COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Q1 FY2025

July – September 2024

COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT
Prepared by TPB Staff on behalf of the Commuter Connections Subcommittee
Published on November 19, 2024

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PROGRAM ELEMENT PROGRESS SUMMARIES

I. Commuter Operations Center

A. RIDEMATCHING COORDINATION 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] 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 Figure 1.

Technical support was provided to ridematching coordinators who subscribe to the Commuter Connections TDM System, such as programming and delivering custom reports.

The Commuter Connections Subcommittee convened on July 17 and September 19; the Commuter Connections Ridematching Committee also convened on September 19. Both committees provide oversight and input on technical elements related to the Commuter Connections program. Notably, new Chairs were named for each respective committee, Christian Bacon, Prince George's County, and Leigh Anderson, GWRideConnect. The 2024 Car Free Day Event Report was endorsed for release by the Subcommittee on July 17 and subsequently posted to commuterconnections.org.

Commuter Connections is responsible for maintaining a regional list of TDM resources that includes contact information for TDM professionals in the region and other industry-relevant information, such as Park and Ride locations and commuter subsidy programs. Staff solicited feedback and updates from TDM officials across the region in July. The directory was subsequently updated and emailed to Commuter Connections network members on August 28.

Work commenced on the FY2026 CCWP. Staff completed and presented the draft timeline and key highlights for the CCWP along with the Commuter Connections Strategic Plan to the STDM Work Group and to the Commuter Connections Subcommittee in September. Staff began preparing the draft FY2026 CCWP and budget.

Two federal grants were implemented throughout the quarter. The Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) project contract was officially amended to conclude in March 2025, which will permit the project team adequate time to rehabilitee the incenTrip mobile app in a manner that fits with the Commuter Connections system architecture. For the Enhancing Mobility Innovation (EMI) project, work concluded on development of the Vanhoppr system, which is ready for beta testing. However, due to challenges with the departure of key project personnel, the beta was not released for testing. It was determined that the project be delayed with beta testing proposed to commence in January 2025. A formal POP revision will be submitted to FTA via TrAMS. The timeline on page three is also updated.

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[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 FY25

	New Apps	Re-Apps	Follow Ups	Matchlists
ALEXANDRIA	15	1	26	29
ARLINGTON (COG)	18	1	32	44
ANNE ARUNDEL	18	2	2	141
BALTIMORE CITY	25	1	29	83
BMC	22	1	15	62
COG	165	7	52	804
DOD/WHS	3	1	0	8
DISTRICT OF COLUMBIA	68	7	127	129
FDA	1	215	1	8
FAIRFAX COUNTY	58	9	20	361
FREDERICK	17	7	31	105
GW RIDE CONNECT	257	244	390	385
HARFORD	6	0	6	7
HOWARD	11	3	9	85
LOUDOUN	38	19	58	202
MTA	3	1	5	11
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	25	1	26	2
Countywide	12	5	23	48
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	16	159	200	28
Shady Grove	0	12	0	0
Silver Spring	6	5	12	27
NIH	0	0	1	2
NORTHERN SHENANDOAH	4	0	0	32
PRINCE GEORGE'S	33	1	48	70
PRTC	48	106	35	245
RAPPAHANNOCK-RAPIDAN	3	0	1	72
TRI - COUNTY	97	277	309	335
TOTAL INPUT	**969**	**1,085**	**1,458**	**3,325**

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.

B. TRANSPORTATION INFORMATION SERVICES

Staff provided commuter travel information on alternatives to the 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@mwcog.org) and the queued commuters in the TDM System. Statistics on this project are shown in Table 1 on the preceding page and the Appendix.

C. TRANSPORTATION INFORMATION SOFTWARE, HARDWARE, AND DATABASE MAINTENANCE

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 that all parties could have uninterrupted access to the system.

