

COMMUTER CONNECTIONS QUARTERLY WORK PROGRAM PROGRESS REPORT

Q2 FY2024

October – December 2023



National Capital Region
Transportation Planning Board

TABLE OF CONTENTS

I. COMMUTER OPERATIONS CENTER	3
A. Ridematching Coordination and Technical Assistance	3
B. Transportation Information Services	5
C. Transportation Information Software, Hardware, and Database Maintenance	5
D. Commuter Information System	6
II. REGIONAL GUARANTEED RIDE HOME PROGRAM	8
A. General Operations and Maintenance	8
B. Process Trip Requests and Provide Trips	8
III. MARKETING	9
A. TDM Marketing and Advertising	9
B. Bike to Work Day	10
C. Employer Recognition Awards	11
D. 'Pool Rewards	11
E. Car Free Day	12
F. CarpoolNow Mobile Application	12
G. Flextime Rewards	12
H. incenTrip Mobile Application	12
J. MDOT incenTrip Mobile Application	13
IV. MONITORING AND EVALUATION	14
A. Regional TDM Data Collections and Analysis	14
B. Program Monitoring and Tracking Activities	14
V. EMPLOYER OUTREACH	16
Regional Component Project Tasks	16
A. Regional Employer Database Management and Training	16
B. Employer Outreach for Bicycling	16
Jurisdictional Component Project Tasks	16
A. Maryland Local Agency Funding and Support	16
B. DC, MD, and VA Program Administration	16

VI. GUARANTEED RIDE HOME BALTIMORE PROGRAM	17
A. General Operations and Maintenance	17
B. Process Trip Requests and Provide Trips	17
VII. MDOT EMPLOYER OUTREACH STATEWIDE	18
A. Regional Employer Database Management and Training and Program Administration	18
TABLES	19

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

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

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

COG/TPB staff distributed the follow-up reports (commuters whose records expire in the upcoming month) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency. Staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year will be expunged from the database.

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

COG/TPB staff collected data from local ridematching coordinators submitted through Table 6A.

COG/TPB staff developed and presented the FY2025 Draft Commuter Connections Work program (CCWP) and 2023-2024 Commuter Connections Strategic Plan to the STDM Work Group on October 10th and November 14th. Staff integrated comments from the STDM Work Group and presented the updated documents to the Commuter Connections Subcommittee on November 21st and established a comment period. Staff worked on updates to the documents based on feedback and comments received during the comment period. The final draft of the work program 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.

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 Q3 CY2023 Progress Report was drafted and submitted to the Federal Highway Administration (FHWA) for review in October. A quarterly invoice was also developed and submitted; COG/TPB staff collaborated with project partners to obtain the necessary documentation associated with the invoice.
- COG/TPB staff coordinated and held an ATCMTD Stakeholder Group meeting on November 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 with a summary of project accomplishments over the course of the life of the project. Staff also outlined plans for post-ATCMTD activities to keep the incenTrip mobile application operating

long-term.

- A new incentive, Capital Bikeshare credits (Task C), was added to the app on August 11th.
- The project team met with an employer to discuss the possibility of creating an Employer Challenge.
- Following the successful rollout of Task G, efforts shifted to focus almost exclusively on transferring incenTrip source code to COG from UMD in order to permit long-term incenTrip operations (Task K). A licensing agreement between COG and UMD was fully signed, thereby allowing COG to obtain incenTrip source code from UMD and to operate/modify the app independently. COG requested a temporary Period of Performance extension through December 13, 2023, and was subsequently approved by FHWA; the temporary extension will permit the lead time necessary to complete a 6-month project extension through May 2024.
- The project team anticipates an early spring re-launch of incenTrip in the Washington, DC megaregion. The app will be re-branded as CommuterCash, based on feedback from a public survey. COG anticipates developing a marketing campaign to align with the launch of CommuterCash.
- Work continued on technical items related to the ATCMTD grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*).

