COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Q1 FY2027

July – September 2026

COMMUTER CONNECTIONS®
A SMARTER WAY TO WORK

COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT
Prepared by TPB staff for the Commuter Connections Subcommittee
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CREDITS
Editor: Dan Sheehan
Contributors: Douglas Franklin, James Davenport, Rachel Coppe, Ross Edgar, Stacey King, and Tas Hossain
Design: Amanda Lau, Dan Sheehan

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PROGRAM ELEMENT PROGRESS SUMMARIES

I. Commuter Program Operations

A. PROGRAM ADMINISTRATION AND TECHNICAL ASSISTANCE

Commuter Connections supports network members by providing routine database reports to local ridematching coordinators. These reports include the End User Report, Suspicious App-code Report, and purge reports. Local coordinators use these reports to target follow-ups based on account information provided by end-users.[1] Technical assistance was provided to several network members ranging on topics from comprehensive TDM System trainings to more specific best practice guidance. The Commuter Connections program was selected as the trip tracking mechanism for FHWA's I-66 Slugging Challenge campaign, which commenced in September and will conclude in November. Staff coordinated with the I-66 Slugging Network to co-launch the campaign. Staff facilitated a Ridematching Committee meeting and Commuter Connections Subcommittee meeting on September 15; monthly State TDM Workgroup meetings were also held. A recruitments effort for the Commuter Connections Senior Program Manager concluded in August.

B. COMMUTER SUPPORT

Customer service remained consistent across all months via phone and email in English and Spanish. **New account registrations totaled 2,067 for the quarter** (636 in July, 689 in August, and 742 in September). The Ridematching program grew slightly to **16,627 active commuters**. This represents a quarterly net gain of 456 commuters and a **year-over-year increase of 219**. Additional data, including follow-up and matchlist distribution data, along with a summary of new and renewed Ridematching Program commuter applications is shown on the following page as Table 1.

C. INFORMATION SYSTEM MAINTENANCE AND ENHANCEMENTS

The Commuter Connections TDM System ("TDM System") requires regular monitoring and maintenance to provide service for commuters and network members alike. To meet these requirements, staff provided database management provisions by working to ensure Amazon Web Services (AWS) server and Postgres database stability so all parties have stable system access.

Commuter Connections held **12 development meetings** with the TDM Software Development contractor across the quarter, focusing on beta testing the Commuter Connections TDM2 System and preparing it for soft launch. The **GRH administration processes** were overhauled; staff developed a new Standard Operating Procedures document for the GRH Operations contractor. The **carpool bonus** program in CommuterCash remained under development. Several hotfixes were deployed to CommuterCash. Staff completed a new map service and web mapping application for the **Commute Options Map**.

[1] While most jurisdictions/network members have local rideshare coordinators that provide ridematching services to commuters, staff provide direct services to commuters originating form the District of Columbia, Arlington County, and rural jurisdictions outside the purview of network members.

Table 1: Commuter Connections Ridematching Program Activity Summary, Q1 FY27

	New Apps	Re-Apps	Follow Ups	Matchlists
ALEXANDRIA	23	34	38	118
ARLINGTON (COG)	32	7	76	57
ANNE ARUNDEL	31	19	21	216
BALTIMORE CITY	78	30	107	364
BMC	21	13	14	175
COG	82	67	20	790
DOD/WHS	7	1	10	0
DISTRICT OF COLUMBIA	148	31	263	244
FDA	113	161	9	47
FAIRFAX COUNTY	102	73	115	683
FREDERICK	29	15	52	197
GWRIDECONNECT	362	222	804	345
HARFORD	9	6	5	148
HOWARD	29	10	49	252
LOUDOUN	143	16	191	317
MTA	10	1	9	73
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	2	2	5	3
Countywide	143	44	190	482
Friendship Heights/Rockville	1	2	1	3
North Bethesda TMD	83	59	139	141
Shady Grove	0	0	0	0
Silver Spring	12	2	12	43
NIH	2	0	4	7
NORTHERN SHENANDOAH	9	8	2	47
PRINCE GEORGE'S	47	11	65	326
PRTC	52	31	34	347
RAPPAHANNOCK-RAPIDAN	13	3	5	113
TRI - COUNTY	253	281	417	553
TOTAL INPUT	1,836	1,149	2,657	6,091

Definitions

New Apps: Number of new registrants who applied for the Ridematching program during the quarter.

