

COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Q3 FY2025

January – March 2025



COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Prepared by TPB Staff on behalf of the Commuter Connections Subcommittee

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ABOUT THE TPB

The National Capital Region Transportation Planning Board (TPB) is the federally designated metropolitan planning organization (MPO) for metropolitan Washington. It is responsible for developing and carrying out a continuing, cooperative, and comprehensive transportation planning process in the metropolitan area. Members of the TPB include representatives of the transportation agencies of the states of Maryland and Virginia and the District of Columbia, local governments, the Washington Metropolitan Area Transit Authority, the Maryland and Virginia General Assemblies, and nonvoting members from the Metropolitan Washington Airports Authority and federal agencies. The TPB is staffed by the Department of Transportation Planning at the Metropolitan Washington Council of Governments (COG).

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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 Table 1.

Technical support was provided to ridematching coordinators who subscribe to the Commuter Connections TDM System.

The Commuter Connections Subcommittee convened on January 21 and March 18. Among other discussions and updates, several documents were endorsed for release, including the FY2026 Commuter Connections Work Program (CCWP), the 2024 Bike to Work Day Event Report, and the FY2024 GRH Customer Satisfaction Survey Findings Summary. The Commuter Connections Ridematching Committee convened on March 18, where staff provided guidance on appform assignments and processing CommuterCash registrants.

The FY2026 CCWP was endorsed by the State TDM Work Group, Commuter Connections Subcommittee, and the Transportation Planning Board (TPB). Final approval at the TPB occurred on March 19 (Resolution R11-2025).

Work continued on migrating new phone system, Microsoft Teams, for Commuter Connections. As a prerequisite of the migration, Cox Internet was installed for the GRH Operations Contractor. A consultant was identified to assist with the migration: Communications Square. A migration plan was finalized with full migration anticipated next quarter.

Two federal grants were implemented throughout the quarter. The Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) project concluded on March 31st. The final months of the 4-year project included rapid updates to the scaled CommuterCash mobile app (the successor to incenTrip), capped with the launch of the goDMV Commuter Competition on March 3rd. The Enhancing Mobility Innovations (EMI) grant program resumed work, with the contractor, Media Beef, developing a marketing and outreach plan.

A Commuter Connections TDM System Training was coordinated and held with OmniRide on February 6th and Anne Arundel County on March 11th.

Several staff recruitment activities occurred throughout the quarter. A TDM Program Manager was onboarded in late January. Position descriptions were created for two new positions: TDM Program Analyst and TDM Marketing and Communications Specialist. Both positions were posted.

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

Table 1: Commuter Connections Ridematching Program Activity Summary, Q3 FY25

	New Apps	Re-Apps	Follow Ups	Matchlists
ALEXANDRIA	11	3	39	44
ARLINGTON (COG)	54	1	115	248
ANNE ARUNDEL	71	6	5	335
BALTIMORE CITY	31	5	55	212
BMC	15	4	10	80
COG	521	9	283	2,013
DOD/WHs	5	0	0	23
DISTRICT OF COLUMBIA	124	5	404	284
FDA	234	59	15	1,022
FAIRFAX COUNTY	385	35	54	1,583
FREDERICK	63	27	101	558
GW RIDE CONNECT	259	187	810	1,329
HARFORD	8	1	2	36
HOWARD	80	6	71	464
LOUDOUN	142	49	348	959
MTA	15	0	24	75
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	7	7	18	6
Countywide	30	11	47	142
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	36	205	283	513
Shady Grove	0	0	0	0
Silver Spring	6	0	16	41
NIH	4	3	16	46
NORTHERN SHENANDOAH	17	8	0	155
PRINCE GEORGE'S	23	11	74	205
PRTC	121	27	189	878
RAPPAHANNOCK-RAPIDAN	13	5	3	114
TRI - COUNTY	138	260	420	812
TOTAL INPUT	2,413	934	3,402	12,177

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@mwkog.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 stable 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. Primary software development tasks over the course of Q3 were focused on enhancing the CommuterCash app with rapid deployment of updates. The app was prepared for the goDMV Commuter Competition, which launched March 3rd. An instruction video on how to use that app was created and published. Other app improvements included the ability for the app to use proper location-based services for trip arrivals, password reset, added rewards to the rewards store, added a 500-point registration bonus, trip log history, and a “reload account” feature. The Android version of the app was released on February 17th.