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

- COG/TPB staff completed administrative elements for the project. The September, October, and November 2023 Project Update summaries were drafted and submitted to FTA. Invoices for contractor work completed in September, October, and November 2023 were processed.
- COG/TPB staff coordinated and held a quarterly project stakeholder group meeting on November 7th. The group provided feedback and opportunities to help promote the VanHopper program in preparation for its soft launch in 2024.
- Work continued on technical items related to the EMI grant. The technical project team met biweekly to discuss technical development tasks associated with the grant (See *Section I.C.*)

STDM Work Group meetings were coordinated and held on October 10th, November 14th, and December 12th.

COG/TPB attended and participated in an Arlington County Commuter Services strategic planning focus group session on October 23rd.

COG/TPB staff met with Toole Design representatives on October 24th to discuss Commuter Connections program activities.

COG/TPB staff held TDM System Training on October 25th for WHS.

A Commuter Connections Subcommittee meeting was coordinated and held on November 21st. In preparation for the meeting, staff prepared meeting notes from the prior Subcommittee meeting, generated an agenda, and created presentation materials.

COG/TPB staff met with Kevin Luten, a consultant to H-GAC in Houston, TX on November 21st to discuss how Commuter Connections integrates theories or principles from behavioral science into TDM program design or implementation.

An MPO TDM Peer Exchange meeting was coordinated and held on November 29th.

A Commuter Connections Ridematching Committee meeting was coordinated held on December 19th. In anticipation of the meeting, staff prepared meeting notes from the prior Committee meeting, generated an agenda, and created presentation materials. Highlights from the meeting included:

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 December 2023, COG and its members served 12,720 commuters registered in the Ridematching program. This is a decrease of 100 quarter-to-quarter, from 12,820 at the end of September 2023. Year-over-year there was a decrease of 711 from 13,431 at the end of December 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. The project team finalized and tested enhancements to the web service developed for incenTrip to power the Specialized Transportation Referral feature (Task G); the feature was launched on November 12th. Technology development for the project then concluded on November 13th.

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

- Development of core APIs for vanpool management
- Development of APIs for the Notification Manager
- AWS Code pipeline setup
- Testing and quality control of new features
- Troubleshooting

Additional EMI work included customizations of the core VanHoppr system for the Commuter Connections program. Media beef began preparing database integration of the new VanHoppr program with an existing database of Commuter Connections vanpools operating throughout the region. Authentic vanpools were uploaded to the VanHoppr database in preparation for integration into the TDM System vanpool database.

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 the triennial placement rate survey, migrating the TDM test server to Linux, the chatbot, an update to the Commuter Connections address locator, incenTrip redemption processing, Commuter Connections for mobile devices including push notifications and making GRH trip requests, Enhancing Mobility Innovation, connecting incenTrip to COG's database of specialized transportation providers, and how to transfer incenTrip technology to Commuter Connections.

Media Beef fixed a bug in the TDM system that affected ridematching and park and ride lots. When searching for lots near to a commuter's location, the program would at times display either an empty list or every lot in the database. This has been corrected so commuters can now add park and ride lots to their list of alternate origins or destinations just as the software was intended to work.

Media Beef deployed TDM System application code that implements the new functionality for employer cleanup.

Media Beef completed the placement rate survey. They extracted data for the survey contractor and analysis firm to use in their report deliverables.

Media Beef finished porting the TDM test server to the Linux operating system. The new server was deployed in December but there are a few lingering issues they are working toward resolving.

COG/TPB staff continued building a new and improved geocoding service for the Commuter Connections region. Staff are using open data downloaded from local jurisdictions when possible with the goal of being up to date with new home construction and street addressing.

Media Beef has made considerable progress on the chatbot for the TDM System. They expect to deploy a first version of it both for testing and production in January.

The Commuter Connections mobile app was downloaded 10 times throughout the quarter, bringing total downloads to 7,240 by the end of December.

D. Commuter Information System

COG/TPB staff received new HERE Streets data for the fourth quarter and began processing it to use in our maps, geocoding service, and routable networks.