Staff also managed the TDM Software Development Contractor, Media Beef, to maintain and enhance software code that powers the various modules and applications contained within the TDM System. A contract amendment for work completed in FY2025 was fully executed on September 17th. Primary software development tasks over the course of Q1 were related to rehabilitating the incenTrip source code to better integrate into the TDM System. incenTrip source code was provided by the University of Maryland to Media Beef in July; the database was provided in September. Media Beef completed a collection of wireframes that depict CommuterCash's GUI. It is important for the interface design and flow of control to enable users to participate in challenges and to use the software as a single user concurrently. The wireframes were prepared to be shown at the 50th annual Commuter Connections celebration so stakeholders could see what Media Beef is building right now.

Media Beef also continued their work on TDM especially designed to assist commuters affected by the Key Bridge disaster. The newly branded program is available at www.baltimorecommutes.org. Staff worked with MDOT to interpret website usage statistics of the program.

D. COMMUTER INFORMATION SYSTEM

The Commuter Information System project provides the TDM system with a GIS based information system that includes transit stop data, telework center locations, park and ride lot locations, carpool pick-up points, and bicycling information as part of the ridematching functionality. Routine maintenance to keep these services up-and-running throughout the quarter was provided.

Staff also worked on updating a new network for routing bicyclists. Updated bicycle facility data from Loudoun County was gathered and is in-process for integration into the network.

II. Regional Guaranteed Ride Home Program

A. GENERAL OPERATIONS AND MAINTENANCE

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 2 **Total enrollments at the end of the quarter are 2,094**. GRH ID cards are mailed weekly.

Table 2: GRH Activity Summary

	New Registrants	Annual Renewals
July	85	116
August	89	121
September	60	119
TOTAL:	234	356

Figure 1: GRH Enrollment, 3-year Trend

Max: 2,319 Apr-24
Min: 1,412 Apr-22
y = 16.011x + 1624.7
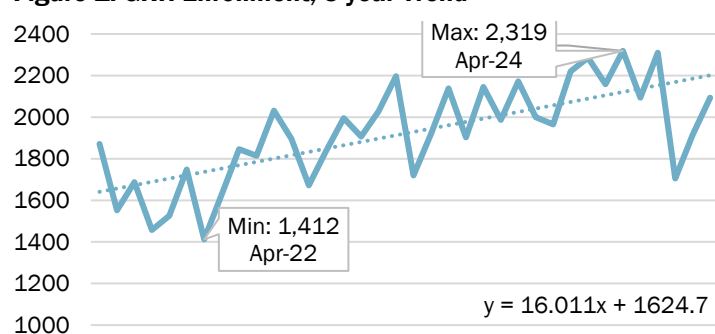
B. PROCESS TRIP REQUESTS AND PROVIDE TRIPS

The GRH Operations Contractor, Diamond Transportation, dispatched taxis, Ubers, and rental car trips 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 3. Diamond Transportation 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, car rental, and contractor invoices. A contract amendment with Diamond Transportation was fully executed on July 20, which permits the contractor to operate the program through FY2025. Staff met with Diamond Transportation on September 25 to discuss daily GRH program operations.

Table 3: GRH Trips by Month

	GRH Trips
July	56
August	54
September	43
TOTAL:	156

Figure 2: GRH Trips, 3-year Trend

Max: 60 May-24
Min: 13 Jan-22
y = 0.8x + 30.478
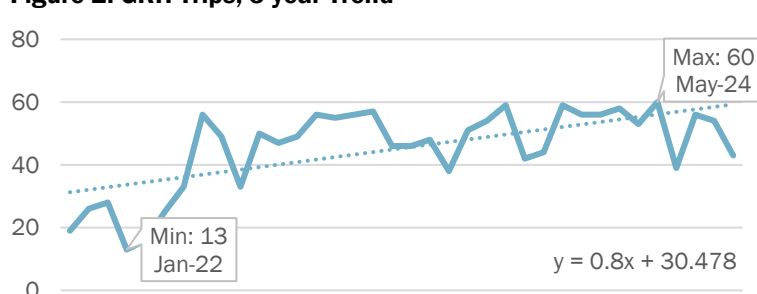
III. Marketing

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. Contractor and media invoices were processed. A scope of work for the marketing contractor was developed for FY2025, which led to a contract amendment being fully executed on July 24th. The Regional TDM Marketing Group was convened on September 17, where the FY2024 2nd Half Marketing Campaign Summary Final Report was released to the committee.