Re-Apps: Number of commuters who have been associated with the Ridematching program in the past but chose to renew their accounts during the quarter. Re-apps are commuters who typically are still looking for carpool partners.

Follow Ups: Number of occurrences a local Rideshare Coordinator interacted with commuter records in the system. This could have been changing app form codes, running a matchlist, noting a phone call/email, etc.

Matchlists: Number of matchlists generated, both by commuters directly and by Ridematching Coordinators.

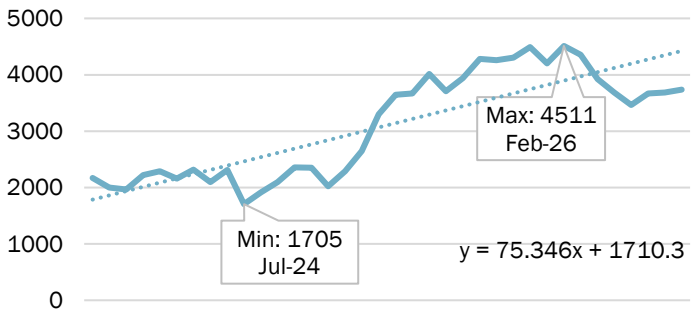
D. REGIONAL GUARANTEED RIDE HOME (GRH) PROGRAM

The Regional Guaranteed Ride Home (GRH) program provides a ride to commuters experiencing a family emergency, illness, or unexpected overtime who use SOV-alternatives. The program is open to commuters who work in the Washington, DC metropolitan planning area. TPB staff routinely review program applications for registration or renewal/re-registration. Commuter account records are updated as needed to reflect accurate commuter information. An activity summary of new and re-registered commuter accounts is shown below in Table 2. Enrollment data and trends are shown in Figure 1. **Total enrollments at the end of the quarter are 3,738**. Digital GRH ID cards are generated in commuters' accounts and updated with 1-year expiration dates after commuters register or renew.

Table 2: GRH Activity Summary

	New Registrants	Annual Renewals
July	129	144
August	133	168
September	135	207
TOTAL:	397	519

Figure 1: GRH Enrollment, 3-year Trend

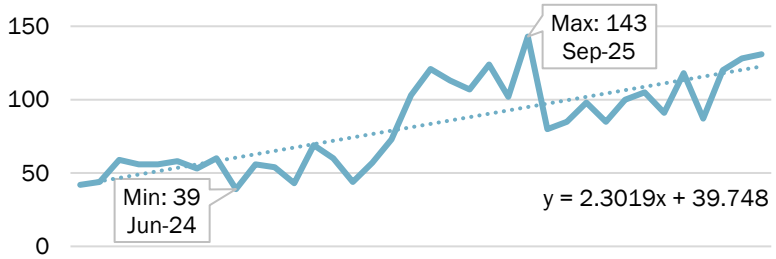


The GRH Operations Contractor, WeDriveU, dispatched taxis and Ubers to eligible program participants who requested one (or more) of their six available trips per calendar year. Trip data is shown below in Table 3 and Figure 2. WeDriveU coordinates directly with TPB staff on occasions where the trip approval process becomes complex. Following each trip, participants are invited to complete a Customer Satisfaction survey. Responses are analyzed by TPB staff to help optimize the program.

Table 3: GRH Trips by Month

	GRH Trips
July	120
August	128
September	131
TOTAL:	379

Figure 2: GRH Trips, 3-year Trend



Administrative work on the project this quarter included the typical processing of taxi, TNC, and contractor invoices. Staff developed an early outline of elements that will contribute to a FY2028 self-service ride scheduling pilot as part of the GRH Modernization Project. **Updated GRH Participation Guidelines were** endorsed by the Commuter Connections Subcommittee for implementation in February 2027.