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

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

COG/TPB staff maintained the map service and web mapping application for the commute options (Park & Ride) map. The current version is a mashup of data supplied by ESRI servers and data supplied by the Commuter Connections ArcGIS server. It is up to date with the latest information received from local Commuter Connections members. To view the latest version, users can visit <https://mwcog.maps.arcgis.com/apps/webappviewer/index.html?id=b55f928648174dc8a7c503038a8b36e2>, or use the Commuter Connections website to navigate to it.

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

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

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

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

B. Process Trip Requests and Provide Trips

COG/TPB staff monitored and maintained the GRH database and server. Between the months of September and December, there were 193 applications received. A total of 187 new applicants were registered (181 new applicants and 6 “one-time exception” users) and 332 commuters were re-registered. During the same time, the GRH program provided 145 GRH trips. “Personal Illness” accounted for the largest portion of the GRH trip reasons followed by “Unscheduled Overtime.” As of December 31st, a total of 1,965 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 continued collecting GRH ride provider contractual items for FY2024.

III. MARKETING

A. TDM Marketing and Advertising

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

The Rideshare and GRH Fall Umbrella regional TDM marketing campaign ran through most of the quarter. COG/TPB staff placed several boosted posts on Instagram. A video was also boosted on YouTube. Other media outlets where the Look Again message was featured included radio, digital/web, podcasts, internet radio, LinkedIn, and influencer social media.

COG/TPB staff and Odonnell Company coordinated on the initial draft and layout of the fall 2023 newsletter and Federal ETC insert in October. Articles were then drafted and finalized. The newsletter was distributed in hard copy and via e-mail in December. Staff then prepared a timeline for the development of the winter 2024 newsletter and generated article content ideas.

Preparations for the spring 2024 Rideshare and GRH Spring Umbrella regional TDM marketing campaign commenced. COG/TPB staff presented new creative concepts developed by the marketing contractor to the State TDM Work Group in November for feedback for spring umbrella marketing campaign consideration. Staff subsequently coordinated with the Marketing Work Group to obtain feedback on the new creative concepts. Staff approved the campaign's media plan.

COG/TPB staff and the marketing contractor continued preparations for a direct mailer. Creative was updated in November. Staff then coordinated logistics with the vendor who was awarded the direct mailer Invitation for Bid. Due to procurement delays, the mass mailer is scheduled to be sent in early 2024.

The FY2024 TDM Resource Guide and Strategic Marketing Plan (SMP) report was completed and released. In preparation for the release, COG/TPB staff sent reminders to jurisdictions in October to complete finalize their contributions. Staff then then made final preparations to the report and presented it at the December 19th Regional TDM Marketing Group meeting, where it was endorsed for release.

COG/TPB staff attended a wellness fair at Alexandria Renew on October 19th to promote Commuter Connections programs.

COG/TPB staff, with assistance from the marketing contractor, commenced efforts on a holistic Commuter Connections website update. The marketing contractor produced mockups and a site map of potential options; staff made recommendations. The marketing contractor then began backend coding for website templates. Staff then began updating and transferring content for the new website to a staging area. Additionally, staff continued with standard website maintenance for the existing website, including the following activities:

- Posted news articles, publications (e.g., 2021-2023 TDM Analysis Evaluation Report), construction projects, press releases (e.g., Commuter Connections Benefits Press Release), and upcoming events (e.g., American Legion Bridge & 270 Open House event) as needed.

- Updated the “Order Brochures” page noting that the Regional Bike Map was out of stock and pre-orders for 2024 were available.
- Continued updating Park and Ride lot information.
- Added a new Employer Recognition Awards logo for the 2024 event.
- Added the 2024 Employer Recognition Awards nomination brochure and form.
- Updated the “Commuters/Transit” accordion with current services.
- Added CAPTCHA to brochures request page.
- Monitored website activity and computer code to maintain accurate website functionality.

COG/TPB staff managed the Commuter Connections social media pages. Posts were boosted for the GRH Fall Umbrella campaign on Facebook and Instagram. Analytics on each account were recorded. Cyfe analytics reports were generated for each social media account for September, October, and November.

A Regional TDM Marketing Group meeting was coordinated and held on September 19th. In anticipation of the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, secured guest speakers, and created presentation materials.