Other notable software maintenance performed by Media Beef included improved functionality in the TDM System to administer the ‘Pool Rewards program, which has seen an uptick in activity following a marketing campaign. Employer management features were optimized to better contain duplicate entries. Case sensitive for commuter account usernames was modified to no longer be case sensitive, improving the ability for participants to access their accounts without needed customer service assistance.

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

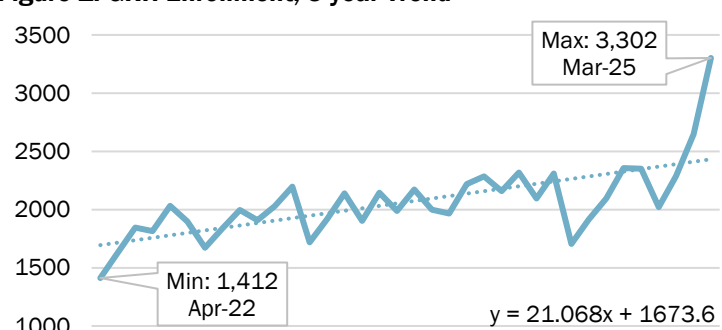
A. GENERAL OPERATIONS AND MAINTENANCE

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 1. **Total enrollments at the end of the quarter are 3,302.** GRH ID cards are mailed weekly.

Table 2: GRH Activity Summary

	New Registrants	Annual Renewals
January	121	143
February	313	251
March	549	311
TOTAL:	983	705

Figure 1: GRH Enrollment, 3-year Trend



B. PROCESS TRIP REQUESTS AND PROVIDE TRIPS

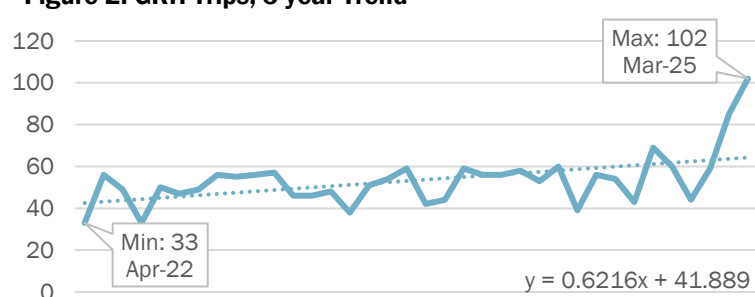
The GRH Operations Contractor, Diamond Transportation, dispatched taxis, Ubers, and rental car trips to eligible program participants who requested one (or more) of their six available trips per calendar year. Trip data is shown below in Table 3 and Figure 2. Diamond Transportation coordinates directly 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.

Table 3: GRH Trips by Month

	GRH Trips
January	59
February	85
March	102
TOTAL:	246

Figure 2: GRH Trips, 3-year Trend



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. Regional coordination was facilitated by the Regional TDM Marketing Group, which staff convened on March 18th.

A mass marketing campaign featuring a **\$649,000 media buy** for rideshare and GRH began in February and featured radio, streaming, social media, digital display, and transit ads. The campaign will run through June. New creative was developed for the campaign: Carpool Together and Life Happens (GRH). Collateral included banner ads, social media content, videos, and radio scripts/recordings.



Minor updates to the **Regional Bicycle Route Map** were completed.

Several updates to the new CommuterConnections.org **website** were completed, including the development of a new “Case Studies” page, revamped “Brochure Orders” page, CommuterCash page, and goDMV page. Landing pages for Rideshare and GRH were updated to match the new marketing campaign.

Two **newsletters** were developed and released. The first newsletter was distributed on January 15th and featured a lead story on the goDMV Commuter Competition. The second newsletter was published on February 25th and reminded employers/subscribers of the many commuter assistance programs and services offered by Commuter Connections. A new featured webpage with Return to Office (RTO) resources was published.