E. BALTIMORE AND ST. MARY'S GUARANTEED RIDE HOME PROGRAM

The Guaranteed Ride Home - Baltimore (GRHB) program provides a ride home to commuters experiencing a family emergency, illness, or unexpected overtime who use SOV-alternatives. The program is open to commuters who work in the Baltimore area and St. Mary's County. TPB staff routinely review program applications for registration or renewal/re-registration. Commuter account records are updated as needed to reflect accurate commuter information. Total enrollments at the end of the quarter are 260. Digital GRH ID cards are generated in commuters' accounts and updated with 1-year expiration dates after commuters register or renew.

The GRHB Operations Contractor, WeDriveU, dispatched taxis and Ubers to eligible program participants who requested one (or more) of their six available trips per calendar year. There were 71 trips provided throughout the quarter. WeDriveU coordinates directly with TPB staff on occasions where the trip approval process becomes complex. Following each trip, participants are invited to complete a Customer Satisfaction survey. Responses are analyzed by TPB staff to help optimize the program.

Administrative work on the project this quarter included the typical processing of taxi, TNC, and contractor invoices.

F. COMMUTER INCENTIVE PROGRAMS

CommuterCash awards points to commuters who log their sustainable trips in the CommuterCash mobile app. Over 74,140 trips were logged in the app throughout the quarter. TPB staff fulfilled incentive requests, provided customer service, and audited trip logs to confirm eligibility. The CharmPass CharmFlex 3-day pass was added to the CommuterCash app as a new reward option.

The 'Pool Rewards Carpool Bonus provides cash incentives to new or expanding carpools. Six new carpools registered throughout the quarter.

G. 'POOL REWARDS VANPOOL SUBSIDY PROGRAM

$200 monthly vanpool subsidies are provided to eligible vanpools that meet minimum requirements. The program grew to 38 active vans by the end of the quarter.

H. MDOT COMMUTER INCENTIVE PROGRAM / KEY BRIDGE EMERGENCY TDM

$500 monthly vanpool subsidies are provided to eligible vanpools that meet minimum requirements. The program grew to 57 active vans by the end of the quarter.

Four new carpools were registered into the program. TPB staff supported the development of data gathering for the MDOT MD-295 TDM Corridor Pilot project.

I. SCHOOLPOOL

TPB staff maintained the SchoolPool platform. New schools in Washington, DC were added.

II. Marketing

A. TDM MARKETING AND ADVERTISING

Regional TDM marketing campaigns aim to encourage both current SOV and non-SOV populations to either start or to continue using alternative transportation modes for commuting. Regional TDM marketing campaigns complement other ongoing Commuter Connections program services that have been implemented in the region by increasing their overall efficiency and effectiveness.

TPB staff performed standard project and contractor management activities, including regular coordination meetings with the marketing contractor. Regional coordination was facilitated by the Regional TDM Marketing Group. A contract amendment with Odonnell Company was fully executed; this is the final amendment permitted under the terms of the contract. Staff began researching peer programs to develop the Scope of Work for the upcoming Marketing & Outreach Contractor RFP.

A regional marketing campaign featuring a **$180,500 net media buy for carpool ads and $180,500 net for GRH ads** commenced in September and will conclude in December. The campaigns feature radio, streaming, social media, and digital display. The campaign features creative first released in the spring: Every Mile (carpool) and No More What Ifs (GRH). Collateral included banner ads, social media content, videos, and radio scripts/recordings.





Table 4: Program Engagements, Q1 FY27

	Website Hits	1-800-745-RIDE Phone Calls	CC Mobile Downloads
July	10,985	560	36
August	9,319	626	53
September	20,811	674	48
TOTAL:	41,115	1,860	137

The FY2027 Marketing Communications Plan and Schedule was developed to help provide a framework for marketing strategy throughout the fiscal year.

B. BIKE TO WORK DAY

Commuter Connections convenes stakeholders throughout the region to coordinate the Bike to Work Day event every May. Wrap-up activities for the 2026 event, which included identifying raffle winners and collecting straggling sponsorship payments, were completed. TPB staff received pit stop summaries from pit stop managers for the 2026 Bike To Work Day Event Draft Report, which was prepared for presentation to the Bike to Work Day Steering Committee on September 9.