B. Bike to Work Day

The sponsorship drive for the May 2024 Bike to Work Day event commenced in October and is expected to conclude in January. COG/TPB staff oversaw Arch Street Communications’ efforts to implement the sponsor drive, which includes editing creative materials. Staff invoiced sponsors following their submission of the sponsorship form.

An Invitation for Bid for Bike to Work Day 2024 event T-shirts was drafted and posted in November. COG/TPB staff monitored responses and questions regarding the bid.

COG/TPB staff coordinated with new pit stop locations to bring them onboard for the 2024 event.

COG/TPB staff coordinated and held a Bike to Work Day Steering Committee meeting on November 8th. In preparation for the meeting, staff prepared meeting notes from the prior committee meeting, generated an agenda, and created presentation materials.

An online questionnaire was prepared in SurveyMonkey and sent to pit stop managers. The questionnaire seeks to gather information about each pit stop, including pit stop manager contact information, T-shirt orders, etc.

The marketing contractor developed poster concepts for presentation at the January 10th Steering Committee meeting.

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

- Updated sponsor page and uploaded new sponsorship declaration form.
- Updated pit stop pages with new contact information and local sponsors.
- Added new pit stops.
- 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 developed a task schedule timeline for the 2024 Employer Recognition Award deliverables. Work began on the creation of the 2024 Employer Recognition Awards nomination brochure and form. Staff prepared written description of 2023 Employer Recognition Awards winners for inclusion in the 2024 nomination brochure. 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 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. The auto forwarding message was updated. Staff compiled a mailing list for nomination brochure which included employers, CEOs, Chambers of Commerce, and Commuter Connections network members, and coordinated the printing and distribution process.

COG/TPB staff secured a contract with the National Press Club for the 2024 Employer Recognition Awards ceremony and coordinated a deposit payment.

COG/TPB staff sent an email blast to employers for the Employer Recognition Awards 2023 call for nominations in December.

D. 'Pool Rewards

A marketing campaign for both the regional 'Pool Rewards program and the VDOT I-495 NEXT 'Pool Rewards bonus incentive was developed. COG/TPB staff reviewed and approved the media plan developed by the contractor. Ad copy and creative assets were edited, finalized, and placed. Insertion orders were processed. The campaign commenced in October and ran through the end of the quarter. Staff placed social media ads and posts as part of the campaign.

COG/TPB staff operated the 'Pool Rewards vanpool and carpool incentive programs. As of December 31st, there were zero (0) active 'Pool Rewards carpools and thirteen (13) operating 'Pool Rewards vanpools. Vanpool subsidy payments were processed upon receiving invoice(s) from the vendor. Eligible 'Pool Rewards applicants were reviewed, processed, and registered for both carpools and vanpools:

- Staff approved one (1) new 'Pool Rewards vanpool
- There were no new 'Pool Rewards carpool applications

COG/TPB staff worked with Commute with Enterprise to fully execute a FY2024 contract renewal.

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

E. Car Free Day

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 2023 pledge data and an emissions impacts analysis were prepared and presented at the November 21st 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. The University of Maryland was announced as the 2023 Capital Area Car Free Day College Campus Challenge winner. 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 the quarter. There were 106 Commuter Connections accounts created through the CarpoolNow app. The CarpoolNow app was downloaded 325 times during the quarter, bringing total downloads to 6,839.

Following approval of the media plan during the prior quarter, COG/TPB staff and the marketing contractor began implementing the fall campaign for CarpoolNow. Staff reviewed value-add airchecks offered by WTOP and written by the marketing contractor. Insertion orders were processed. A promotion with iHeart Radio for CarpoolNow to sponsor the 2023 HOT 99.5 Jingle Ball concerts at Capital One Arena as implemented. Boosted Facebook advertisements occurred throughout the quarter.

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 approved the creative brief drafted by the contractor for the upcoming spring FY2024 Flextime Rewards campaign.

H. incenTrip Mobile Application

COG/TPB staff approved the creative brief drafted by the contractor for the upcoming spring FY2024 incenTrip (CommuterCash) campaign.

