14
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	98	181	325
Employers Contacted (Follow up)- Visit	3	4	15
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	1
Level 2	0	0	0
Level 3	0	0	2
Level 4	0	0	0

**TDM SERVICES**

**MTA**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	0	5
Matchlists Sent	3	1	34
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	6
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  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	4	28
Matchlists Sent	0	13	33
Transit Applicants and Info Sent	0	0	16
GRH Washington Applicants	0	1	2
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  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	4	26
Matchlists Sent	4	12	221
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	2	1	36
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	172	0
Employers Contacted (New)- Phone	0	252	7
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	2,624	1,648
Employers Contacted (Follow up)- Visit	0	55	64
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	0	3	0
Level 3	0	0	0
Level 4	0	0	1

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

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
OCTOBER - DECEMBER 2020**

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

\* See MC - EO numbers reported under MC Countywide

**TDM SERVICES**

**TRANSPORTATION ACTION PARTNERSHIP  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	1	126
Matchlists Sent	18	22	179
Transit Applicants and Info Sent	0	1	64
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**

**OCTOBER - DECEMBER 2020**

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

\* See MC - EO numbers reported under MC Countywide



**TDM SERVICES**

**SILVER SPRING**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	8
Matchlists Sent	0	0	40
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	7
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)  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	1	2
Matchlists Sent	0	15	47
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	2	5
GRH Baltimore Applicants	0	0	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**

**NORTHERN NECK  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	0	0	1
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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**

**NORTHERN SHENANDOAH  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	4	6	11
Matchlists Sent	77	63	77
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	2	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**

**PRINCE GEORGE'S  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	7	4	41
Matchlists Sent	62	13	198
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	2	2	30
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	2
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**

**PRTC**

**OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	22	138
Matchlists Sent	61	137	853
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	3	2	113
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	30	30	23
Employers Contacted (New)- Visit	0	0	22
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	2	4	7
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  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	1	17
Matchlists Sent	6	23	130
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	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**

**TRI-COUNTY  
OCTOBER - DECEMBER 2020**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	9	3	37
Matchlists Sent	252	258	379
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	2	52
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	6	0
Employers Contacted (New)- Phone	13	29	13
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	5	10	6
Employers Contacted (Follow up)- Visit	2	3	5
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	6	6
Level 2	2	4	6
Level 3	0	0	0
Level 4	0	0	0



**TABLE 2  
 COMMUTER CONNECTIONS  
 APPLICATION ACTIVITY SUMMARY  
 OCTOBER - DECEMBER 2020**

	<b>New Apps</b>	<b>Re-Apps</b>	<b>Follow Up</b>	<b>Total</b>
ALEXANDRIA	2	0	0	2
ARLINGTON (COG)	2	1	4	7
ANNE ARUNDEL	4	8	4	16
BALTIMORE CITY	1	0	0	1
BMC	0	1	4	5
COG	38	3	33	74
DOD/WHS	0	0	0	0
DATA	0	0	0	0
DISTRICT OF COLUMBIA	6	9	13	28
FDA	2	79	0	81
FAIRFAX COUNTY	12	22	5	39
FREDERICK	6	76	109	191
GW RideConnect	41	803	1,127	1,971
HARFORD	2	2	0	4
HOWARD	0	3	0	3
LOUDOUN	5	10	10	25
MTA	1	0	2	3
<b>MONTGOMERY COUNTY</b>				
Bethesda Transportation Solutions	0	0	0	0
Countywide	0	2	5	7
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	1	318	1,123	1,442
Shady Grove	0	0	0	0
Silver Spring	0	0	1	1
NIH	0	1	0	1
NORTHERN NECK	0	0	0	0
NORTHERN SHENANDOAH	4	5	1	10
PRINCE GEORGE'S	7	3	9	19
PRTC	11	13	11	35
RAPPAHANNOCK-RAPIDAN	0	3	0	3
TRI - COUNTY	9	235	241	485
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>154</b>	<b>1,597</b>	<b>2,702</b>	<b>4,453</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>1,751</b>		