Event planning for the 2027 event kicked off at the September 9 Bike to Work Day Steering Committee meeting. Staff guided discussion at the meeting to select an event date for 2027. The committee selected Friday, May 21, 2027 as the date. The 2027 event may feature a new "Bike Week" approach with regional festivities that build hype an anticipation for Bike to Work Day; staff brainstormed with the State TDM Workgroup on September 1st to think through prospective options. Staff also engaged with the Washington Area Bicyclist Association (WABA) to seek deeper commitment in promoting and operating the event as co-organizers. A new Memorandum of Understanding was drafted.

C. COMMUTERCASH

CommuterCash awards points to commuters who log their sustainable trips in the CommuterCash mobile app. TPB staff fulfilled incentive requests and provided customer service to program participants. Over **64,000 trip logs** generated nearly **$31,000 in incentive requests**.

A marketing campaign featuring was launched on September 14. The $142,500 media buy features internet radio, audio streaming, podcasts, social media, Google display ads, and digital display ads. The app was **downloaded 1,002 times** throughout the quarter, bringing lifetime downloads to 20,514.



A Car Free Day challenge was completed on September 22; a special electronic badge and bonus points were awarded to 610 CommuterCash participants who logged a non-drive alone trip. This opportunity supported WMATA's Week Without Driving campaign.

D. MDOT COMMUTERCASH MOBILE APPLICATION

The MDOT CommuterCash program expands the service area to all Maryland commuters. A specialized marketing campaign was implemented for commuters working outside the COG area. Incentive requests amounting to **$2,759** were requested by program participants.

III. Monitoring and Evaluation

A. DATA COLLECTION AND ANALYSIS

Commuter Connections generates and collects data to help evaluate the program's performance and to inform future strategic direction of the program. A TDM Evaluation Consultant, Foursquare ITP, assists with this effort. Notable progress on data collection and analysis efforts this quarter include:

- 2026 Retention Rate Survey: The response period for the survey concluded on June 30. he survey received a preliminary final count of 650 completed responses, a response rate of 1.9% based on a sample of approximately 34,000 records after removing bouncebacks and unsubscribes. By comparison, the 2021 survey achieved a 3.6% response rate (1,316 of 36,977). Three raffle winners received gift cards. The contractor analyzed the responses and began drafting the technical report.
- FY2024 - FY2026 TDM Analysis: Additional data requests for the analysis were fulfilled, including the CommuterCash registrant database, vanpool registrant data, and regional marketing data. The first draft of the Regional Marketing chapter was produced.

The new OneCommute platform permitted a re-examination of the Employer Services Participation Levels. After receiving contractor input, staff presented updated qualifying actions employers must take to be considered Bronze, Silver, Gold, or Platinum in the OneCommute system. The draft updates were presented to the Employer Outreach Committee on September 15 for comment and feedback.

Efforts to examine and integrate microsurveys into program evaluation resumed. A rationale and justification were presented to the Subcommittee on September 15.

TPB staff routinely conduct data collection activities. Monthly Employer Outreach Activity data is collected from local jurisdictions and compiled for analysis. A quarterly summary of these data is shown in Table 5 on the following page. Data requests from network members for data from the Commuter Connections TDM System and the OneCommute platform were fulfilled.

B. PROGRAM MONITORING AND TRACKING ACTIVITIES

TPB staff collects and reports in-house monthly program statistics for network members to review and evaluate. Each month, program funders are provided with an executive summary of monthly accomplishments and program expenditures; summaries for June, July, and August were generated in Q1. Additionally, a CCWP quarterly progress report for Q4 FY2026 and the Annual Report were prepared and presented at the Commuter Connections Subcommittee meeting on September 15.

TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. These metrics, among others, were integrated into the draft FY2027 First Half Marketing Campaign Summary document. Other internal tracking efforts occurring during the quarter included collecting GRH Customer Satisfaction Surveys.