COG/TPB staff operated and monitored the Commuter Connections Rewards Program within incenTrip. According to the UMD Agency Dashboard, approximately 3,864 users were registered for the program as of December 31st. There were 36 new Commuter Connections accounts created through the incenTrip app. A total of 136 incentive requests were submitted by incenTrip users throughout the quarter, comprising of 56 check, 67 PayPal, 5 gift card, 5 WMATA SmarTrip, 1 Capital Bikeshare and 2 E-ZPass incentive requests. Staff responded to incenTrip related inquires from end-users.

A survey was sent to incenTrip users and the general public to help select a new name for the app, as part of its rebranding efforts. Efforts to re-brand the incenTrip application culminated with the selection of “CommuterCash” as the new name for the mobile application once it is re-launched by COG. A logo design and tagline were created by the marketing contractor, with feedback considered from the STDM work group.

J. MDOT incenTrip Mobile Application

COG/TPB staff approved the creative brief drafted by the contractor for the upcoming spring FY2024 incenTrip (CommuterCash) campaign.

COG/TPB staff operated the MDOT incenTrip program. Planning meetings were held monthly with MDOT staff to discuss general operations of the program. According to the UMD Agency Dashboard, approximately 296 end-users were registered for the program as of December 31st. A total of seven check, six PayPal, and three 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 monthly data sweeps of the Employer Outreach Act! Database. Staff also collected monthly sales activity reports and data requests from local jurisdictions. Staff oversaw the employer site survey coordination.

COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, as the 2021 – 2023 TDM Analysis Report was prepared. The report was updated based on feedback from the Commuter Connections Subcommittee. A final draft of the report was presented and endorsed at the Commuter Connections Subcommittee meeting on November 21st. The document was subsequently published and distributed.

COG/TPB staff oversaw the TDM Evaluation Contractor, LDA Consulting, as work continued on the FY2024 Applicant Placement Rate Study. Staff coordinated and held a progress update meeting with the lead survey programmer, Media Beef, and LDA Consulting on October 10th. Media Beef completed initial programming of the survey in the TDM System. LDA Consulting and staff subsequently tested the survey and provided feedback to Media Beef. LDA Consulting provided COG/TPB staff with sample draw instructions from the TDM System. Staff and LDA Consulting tested the initial version of the survey programmed by Media Beef and suggested edits. Media Beef fixed a few minor problems and prepared the survey for deployment. Staff produced a sample of roughly 2,800 commuters to invite to take the survey, per instructions provided by LDA Consulting. Staff re-activated inactive accounts who were invited to stake the survey. Survey invitations were distributed on November 9th. Several reminder messages were subsequently sent to encourage participation. LDA Consulting also commenced phone surveys. Data collection efforts conclude in December, whereupon data evaluation efforts commenced.

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 FY2024 First Half Regional TDM Marketing Campaign Summary report was drafted and distributed at the December 29th 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 provided a synopsis regarding the FY2023 GRH Customer Satisfaction Survey results for Washington, DC region trips at the December 29th Regional TDM Marketing Group meeting.

COG/TPB staff presented the final Fourth Quarter FY2023 Employer Outreach Verification Statement and draft First Quarter FY2024 Employer Outreach conformity verification statements to the

Employer Outreach Committee on October 17th. Data collection for the first quarter of FY2024 was completed and data collection for the second quarter of FY2024 began.

COG/TPB staff collected comments on the Bike to Work Day 2023 Event Draft Report from the Bike to Work Day Steering Committee. Relevant comments were integrated into the draft report, which was then presented at the November 21st Commuter Connections Subcommittee meeting. Subcommittee members were given the opportunity to comment on the report. The report was updated and prepared for endorsement at the upcoming January 16th Commuter Connections Subcommittee meeting.

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

COG/TPB staff entered Employer Commuter Survey responses into SurveyMonkey from a survey conducted by the Arlington County Library System.

COG/TPB staff completed and distributed the final September FY2024, October FY2024, and November FY2024 CCWP monthly Executive Summary reports.