Commuter Connections updated and launched an **all-new digital newsletter**. A new template was developed and refined for the publication of the Summer 2024 newsletter, which was distributed August 14th and included a feature story on the DMV*Moves* effort.

The FY2025 Regional TDM Marketing Communications Plan and Schedule was developed and presented to the Regional TDM Marketing Group on September 17. The document serves as a guide to Commuter Connections regional TDM marketing efforts planned for the fiscal year. Notably, staff commenced work on the fall 2024 rideshare and GRH umbrella marketing campaign. A creative brief was developed by the TDM Marketing contractor, Odonnell Company. TPB staff provided feedback on the brief and approved a **$624,000 media buy for the fall campaign**. The campaign is expected to start in October and will feature radio, streaming, social media, digital display, and transit ads. Work also began on the spring 2025 rideshare/GRH marketing campaign with the formation of the FY2025 Marketing Workgroup.

Significant progress was made on two major efforts expected to be realized in the fall. Planning and coordination for the Commuter Connections 50th Anniversary Celebration scheduled for October 2 resulted in recruitment of dignitaries to speak at the event, speaking remarks, facility logistics, and communications materials. Separately, work continued on a commuterconnections.org website revamp. Templates were finalized and content porting was largely completed.

Table 4: Program Engagements

	Website Hits	1-800-745-RIDE Phone Calls	CC Mobile Downloads
July	7,419	89	71
August	9,084	93	42
September	8,039	86	59
TOTAL:	24,571	268	172

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 2024 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 2024 Bike To Work Day Event Draft Report, which was prepared for presentation to the Bike to Work Day Steering Committee on September 11.

Event planning for the 2025 event kicked off at the September 11 Bike to Work Day Steering Committee meeting. Staff guided discussion at the meeting to select an event date for 2025. The committee selected Thursday, May 15, 2025 as the date with a vast majority of members endorsing the date selection (79%).

C. EMPLOYER RECOGNITION AWARDS

The annual Commuter Connections Employer Recognition Awards program honors employers who show commitment towards voluntarily implementing commute benefit programs at their respective worksite(s). While the annual event is typically held in summer, the event is scheduled to occur this year on October 2 in conjunction with the Commuter Connections 50th Anniversary Celebration.

Significant coordination and preparation activities occurred throughout the quarter. Speakers were recruited and provided remarks drafted by staff. An event venue was secured, and logistics were finalized. A photographer was secured. The awards booklet, as shown to the right, was developed in conjunction with the TDM Marketing Contractor. A video commemorating employer award winners was finalized by a third-party vendor.

D. 'POOL REWARDS

The 'Pool Rewards Commuter Incentive Program provides incentives to registered carpoolers and vanpoolers who log their trips in the Commuter Connections TDM System. TPB staff receives program applicants and registers pools for eligibility. During Q1, there was one new vanpool applicant and zero carpool applicants. There were eleven total vanpools active in the program as of September 30 and no active carpools. Monthly subsidy payments for vanpools were processed for the Vanpool Operator Contractor, Enterprise Mobility.

E. CAR FREE DAY

Commuter Connections convenes stakeholders throughout the region to implement the regional Car Free Day campaign that occurs every September. The event, which is observed in localities around the world, encourages individuals to leave their cars behind or to take alternative forms of transportation such as public transit, carpools, vanpools, telework, bicycling or walking.

TPB staff kicked off the new fiscal year by coordinating a Car Free Day Steering Committee meeting on July 10. Staff led a discussion on potential marketing and messaging options for the 2024 event; the committee elected to use the same artwork and messaging from past events with minor tweaks. Staff subsequently coordinated with the TDM Marketing Contractor, Odonnell Company, to update marketing materials for the event.