The Commuter Connections Dashboard that showcases key metrics affiliated with the program to network members was fully launched following a brief beta testing period. Staff coordinated with the evaluation contractor to begin developing FY2027 enhancements to the dashboard.

Table 5: Employer Outreach Regional Activity Summary, Q1 FY27

	City of Alexandria	Arlington County	District of Columbia	Fairfax County	Frederick County	Loudoun County	Montgomery County	Prince George's County	Prince William County	Calvert & Charles Counties
Employers Contacted (new)		1					523		5	11
Employer Contacted (follow-up)		644					552		94	11
Total Sales Meetings		9					56		2	16
Total Employers Contacted		654					1,131		101	38
Total Broadcast Contacts		1,189					14,997		312	1,000
New Level 1 TDM Programs		0					2		0	11
New Level 2 TDM Programs		0					1		0	2
New Level 3 TDM Programs		0					0		0	0
New Level 4 TDM Programs		1					0		0	0

Definitions

New Contacts: Number of contacts with new employers. This number refers to first time contact with employers; these are employers have never been approached (includes phone calls, letters, email, and voicemails).

Follow-up Contacts: Number of contacts with existing companies. This is the number of employers contacted, not the total number of times of interacting with the client.

Total Contacts: Sum of the two above data elements.

Total Broadcast Contacts: Number of employer contacts reached via mass outreach attempts, such as direct mail (e.g., mailing postcards) or emails (e.g., digital newsletter).

Total Sales Meetings: Number of in-person or web-conference contacts with new and existing employers for the purpose of discussing the Commuter Connections programs. (Note: Includes one-on-one meetings and employers attending seminars and presentations; excludes transportation fairs.)

New Level # TDM Programs: Number of new employer programs implemented in the prior month, as classified by "Level." More detailed information on these programs must be entered into the Act! Regional Employer Outreach Database. Includes new programs that grow or expand their commuter benefits offerings.

IV. Employer Outreach

Regional Component Project Tasks

A. REGIONAL EMPLOYER DATABASE MANAGEMENT AND TRAINING

Commuter Connections maintains and supports the regional employer database for ten jurisdictions that administer Employer Outreach programs. Monthly data sweeps are conducted to identify invalid or outdated data.

The full transition to the OneCommute platform as the host for the Regional Employer Database was completed. Database end-users were oriented to the new platform through a series of onboarding sessions, including an Outreach Management Review session on July 6 and 7, and an all-encompassing session on Reports, Dashboards, and Surveys, on August 5 and 6. Biweekly trailblazer meetings were coordinated and held between OneCommute, TPB staff and a select group of super-users to help further configure and refine the system. User guides, FAQs, and additional resources were developed and posted to the OneCommute SharePoint for network members to reference and utilize as they oriented to OneCommute. New administrator licenses were procured for local jurisdictions who needed additional access.

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.

C. REGIONAL EMPLOYER COMMUTER COMPETITION

The goDMV Commuter Competition seeks to encourage employers to promote sustainable travel options to their employees by means of friendly competition against other employers. Wrap-up activities from the 2026 event, which concluded in May, included attending awards ceremonies and distributing rewards to winning employer teams.

Event planning for the 2027 competition commenced. The Regional Employer Commuter Competition workgroup was convened to help determine the competition's goals, structure, dates/length, and prizes; the inaugural meeting for the 2027 event was held on September 30.

Jurisdictional Component Project Tasks

D. DC, MD, AND VA PROGRAM ADMINISTRATION

Commuter Connections supports Employer Outreach program administration for the ten participating jurisdictions by providing sales resources and strategic guidance on employer-based TDM strategies. Staff began compiling materials and pertinent sub-topics for a sales training topic on Artificial Intelligence, and how it can aid selling TDM to worksites. The training will likely occur in the fall. TPB staff supported several outreach efforts at employer sites by attending in-person information sessions. Several case studies featuring organizations across the region were published to the website. Staff coordinated and held an Employer Outreach Committee meeting on September 15.

A Commuter Connections newsletter was published and distributed on July 30th. The lead story featured employer winners honored at the Commuter Connections Employer Awards Ceremony. Other stories highlighted the 2026 Bike to Work Day event, the 2026 goDMV Commuter Competition employer champions, and an announcement for the upcoming I-66 Slugging Challenge campaign.