COG/TPB staff compiled work accomplishments into the 1st Quarter CCWP Progress Report for FY2024. The report was distributed at the November 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 and monitored the system.

B. EMPLOYER OUTREACH FOR BICYCLING

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

Jurisdictional Component Project Tasks

A. MARYLAND LOCAL AGENCY FUNDING AND SUPPORT

Throughout the quarter, COG/TPB staff supported the outreach efforts of the Maryland jurisdictions. FY2024 contracts with Montgomery and Prince George's Counties were fully executed. (TCCSMD and Frederick County executed their contracts in the prior quarter.)

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 continued research on potential FY2024 Employer Case Study candidates.

COG/TPB staff coordinated, facilitated, and presented at the October 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.

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

COG/TPB staff worked to update the Employer Services Participation Levels based on feedback provided from the Employer Outreach Committee and in consultation with the TDM Program Evaluation Contractor.

COG/TPB coordinated and held a sales training session titled "Strategic Sales Tactics" on December 5th. The session was conducted by Tom Snyder of Funnel Clarity.

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 December 31st, a total of 101 commuters were registered in the GRH Baltimore program.

The Baltimore Guaranteed Ride Home Customer Satisfaction Survey was sent to Baltimore and St. Mary's region commuters who used the Guaranteed Ride Home service for trips occurring during the quarter. The data was collected and analyzed. COG/TPB staff provided a synopsis regarding the FY2023 GRH Baltimore Customer Satisfaction Survey results for Baltimore and St. Mary's region trips at the December 21st Regional TDM Marketing Group meeting.

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

B. Process Trip Requests and Provide Trips

The GRH Baltimore program provided 18 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 Baltimore service providers. This also included processing payments for taxi and car rental invoices, in addition to transit vouchers.

COG/TPB staff continued collecting GRH Baltimore ride provider contractual items for FY2024.

VII. MDOT EMPLOYER OUTREACH STATEWIDE

A. Regional Employer Database Management and Training and Program Administration

COG/TPB staff continued planning for work items necessary to onboard Maryland jurisdictions into the Employer Outreach program, including copying the Act! Employer Database for employers located outside of the Washington, DC nonattainment region. Staff coordinated and held an Act! Employer Database Next Steps meeting with representatives of MDOT and other Maryland jurisdictions on October 27th and December 1st.

Table 1

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

OCTOBER - DECEMBER 2023

Commuter Connections Activity	This Quarter	Last Quarter	Since July 1, 2023
Total applicants/info provided:	3,335	3,131	6,466
Rideshare applicants	1,258	1,519	2,777
Matchlists sent	2,637	3,692	6,329
Transit applicants/info sent	23	40	63
GRH applicants	519	607	1,126
Bike to work info requests	0	0	0
Telework info requests	0	0	0
Internet users	49,083	24,571	73,654
Internet applicants	1,777	2,126	3,903
New employer clients	0	207	207
Employee applicants	0	0	0
Program Impact Performance Measure	This Quarter	Last Quarter	Since July 1, 2023
Continued placements	549	662	1,211
Temporary/one-time placements	160	194	355
Daily vehicle trips reduced	153	184	337
Daily VMT reduced	3,534	4,251	7,787
Daily tons NOx reduced	0.0007	0.0008	0.0015
Daily tons VOC reduced	0.0005	0.0006	0.0011
Daily tons PM2.5 reduced	0.00005	0.00006	0.00011
Daily tons PM2.5 NOx reduced	0.0009	0.0011	0.0021
Daily tons GHG reduced	1.4150	1.7017	3.1171
Daily gallons of gas saved	196	236	433
Daily commuter costs saved	\$813	\$978	\$1,791

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.