Table 4: Program Engagements

	Website Hits	1-800-745-RIDE Phone Calls	CC Mobile Downloads
January	3,225	486	60
February	11,169	816	122
March	14,352	1,073	87
TOTAL:	28,746	2,405	269

B. BIKE TO WORK DAY

Commuter Connections convenes stakeholders throughout the region to coordinate the Bike to Work Day event every May. Event planning for the 2025 event continued from the prior quarter. Marketing materials were developed, including social media ads, an event poster and rack card, radio scripts, and a video. A media plan was finalized. The sponsorship drive concluded, netting \$50,150 in sponsorship dollars for the event which helps fund the purchase of event t-shirts and raffle prizes. TPB Staff convened a meeting of the Bike to Work Day Steering Committee on January 8th and March 12th to facilitate event planning and coordination activities. A New Pit Stop Manager Orientation session was coordinated and held on February 5th.

A vendor was procured via RFP to produce t-shirts for the event. A contract with the vendor was drafted and finalized. Pit stop managers were polled to determine t-shirt size and quantities for the order.

The BikeToWorkMetroDC.org website was updated for the event. Registration went “live” on March 1st. Other updates included new pit stop information, publication of a registration press release, updated convoys, posting of marketing materials, etc.



C. EMPLOYER RECOGNITION AWARDS

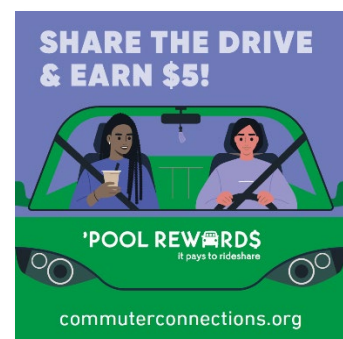
The annual Commuter Connections Employer Recognition Awards program honors employers who show commitment towards voluntarily implementing commute benefit programs at their respective worksite(s). The 2025 Employer Awards Call for Nominations concluded on January 31st. TPB staff vetted and reviewed nominations. Staff facilitated a Selection Committee meeting on March 20th to evaluate nominations. Winners were subsequently identified and alerted.

Staff identified a winner for the Employer Services Organization Award.

Ceremony logistics were planned, including booking a location (National Presse Club), video production vendor, and trophy 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 Q3, there were no new vanpool applicants and nine new carpool applicants. There were eleven total vanpools active in the program as of March 31 and nine active carpools. Monthly subsidy payments for vanpools were processed for the Vanpool Operator Contractor, Commute with Enterprise.



A marketing campaign for the 'Pool Rewards carpool incentive program was active in January and February.

E. CAR FREE DAY

No major progress activities to report.

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 269 times during the quarter, bringing total lifetime downloads to 8,620. Additionally, there were 49 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. Following the discontinuation of incenTrip on December 31, 2024, the Flextime Rewards program is on hiatus until functionality is added in CommuterCash.

H. COMMUTERCASH MOBILE APPLICATION

CommuterCash awards points to commuters who log their sustainable trips in the CommuterCash mobile app. The app underwent a "soft launch" during January and February, with a full launch occurring on March 3rd in tandem with the goDMV Commuter Competition. Feedback was gathered from early adopters to help improve/optimize the app.

Marketing materials for CommuterCash were developed, including social media ads and digital banner ads. A marketing campaign commenced in March and will occur through May. The app was downloaded 2,395 times throughout the quarter, bringing total lifetime downloads to 2,484.

I. MDOT COMMUTERCASH MOBILE APPLICATION

The MDOT CommuterCash program expands the service area to all Maryland commuters. A specialized marketing campaign was developed for commuters working outside the COG area.

J. MDOT KEY BRIDGE EMERGENCY TDM

TPB Staff maintained the BaltimoreCommutes.org landing page and provided key statistics to MDOT. Staff supported MDOT as they worked with FHWA to finalize approvals to commence a Commuter Incentive Program in the area affected by the Key Bridge Collapse.

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 contract with Foursquare ITP to provide consultant services was fully executed in January. Updates subsequently commenced on several data collection and analysis products:

- **TDM Program Evaluation Framework:** The document was updated from the prior evaluation cycle, which included the addition of new topic areas evaluation methods.
- **2025 State of the Commute:** The questionnaire was heavily modified to collect pertinent commute-related information. After several rounds of revisions, the questionnaire was finalized and programed into an internet survey. Postcard invitations were developed and sent to over 200,000 employed households throughout the region.
- **2025 Guaranteed Ride Home Applicant Survey:** A survey recipient list was pulled from the TDM System.

TPB staff convened the TDM Evaluation Workgroup on January 21st and February 18th to provide briefings on the above-mentioned products and solicit feedback.