Staff provided feedback and guidance on the media plan, earned media plan, creative assets, and earned media assets (e.g., calendar listing, social media posts) developed by Odonnell Company. Staff participated in Car Free Day media interviews which were scheduled in assistance with Odonnell Company. The event poster was updated and finalized for the 2024 event; staff coordinated the printing and distribution of the flyer to employers and stakeholders. Staff finalized purchase orders for the media campaign. Select marketing components included broadcast radio, internet radio, digital banner ads, transit ads, and earned media placements. Staff edited and sent press releases drafted by Odonnell Company on August 14. Two email blasts were drafted and sent; one in August and another in September. Prior to sending the e-blasts, email addresses were obtained from the Commuter Connections database and combined with past registrants' email addresses. Text messages were developed and sent to mobile numbers who had opted-in to receiving promotional messages. A series of images and information posts were developed and posted to Car Free Day pages on Twitter, Facebook, and Instagram. A paid spot was placed on YouTube

The TPB and several other local jurisdictions signed proclamations designated September 23 as Car Free Day in their respective jurisdictions.

Staff worked in conjunction with Odonnell Company to secure sponsors and discuss sponsorship opportunities with various businesses and organizations. Additionally, a sponsorship was purchased from Clean Air Partners to help generate Car Free Day pledges.

The CarFreeMetroDC.org website was prepared for the event. This included programming of the pledge confirmation email and promo code. The "Thank You" post-pledge webpage was also modified and modernized for the 2024 event. Marketing materials were added, including the 2024 event flyer. The 2024 signed proclamation was uploaded. Imagery was updated to reflect the 2024 event. New sponsor logos were added; prizes were added as sponsors were secured. Press releases were uploaded was released. The pledge count was updated regularly. Staff monitored Car Free Day website activity and computer code to maintain accurate website functionality; plugins were updated.

A final Car Free Day Steering Committee meeting was convened on September 11, where staff recapped marketing and sponsorship activities. The event was held on Monday, September 23. **4,064 individuals pledged to go car free for the day.**

F. CARPOOLNOW MOBILE APPLICATION

The CarpoolNow program is a dynamic ridematching app that helps facilitate real-time ridematching. Program participation was monitored throughout the quarter by TPB staff. There were no matches are requests for payment. However, the app saw some activity: CarpoolNow was downloaded 390 times during the quarter, bringing total lifetime downloads to 8,032. Additionally, there were 51 commuter Connections accounts created through the app.

G. FLEXTIME REWARDS

Flextime Rewards provides a cash incentive to commuters who elect to delay their trip along top bottlenecks in the region when congestion levels are greater than normal. The program is administered through the incenTrip app. Program participation was monitored throughout the quarter by TPB staff. There were no incentive payments attributable to a successful flextrip.

H. INCENTRIP MOBILE APPLICATION

The incenTrip program awards points to commuters who log their sustainable trips in the incenTrip mobile app. The Commuter Connections Rewards Program, housed within the incenTrip mobile app, is operated by TPB staff and maintained by the University of Maryland (UMD). According to the UMD incenTrip dashboard, approximately 4,365 users were registered for the program as of September 30th. There were 37 Commuter Connections accounts created through the incenTrip app. A total of 174 incentive requests were submitted by incenTrip users, comprising of 63 check, 84 PayPal, 8 gift card, 16 SmarTrip, and 3 Capital Bikeshare. Staff responded to incenTrip related inquiries from end-users.

TPB staff and the marketing contractor finalized the CommuterCash creative brief for the FY2025 fall marketing campaign. The brief was prepared prior to knowledge of campaign postponement, due to functionality conditions of the incenTrip app's program files from UMD.

I. MDOT INCENTRIP MOBILE APPLICATION

The MDOT incenTrip program awards points to commuters who log their sustainable trips in the incenTrip mobile app. The MDOT Rewards Program, housed within the incenTrip mobile app, is operated by TPB staff and maintained by the University of Maryland (UMD). According to the UMD incenTrip dashboard, approximately 400 users were registered for the program as of September 30th. A total of 6 incentive requests were submitted by incenTrip users, comprising of 1 check, 4 PayPal, and 1 SmarTrip. Staff responded to incenTrip related inquiries from end-users.