<b>TABLE 7</b>	
<b>SCHOOLPOOL APPLICANTS</b>	
<b>FY21, SECOND QUARTER</b>	
<b>JURISDICTION</b>	<b>COUNT</b>
ANNE ARUNDEL COUNTY	0
ALEXANDRIA	0
ARLINGTON COUNTY	0
BALTIMORE CITY	0
BALTIMORE COUNTY	0
CALVERT COUNTY	0
CARROLL COUNTY	0
CECIL COUNTY	0
CHARLES COUNTY	0
DISTRICT OF COLUMBIA	1
FAIRFAX COUNTY*	1
FREDERICK COUNTY, MD	0
HARFORD COUNTY	0
HOWARD COUNTY	0
LOUDOUN COUNTY	3
MONTGOMERY COUNTY	0
PRINCE GEORGE'S COUNTY	0
PRINCE WILLIAM COUNTY	0
ST. MARY'S COUNTY	2
<b>TOTAL</b>	<b>7</b>

**Technical Assistance to Local Agencies  
October – December 2020**

<b>Agency</b>	<b>Date Reported</b>	<b>Acknowledgement of Receipt</b>	<b>Notice of Resolution</b>	<b>Nature of the Problem</b>
<b>October 2020</b>				
NBTC	Thu 10/1/2020 12:57 PM	N/A	N/A	Table 6a Submission
TCCSM	Mon 10/5/2020 12:52 PM	N/A	N/A	Table 6a Submission
Loudoun County	Tue 10/13/2020 10:31 AM	N/A	N/A	Table 6a Submission
TransIt	Thu 10/15/2020 12:46 PM	Mon 10/19/2020 12:00 PM	Mon 10/19/2020 12:00 PM	Table 4a Results
TCCSM	Wed 10/21/2020 11:02 AM	Mon 10/26/2020 8:08 AM	Mon 10/26/2020 8:08 AM	Update Commuter's Appcode
<b>November 2020</b>				
TCCSM	Wed 11/4/2020 8:04 AM	N/A	N/A	Table 6a Submission
NBTC	Wed 11/4/2020 8:48 AM	N/A	N/A	Table 6a Submission
TransIt	Fri 11/6/2020 12:56 PM	N/A	N/A	Table 6a Submission
Loudoun County	Tue 11/10/2020 3:13 PM	N/A	N/A	Table 6a Submission
TransIt	Mon 11/16/2020 8:51 AM	Fri 1/22/2021 12:12 PM	Fri 1/22/2021 12:12 PM	Table 4a Results
<b>December 2020</b>				
PGC	Tue 12/1/2020 8:48 AM	Wed 12/9/2020 11:39 AM	Wed 12/9/2020 11:39 AM	Purge Report Question
NBTC	Wed 12/2/2020 10:59 AM	N/A	N/A	Table 6a Submission
Loudoun County	Thu 12/3/2020 8:34 AM	Fri 1/22/2021 12:19 PM	Fri 1/22/2021 12:19 PM	Update Commuter's Appcode
TransIt	Mon 12/7/2020 12:36 PM	N/A	N/A	Table 6a Submission
Loudoun County	Tue 12/8/2020 9:55 AM	N/A	N/A	Table 6a Submission
PGC	Tue 12/8/2020 4:42 PM	Wed 12/9/2020 12:58 PM	Wed 12/9/2020 1:09 PM	Purge Report Question
GWRideConnect	Wed 12/9/2020 10:42 AM	N/A	N/A	Table 6a Submission
GWRideConnect	Wed 12/9/2020 10:44 AM	N/A	N/A	Table 6a Submission
TransIt	Wed 12/9/2020 12:08 PM	N/A	N/A	Table 6a Submission

<b>FY 2021 October to December 2020</b>	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)	44	0	12	20	0	1	0	0	30	13
Telework - NEW	0	0	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	24	0	394	1436	0	98	0	0	0	5
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	357	0	8474	0	0	158	0	0	100	0
Total Sales Meetings	0	0	26	13	0	3	0	0	2	2
Total Employers Contacted	425	0	8906	1469	0	260	0	0	132	20
New Level 1 TDM Programs	0	0	5	2	0	0	0	0	0	2
New Level 2 TDM Programs	0	0	2	1	0	0	0	0	0	2
New Level 3 TDM Programs	0	0	1	6	0	0	0	0	0	0
New Level 4 TDM Programs	0	0	0	0	0	0	0	0	0	0
New Telework Programs	0	0	0	0	0	0	0	0	0	0
Expanded Telework Programs	0	0	0	0	0	0	0	0	0	0