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 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 with an executive summary of monthly accomplishments and program expenditures; summaries for December, January, and February were submitted in Q2. Additionally, a CCWP quarterly progress report for Q2 FY2025 was published and distributed to Commuter Connections network members at the March 18 Commuter Connections Subcommittee meeting.

TPB staff tracked the effectiveness of advertising campaigns through call volumes and internet visits. These metrics, among others, were compiled into the FY2025 First Half Marketing Campaign Summary document, which was distributed to Regional TDM Marketing Group members in March. Other internal tracking efforts occurring during the quarter included collecting goDMV participant data and GRH Customer Satisfaction Surveys. Survey data from 2024 was compiled, analyzed, and packaged into the FY2024 GRH Customer Satisfaction Survey Report and endorsed for release by the Commuter Connections Subcommittee on March 18th. The 2024 Bike to Work Event Draft Report was finalized and endorsed by the Commuter Connections Subcommittee on January 21st.

Data for FY2025 Employer Outreach conformity verification statements was paused due to the unexpected death of a team member responsible for these activities.

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)	72	2			0	7	55			22
Employer Contacted (follow-up)	197	1,963			29	44	253			19
Total Sales Meetings	145	53			1	8	301			22
Total Employers Contacted	414	2,018			30	59	609			63
Total Broadcast Contacts	873	5,444			96	179	10,433			227
New Level 1 TDM Programs	21	2			0	4	0			16
New Level 2 TDM Programs	9	0			0	2	0			9
New Level 3 TDM Programs	10	0			0	2	1			0
New Level 4 TDM Programs	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. Staff received training on how to manage user-roles for the Act! database on February 19th.

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. TPB staff coordinated with the TPB Bicycling and Pedestrian Subcommittee to gain feedback for bicycling guide updates ahead of an anticipated order in April.

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. A FY2025 scope of work and budget submitted by Montgomery County was reviewed and approved in January; a contract was subsequently fully executed. Staff reviewed progress reports from the previous quarter and processed invoices from jurisdictions who have active contracts.

TPB staff supported Prince George's County at a sales meeting with NASA on March 24th.

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.

The Employer Outreach Committee convened on January 18th. Notable discussion items at the meeting included a demonstration of the new CommuterConnections.org website and a refresher on the Employer Commuter Survey, which was migrated to a new platform to better encourage usage.

A concerted effort to launch the goDMV Commuter Competition took place throughout the quarter. TPB Staff regularly convened the Regional Employer Commuter Competition to coordinate launch efforts. Forty employer teams were onboarded; a TDM System microsite was created for each employer. The TDM System and CommuterCash were enhanced to include leaderboard and trip tracking functionality for the competition. A new webpage was created that targeted employer team registrations through mid-February, then modified to target individual commuters/participants in March. Staff provided on-call event support to local coordinators promoting the competition. A modest outreach campaign featuring social media was developed and launched in late February.

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 126. GRH ID cards are mailed weekly.

A marketing campaign for the GRHB program commenced in February and will run through June.

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 34 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.

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 worked to fix login credentials for Maryland jurisdictions. Staff provided an Act! database training session to Anne Arundel County on March 25th.

TDM SERVICES**ALEXANDRIA****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	11	5	1
Matchlists Sent	44	17	16
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	28	4	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	72	132	102
Employers Contacted (Follow-up)	197	274	0
Total Sales Meetings	145	104	0
Total Employers Contacted	414	510	99
Total Broadcast Contacts	873	0	91
New TDM Programs Established			
Level 1	21	96	160
Level 2	9	23	33
Level 3	10	13	25
Level 4	0	0	4

TDM SERVICES**ARLINGTON****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	54	17	10
Matchlists Sent	248	70	28
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	27	8	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	2	2	0
Employers Contacted (Follow-up)	1,963	1,048	0
Total Sales Meetings	53	28	0
Total Employers Contacted	2,018	1,078	1,510
Total Broadcast Contacts	5,444	6,015	48
New TDM Programs Established			
Level 1	2	0	0
Level 2	0	1	0
Level 3	0	1	0
Level 4	0	0	0

TDM SERVICES

**ANNE ARUNDEL
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	71	26	12
Matchlists Sent	335	69	56
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	48	11	9
GRH Baltimore Applicants	0	4	0
Telework Information Requests	0	0	0