J. MDOT KEY BRIDGE EMERGENCY TDM

The TPB approved Amendment 1, TPB SR7-2025 during the September 18 board meeting. The amendment added the MDOT Commuter Incentive Program for Key Bridge Emergency TDM in the Baltimore region. The program will closely mirror the existing Commuter Connections commuter incentive program, 'Pool Rewards, which incentivizes new carpools and vanpools to earn cash if their commute traverses a portion of the TPB planning area. Program administration efforts will be similar: TPB staff will screen carpools and vanpools, monitor travel activity, and issue incentive payments to carpools and subsidy payment to vanpool providers. The methods for accruing incentives for the MDOT Commuter Incentive Program may be slightly different; specific program guidelines will be developed prior to program launch.

Prior to the official inclusion of the program, Commuter Connections built a BaltimoreCommutes.org landing page, which is considered a microsite of the Commuter Connections TDM System. MDOT places ads that target commuters in the affected area and directs them to the microsite. Staff collect and compile data from Google Analytics GA4 reports, which is then sent to MDOT.

IV. Monitoring and Evaluation

A. REGIONAL TDM DATA COLLECTION AND ANALYSIS

Commuter Connections both generates and collects data to help evaluate the program's performance and to inform future strategic direction of the program. A TDM Evaluation Consultant assists with this effort. A Request for Proposals, RFP 24-017, was drafted and published just prior to the start of Q1 to identify potential candidates for evaluation work. A bid was received, a technical selection committee was formed, and committee members were asked to review and score the bid. Scores were outstanding as of September 30th.

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 Figure 5 on the following page. Data requests from network members for data from the Commuter Connections TDM System and the Act! Regional Employer Database were fulfilled.

B. MONITORING AND TRACKING

TPB staff collects and reports in-house monthly program statistics for network members to review and evaluate. Each month, program funders are provided an executive summary of monthly accomplishments and program expenditures; summaries for June, July, and August were submitted in Q1. Additionally, a CCWP quarterly progress report for Q4 FY2024 was published and distributed to Commuter Connections network members at the September 17 Commuter Connections Subcommittee meeting, as well as an annual progress report for FY2024.

TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. Results will be made available to network members in December. A similar effort was conducted in the 2nd half of FY2024; these results were compiled into the FY2024 2nd Half Marketing Campaign Summary Final Report and presented to the Regional TDM Marketing Group was convened on September 17. Other internal tracking efforts occurring during the quarter included collecting GRH Customer Satisfaction Surveys and authoring the 2024 Bike to Work Event Draft Report.

Data was collected for various FY2024 and FY2025 Employer Outreach conformity verification statements. The final Third Quarter (FY2024) statement was presented at the July 16 Employer Outreach Committee meeting, along with a draft version of the Fourth Quarter (FY2024) statement. Data collection commenced for he First Quarter (FY2025) statement.

Table 5: Employer Outreach Regional Activity Summary

	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)	64	0	11	60	1	4	46	0	75	9
Employer Contacted (follow-up)	336	2,503	29	599	86	31	961	0	25	7
Total Broadcast Contacts	120	2,903	10,793	1,500	171	139	28,060	0	436	42
Total Sales Meetings	116	60	17	112	1	3	33	0	6	8
Total Employers Contacted	636	5,466	10,850	2,271	259	177	29,100	0	542	66
New Level 1 TDM Programs	39	0	0	55	0	3	0	0	0	6
New Level 2 TDM Programs	16	0	4	17	0	1	0	0	0	5
New Level 3 TDM Programs	10	0	1	38	0	0	2	0	0	0
New Level 4 TDM Programs	0	0	0	3	0	0	0	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.

V. 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. TPB staff coordinates with COG/IT staff and Stewart Technologies to address database upgrades requested by network members.

A license renewal for the Act! platform was processed in August.