**TABLE 2
 COMMUTER CONNECTIONS
 APPLICATION ACTIVITY SUMMARY
 OCTOBER - DECEMBER 2023**

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	2	1	15	18
ARLINGTON (COG)	6	3	21	30
ANNE ARUNDEL	6	0	5	11
BALTIMORE CITY	17	3	30	50
BMC	7	1	9	17
COG	154	3	42	199
DOD/WHS	3	0	1	4
DISTRICT OF COLUMBIA	22	7	104	133
FDA	1	4	1	6
FAIRFAX COUNTY	81	12	26	119
FREDERICK	18	23	46	87
GW RideConnect	90	284	576	950
HARFORD	0	1	7	8
HOWARD	11	2	14	27
LOUDOUN	22	30	96	148
MTA	4	0	2	6
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	10	2	11	23
Countywide	4	3	27	34
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	6	26	73	105
Shady Grove	0	0	0	0
Silver Spring	3	2	7	12
NIH	0	0	1	1
NORTHERN SHENANDOAH	7	5	0	12
PRINCE GEORGE'S	6	5	51	62
PRTC	37	13	76	126
RAPPAHANNOCK-RAPIDAN	5	2	8	15
TRI - COUNTY	25	279	318	622
TOTAL INPUT COMMUTER CONNECTIONS	547	711	1,567	2,825
COMMUTER CONNECTIONS TOTAL NEW & RE-APPS		1,258		

TDM SERVICES

**REGIONAL SUMMARY - COMMUTER CONNECTIONS MEMBERS
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
COG Rideshare Applicants (New and Re-apps)	186	211	125
Locals Rideshare Apps (New and Re-apps)	1,072	1,308	1,685
Matchlists Requested	2,637	3,525	4,219
Transit Applicants/Info Sent	23	40	24
GRH Washington Applicants	193	240	220
GRH Washington Rides Provided	145	164	160
GRH Baltimore Applicants	3	7	5
GRH Baltimore Rides Provided	21	22	15
Telework Info Requests	0	0	110
Phone/Fax Applicants	0	0	0
Internet Applicants	1,804	2,126	2,310
Employer Applicants	0	0	0
Total Hits on website	49,083	24,571	24,182

TDM SERVICES

ALEXANDRIA

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	9	4
Matchlists Sent	13	99	32
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	2	8	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	10	10
Matchlists Sent	59	101	84
Transit Applicants and Info Sent	3	2	4
GRH Washington Applicants	10	5	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	0	2
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	1,336	1,397	124
Employers Contacted (Follow up)- Visit	41	72	7
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	1	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**ANNE ARUNDEL
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	7	15
Matchlists Sent	10	45	107
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	7	7	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**BALTIMORE CITY
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	6	9
Matchlists Sent	83	40	53
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	7	8
GRH Baltimore Applicants	3	2	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

BMC

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	6	22
Matchlists Sent	59	38	104
Transit Applicants and Info Sent	1	0	3
GRH Washington Applicants	16	5	5
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	176	148	120
Matchlists Sent	547	536	520
Transit Applicants and Info Sent	9	7	2
GRH Washington Applicants	23	25	37
GRH Baltimore Applicants	0	1	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	55	25	29
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	58	136	157
Employers Contacted (Follow up)- Visit	52	52	96
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	2	2	9
Level 2	9	13	7
Level 3	9	2	9
Level 4	4	2	1

TDM SERVICES

DOD/WHS

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	10	3
Matchlists Sent	8	316	5
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FAIRFAX

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	81	136	107
Matchlists Sent	221	435	764
Transit Applicants and Info Sent	0	5	2
GRH Washington Applicants	25	29	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	136	49	7
Employers Contacted (New)- Visit	33	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	370	465	297
Employers Contacted (Follow up)- Visit	70	86	17
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	34	9	2
Level 2	67	35	3
Level 3	19	4	3
Level 4	2	0	0

TDM SERVICES

FDA

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	2
Matchlists Sent	0	18	11
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	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 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	7	17
Matchlists Sent	82	85	122
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	7	6	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	2	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	162	300	140
Employers Contacted (Follow up)- Visit	0	1	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	7	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	90	71	117
Matchlists Sent	295	482	590
Transit Applicants and Info Sent	3	4	1
GRH Washington Applicants	26	37	41
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 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	2	5
Matchlists Sent	25	39	97
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	4	1	2
GRH Baltimore Applicants	0	1	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HOWARD