E. EMPLOYER AWARDS

The annual Commuter Connections Employer Awards program honors employers who show commitment towards voluntarily implementing commute benefit programs at their respective worksite(s). The event occurred on Tuesday, June 30th at the National Press Club. Digital display ads congratulating winners of the Employer Awards ran for two weeks, starting July 1st, targeting C-suite and Human Resources executives.

Staff collected feedback on prospective changes to the 2027 event from Commuter Connections stakeholders. A survey was distributed to local jurisdiction outreach coordinators to identify overall satisfaction with the event; scores were favorable. Staff used the feedback to propose slight changes to the State TDM Workgroup and Employer Outreach Committee, such as geographical award categories and select superlative award categories.

F. MARYLAND LOCAL AGENCY FUNDING AND SUPPORT

TPB staff provide support and pass-thru funding to Maryland counties that administer Employer Outreach programs. Staff reviewed progress reports from the previous quarter and processed invoices from jurisdictions who have active contracts. Prince George's County's FY2027 contract is outstanding as of September 30. Staff assisted TCCSMD, Montgomery County, and Frederick County in developing new scopes for FY2027.

G. MARYLAND EMPLOYER OUTREACH OUTSIDE THE NCR

Commuter Connections support for Maryland's Employer Outreach program outside of the National Capital Region (NCR) includes identical progress reported in section *IV.A. Regional Employer Database Management and Training* for several Maryland jurisdictions in the Baltimore region.

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	19	109	7
Matchlists Sent	118	104	71
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	12	23	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	20	42
Employers Contacted (Follow-up)	0	274	82
Total Sales Meetings	0	72	97
Total Employers Contacted	0	366	221
Total Broadcast Contacts	0	0	0
New TDM Programs Established			
Level 1	0	11	20
Level 2	0	0	16
Level 3	0	2	16
Level 4	0	0	4

TDM SERVICES

ARLINGTON
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	19	59	15
Matchlists Sent	57	90	67
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	6	16	13
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	1	2	8
Employers Contacted (Follow-up)	644	1,996	1,746
Total Sales Meetings	9	35	23
Total Employers Contacted	654	2,033	1,777
Total Broadcast Contacts	1,189	138,430	2,506
New TDM Programs Established			
Level 1	0	0	5
Level 2	0	0	1
Level 3	0	0	2
Level 4	1	0	0

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	33	46	39
Matchlists Sent	216	187	230
Transit Applicants and Info Sent	0	1	1
GRH Washington Applicants	21	16	33
GRH Baltimore Applicants	1	2	1
Telework Information Requests	0	0	0

TDM SERVICES

BALTIMORE CITY
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	80	202	20
Matchlists Sent	364	384	93
Transit Applicants and Info Sent	2	2	2
GRH Washington Applicants	22	48	14
GRH Baltimore Applicants	19	38	30
Telework Information Requests	0	0	0

TDM SERVICES

BMC
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	56	16
Matchlists Sent	175	119	77
Transit Applicants and Info Sent	3	1	1
GRH Washington Applicants	16	22	6
GRH Baltimore Applicants	9	9	14
Telework Information Requests	0	0	0

TDM SERVICES

COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	231	398	307
Matchlists Sent	1,034	1,297	1,426
Transit Applicants and Info Sent	5	6	15
GRH Washington Applicants	84	112	62
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	0	0
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	0	0
Total Employers Contacted	0	0	0
Total Broadcast Contacts	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

DOD/WHS
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	5	2
Matchlists Sent	0	0	12
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

FAIRFAX
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	104	219	93
Matchlists Sent	683	607	462
Transit Applicants and Info Sent	9	4	3
GRH Washington Applicants	37	45	39
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	116	0
Employers Contacted (Follow-up)	0	579	0
Total Sales Meetings	0	263	0
Total Employers Contacted	0	958	0
Total Broadcast Contacts	0	0	0
New TDM Programs Established			
Level 1	0	25	0
Level 2	0	40	0
Level 3	0	20	0
Level 4	0	1	0