An in-person database training session was coordinated and held at COG on September 26 with Capital Consulting services. Training materials were prepared and distributed to attendees. A specialized training session was held on September 19 for Montgomery County's contractor.

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

TPB staff provide support and pass-thru funding to Maryland counties that administer Employer Outreach programs. TPB staff reviewed final invoices from FY2024 for each jurisdiction and processed payment. FY2025 scopes of work and budgets were developed in tandem with local jurisdictions. The Tri-County Council for Southern Maryland's contract was fully executed in September.

B. 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. Specific resources developed in Q1 include three case studies that showcase exceptional commuter benefits programs at local employer sites and an annual sales support questionnaire for DC and MD programs, which helps identify and disseminate effective strategies among participating programs.

The Employer Outreach Committee convened on July 16. One highlight from the meeting was the establishment of the Regional Employer Commuter Competition (RECC) work group. The RECC met periodically throughout the quarter to establish the structure and objectives of an employer-based commuter challenge to be hosted through the CommuterCash app.

VI. Guaranteed Ride Home Baltimore Program

A. GENERAL OPERATIONS AND MAINTENANCE

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 83. GRH ID cards are mailed weekly.

Marketing efforts were prepared for the GRHB program. TPB staff provided feedback on the FY2025 fall GRHB campaign media buys proposed by the TDM Marketing Contractor; insertion orders for media buys were subsequently processed.

B. PROCESS TRIP REQUESTS AND PROVIDE TRIPS

The GRHB Operations Contractor, Diamond Transportation, dispatched taxis, Ubers, and rental car trips to eligible program participants who requested one (or more) of their six available trips per calendar year. There were 14 trips provided throughout the quarter. Diamond Transportation 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, car rental, and contractor invoices. A contract amendment with Diamond Transportation was fully executed on July 20, which permits the contractor to operate the program through FY2025. Staff met with Diamond Transportation on September 25 to discuss daily GRHB program operations.

VII. MDOT Employer Outreach Statewide

A. REGIONAL EMPLOYER DATABASE MANAGEMENT AND TRAINING AND PROGRAM ADMINISTRATION

Commuter Connections provides support for Maryland's Employer Outreach program outside of the National Capital Region (NCR). TPB staff coordinated with MDOT to conduct an Act! Regional Employer Database training session on July 23 for all new MDOT Employer Outreach representatives. An updated training guide was produced for the session. A second training conducted by Capitol Consulting Services was coordinated and held at COG on September 26th. Training materials were updated and distributed to representatives following the training.

APPENDIX - TDM SERVICES SUMMARY BY LOCAL JURISDICTION

TDM SERVICES

ALEXANDRIA
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	6	1
Matchlists Sent	29	23	22
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	8	8	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	64	166	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	336	412	0
Employers Contacted (Follow up)- Visit	116	202	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	39	6	0
Level 2	16	1	0
Level 3	10	4	0
Level 4	0	0	0

TDM SERVICES

ARLINGTON
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	11	10
Matchlists Sent	44	32	57
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	9	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	2	3
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	2,503	1,870	1,658
Employers Contacted (Follow up)- Visit	60	48	33
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	2	3
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	27	20	12
Matchlists Sent	141	70	68
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	8	7	8
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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BALTIMORE CITY
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	22	5
Matchlists Sent	83	123	74
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	18	21	10
GRH Baltimore Applicants	0	1	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BMC
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	13	13
Matchlists Sent	62	63	117
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	12	14	11
GRH Baltimore Applicants	1	0	2
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

COG - DC/DE/PA/WVA/VA
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	236	217	198
Matchlists Sent	933	774	726
Transit Applicants and Info Sent	7	3	1
GRH Washington Applicants	50	41	35
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	11	12	16
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	29	610	94
Employers Contacted (Follow up)- Visit	17	20	39
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	24
Level 2	4	3	24
Level 3	1	4	9
Level 4	0	3	4