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	12	8
Matchlists Sent	127	61	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	5	11	5
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	31	20
Matchlists Sent	151	210	120
Transit Applicants and Info Sent	0	3	1
GRH Washington Applicants	8	14	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	5	3
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	94	90	108
Employers Contacted (Follow up)- Visit	9	4	6
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	1	1
Level 3	0	2	0
Level 4	0	0	0

TDM SERVICES

MTA

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	1
Matchlists Sent	10	22	7
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	6	3	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

**BETHESDA TRANSPORTATION SOLUTIONS
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	1	1
Matchlists Sent	2	2	90
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	16	20
Matchlists Sent	27	117	99
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	7	7	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	110
Employers Contacted (New)- Phone	20	32	58
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,012	2,899	3,271
Employers Contacted (Follow up)- Visit	10	95	43
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	4	3	0
Level 3	2	0	0
Level 4	0	0	0

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

TDM SERVICES

**MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 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
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	6	24
Matchlists Sent	32	59	137
Transit Applicants and Info Sent	0	0	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

OCTOBER - DECEMBER 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

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	3	2
Matchlists Sent	61	49	44
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	4	4	8
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 2023**

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

TDM SERVICES**NORTHERN SHENANDOAH
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	10	9
Matchlists Sent	117	168	184
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	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 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	12	20
Matchlists Sent	95	120	156
Transit Applicants and Info Sent	0	2	1
GRH Washington Applicants	7	16	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	77	0
Employers Contacted (New)- Phone	0	52	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	58	0
Employers Contacted (Follow up)- Visit	0	95	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	3	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES**PRTC****OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	37	91	59
Matchlists Sent	207	353	365
Transit Applicants and Info Sent	2	3	5
GRH Washington Applicants	12	34	21
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	537	50	28
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	11	4	4
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	0	0
Level 2	8	0	0
Level 3	0	0	0
Level 4	1	0	0

TDM SERVICES

**RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2023**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	8	13
Matchlists Sent	39	44	146
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	0	2	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (New)	N/A	N/A	N/A
Employers Contacted (Follow up)- Phone	N/A	N/A	N/A
Employers Contacted (Follow up)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY

OCTOBER - DECEMBER 2023

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	22	0
Matchlists Sent	367	316	9
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	12	12	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	12	12	0
Employers Contacted (New)- Visit	0	0	8
Employers Contacted - Number of Potential (New)	0	0	9
Employers Contacted (Follow up)- Phone	0	9	0
Employers Contacted (Follow up)- Visit	6	12	12
Employers Contacted - Number of Potential (Follow up)	7	0	7
New TDM Programs Established			
Level 1	7	7	0
Level 2	0	3	0
Level 3	0	0	0
Level 4	0	0	0

**Technical Assistance to Local Agencies
October – December 2023**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
October 2023				
November 2023				
GWRideConnect	11/21/2023	11/29/2023	N/A	Recommended modification to Purge Reports
December 2023				
NBTMD	12/13/2023	12/13/2023	N/A	Recommended modification to End-User report

FY 2024 October to December 2023	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's	Prince William	Calvert/ Charles
Employers Contacted (new) Site Visits (prospects)	0	1	55	136	0	1	20	0	537	12
Telework - NEW	0	0	0	0	0	0	0	0	0	0
Employers Contacted (follow-up)	0	1336	58	370	162	94	2012	0	0	6
Telework - FOLLOWUP	0	0	0	0	0	0	0	0	0	0
Total Broadcast Contacts Letters, Flyers, Newsletter	0	10299	10323	0	462	87	12172	0	420	19
Total Sales Meetings	0	41	52	103	0	9	10	0	11	7
Total Employers Contacted	0	11677	10488	609	624	191	14214	0	968	44
New Level 1 TDM Programs	0	1	2	34	0	0	0	0	3	7
New Level 2 TDM Programs	0	0	9	67	0	0	4	0	8	0
New Level 3 TDM Programs	0	0	9	19	0	0	2	0	0	0
New Level 4 TDM Programs	0	0	4	2	0	0	0	0	1	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