TDM SERVICES

FDA
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	108	6	5
Matchlists Sent	47	26	49
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	18	22	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

FREDERICK
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	20	31	26
Matchlists Sent	197	191	299
Transit Applicants and Info Sent	5	0	2
GRH Washington Applicants	13	21	32
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	3	0
Employers Contacted (Follow-up)	0	42	0
Total Sales Meetings	0	1	0
Total Employers Contacted	0	46	0
Total Broadcast Contacts	0	90	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

GWRIDECONNECT
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	254	103	109
Matchlists Sent	345	473	566
Transit Applicants and Info Sent	0	1	5
GRH Washington Applicants	45	64	69
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

HARFORD
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	14	13	3
Matchlists Sent	148	51	23
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	12	4	5
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0

TDM SERVICES

HOWARD
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	36	20
Matchlists Sent	252	139	149
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	10	12	10
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0

TDM SERVICES

LOUDOUN
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	106	71	39
Matchlists Sent	317	356	369
Transit Applicants and Info Sent	2	0	3
GRH Washington Applicants	21	20	28
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	5	9
Employers Contacted (Follow-up)	0	50	45
Total Sales Meetings	0	9	8
Total Employers Contacted	0	64	62
Total Broadcast Contacts	0	64	276
New TDM Programs Established			
Level 1	0	4	9
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

MTA
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	10	3
Matchlists Sent	73	21	53
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	3	5	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	22	6
Matchlists Sent	3	13	7
Transit Applicants and Info Sent	1	0	0
GRHWashington Applicants	0	1	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	129	169	5
Matchlists Sent	482	359	65
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	30	24	23
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	523	126	72
Employers Contacted (Follow-up)	552	818	451
Total Sales Meetings	56	69	28
Total Employers Contacted	1,131	1,013	551
Total Broadcast Contacts	14,997	7,219	4,231
New TDM Programs Established			
Level 1	2	2	0
Level 2	1	2	0
Level 3	0	0	2
Level 4	0	0	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	3	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 Potiential (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 Potiential (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

NORTH BETHESDA TMD
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	70	13	1
Matchlists Sent	141	151	305
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	0	1	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	1	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 Potiential (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 Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SILVER SPRING
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	13	4
Matchlists Sent	43	10	45
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	10	11
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 Potiential (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 Potiential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

NATIONAL INSTITUTES OF HEALTH (NIH)
JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	4	0
Matchlists Sent	7	11	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

NORTHERN SHENANDOAH

JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	13	10
Matchlists Sent	47	51	62
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	5	9	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

PRINCE GEORGE'S

JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	38	70	13
Matchlists Sent	326	668	176
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	24	39	30
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	6	0
Employers Contacted (Follow-up)	0	4	0
Total Sales Meetings	0	1	0
Total Employers Contacted	0	11	0
Total Broadcast Contacts	0	345	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

JULY - SEPTEMBER 2026

Total Applicants and Services Provided	**Current Quarter**	**Prior Quarter**	**Current Quarter, Prior FY**
Rideshare Applicants	56	72	107
Matchlists Sent	347	419	790
Transit Applicants and Info Sent	4	2	1
GRH Washington Applicants	43	74	102
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	5	0	0
Employers Contacted (Follow-up)	94	77	0
Total Sales Meetings	2	4	0
Total Employers Contacted	101	81	0
Total Broadcast Contacts	312	527	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN

JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	10	11
Matchlists Sent	113	127	76
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	9	2
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0

TDM SERVICES

TRI-COUNTY

JULY - SEPTEMBER 2026

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	126	52	47
Matchlists Sent	553	499	414
Transit Applicants and Info Sent	0	3	4
GRH Washington Applicants	34	23	33
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	11	16	6
Employers Contacted (Follow-up)	11	14	5
Total Sales Meetings	16	16	14
Total Employers Contacted	38	46	25
Total Broadcast Contacts	1,000	1,000	1,000
New TDM Programs Established			
Level 1	11	8	9
Level 2	2	1	4
Level 3	0	0	0
Level 4	0	0	0