TDM SERVICES

DOD/WHS
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	3	9
Matchlists Sent	8	12	31
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FAIRFAX
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	85	85	88
Matchlists Sent	361	343	382
Transit Applicants and Info Sent	1	2	2
GRH Washington Applicants	17	16	33
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	60	166	48
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	599	408	466
Employers Contacted (Follow up)- Visit	112	193	128
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	55	78	9
Level 2	17	37	35
Level 3	38	48	4
Level 4	3	5	0

TDM SERVICES

FDA
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	1
Matchlists Sent	8	9	10
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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

FREDERICK
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	18	9
Matchlists Sent	105	189	128
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	8	5	2
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	1	1	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	86	166	164
Employers Contacted (Follow up)- Visit	1	0	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	113	119	82
Matchlists Sent	385	444	383
Transit Applicants and Info Sent	4	4	12
GRH Washington Applicants	38	32	35
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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

HARFORD
JULY - SEPTEMBER 2024

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

TDM SERVICES

HOWARD
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	13	12
Matchlists Sent	85	97	0
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	9	6	8
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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

LOUDOUN
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	28	38
Matchlists Sent	202	319	320
Transit Applicants and Info Sent	2	2	3
GRH Washington Applicants	5	4	11
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	4	3	3
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	31	62	130
Employers Contacted (Follow up)- Visit	3	5	15
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	3	6	1
Level 2	1	1	0
Level 3	0	0	1
Level 4	0	0	1

TDM SERVICES

MTA
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	10	4
Matchlists Sent	11	31	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	3	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

BETHESDA TRANSPORTATION SOLUTIONS
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	1	4
Matchlists Sent	2	0	0
Transit Applicants and Info Sent	1	0	0
GRHWashington 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

MONTGOMERY COUNTY
COUNTYWIDE
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	18	4
Matchlists Sent	48	105	71
Transit Applicants and Info Sent	3	0	1
GRH Washington Applicants	13	11	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	0
Employers Contacted (New)- Phone	46	23	48
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	961	6,405	4,365
Employers Contacted (Follow up)- Visit	33	73	44
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	2	0	3
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 2024

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 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

TRANSPORTATION ACTION PARTNERSHIP
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	9	0
Matchlists Sent	28	83	16
Transit Applicants and Info Sent	0	0	2
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of 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 2024

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 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 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	2	2
Matchlists Sent	27	30	31
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	3	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 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 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	0	0
Matchlists Sent	2	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	3
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 Potiential (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 Potiential (Follow up)	N/A	N/A	*See MC
New TDM Programs Established			
Level 1	N/A	N/A	*See MC
Level 2	N/A	N/A	*See MC
Level 3	N/A	N/A	*See MC
Level 4	N/A	N/A	*See MC

TDM SERVICES

NORTHERN SHENANDOAH
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	5	10
Matchlists Sent	32	116	136
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	1	4	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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

PRINCE GEORGE'S
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	14	10
Matchlists Sent	70	96	168
Transit Applicants and Info Sent	1	1	3
GRH Washington Applicants	21	22	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	125	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	13	0
Employers Contacted (Follow up)- Visit	0	3	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRTC
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	58	55	100
Matchlists Sent	245	246	363
Transit Applicants and Info Sent	3	1	8
GRH Washington Applicants	20	14	24
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	75	215	80
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	25	0	80
Employers Contacted (Follow up)- Visit	6	5	8
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	13	8
Matchlists Sent	72	93	55
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	1	3	0
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 Potiential (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 Potiential (Follow up)	N/A	N/A	N/A
New TDM Programs Established			
Level 1	N/A	N/A	N/A
Level 2	N/A	N/A	N/A
Level 3	N/A	N/A	N/A
Level 4	N/A	N/A	N/A

TDM SERVICES

TRI-COUNTY
JULY - SEPTEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	30	32
Matchlists Sent	335	315	357
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	14	10	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	2	0	1
Employers Contacted (New)- Phone	9	13	9
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	7	4	7
Employers Contacted (Follow up)- Visit	8	14	8
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	12	11
Level 2	5	4	2
Level 3	0	0	0
Level 4	0	0	0