TDM SERVICES

**BALTIMORE CITY
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	31	24	16
Matchlists Sent	212	85	112
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	46	32	6
GRH Baltimore Applicants	2	15	2
Telework Information Requests	0	0	0

TDM SERVICES

BMC

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	18	8
Matchlists Sent	80	82	53
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	37	20	7
GRH Baltimore Applicants	1	6	0
Telework Information Requests	0	0	0

TDM SERVICES

**COG - DC/DE/PA/WVA/VA
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	645	278	189
Matchlists Sent	2,297	921	612
Transit Applicants and Info Sent	22	3	5
GRH Washington Applicants	120	45	29
GRH Baltimore Applicants	2	3	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

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	4	5
Matchlists Sent	23	6	6
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	4	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**FAIRFAX****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	385	69	144
Matchlists Sent	1,583	290	394
Transit Applicants and Info Sent	10	2	2
GRH Washington Applicants	110	18	30
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	0	125
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	0	0
Total Employers Contacted	0	0	299
Total Broadcast Contacts	0	0	113
New TDM Programs Established			
Level 1	0	0	8
Level 2	0	0	40
Level 3	0	0	74
Level 4	0	0	1

TDM SERVICES

FDA

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	234	1	1
Matchlists Sent	1,022	2	23
Transit Applicants and Info Sent	4	0	0
GRH Washington Applicants	136	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**FREDERICK****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	63	12	10
Matchlists Sent	558	112	84
Transit Applicants and Info Sent	2	1	3
GRH Washington Applicants	36	10	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	10	4
Employers Contacted (Follow-up)	29	0	0
Total Sales Meetings	1	1	0
Total Employers Contacted	30	11	158
Total Broadcast Contacts	96	287	0
New TDM Programs Established			
Level 1	0	1	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

**GW RIDE CONNECT
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	259	68	110
Matchlists Sent	1,329	339	365
Transit Applicants and Info Sent	13	2	5
GRH Washington Applicants	90	19	57
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

HARFORD

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	3	3
Matchlists Sent	36	19	15
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	16	4	5
GRH Baltimore Applicants	1	0	0
Telework Information Requests	0	0	0

TDM SERVICES

HOWARD

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	80	16	19
Matchlists Sent	464	168	93
Transit Applicants and Info Sent	3	0	2
GRH Washington Applicants	74	5	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**LOUDOUN****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	142	28	32
Matchlists Sent	959	250	221
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	58	7	18
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	7	1	2
Employers Contacted (Follow-up)	44	48	0
Total Sales Meetings	8	3	0
Total Employers Contacted	59	52	125
Total Broadcast Contacts	179	171	6
New TDM Programs Established			
Level 1	4	1	1
Level 2	2	0	0
Level 3	2	0	0
Level 4	0	0	0

TDM SERVICES

MTA

JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	15	5	7
Matchlists Sent	75	15	36
Transit Applicants and Info Sent	2	0	0
GRH Washington Applicants	13	0	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES

**BETHESDA TRANSPORTATION SOLUTIONS
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	7	16	17
Matchlists Sent	6	0	4
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

**MONTGOMERY COUNTY
COUNTYWIDE
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	5	20
Matchlists Sent	142	101	122
Transit Applicants and Info Sent	2	0	4
GRH Washington Applicants	55	11	23
GRH Baltimore Applicants	1	0	1
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	55	0	0
Employers Contacted (Follow-up)	253	124	0
Total Sales Meetings	301	7	0
Total Employers Contacted	609	131	0
Total Broadcast Contacts	10,433	3,187	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	1	2	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
JANUARY - MARCH 2025**

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP JANUARY - MARCH 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	36	8	5
Matchlists Sent	513	73	48
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	3	0	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*See MC	*See MC	*See MC
Employers Contacted (New)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (New)	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Phone	*See MC	*See MC	*See MC
Employers Contacted (Follow up)- Visit	*See MC	*See MC	*See MC
Employers Contacted - Number of Potential (Follow up)	*See MC	*See MC	*See MC
New TDM Programs Established			
Level 1	*See MC	*See MC	*See MC
Level 2	*See MC	*See MC	*See MC
Level 3	*See MC	*See MC	*See MC
Level 4	*See MC	*See MC	*See MC

* See MC - EO numbers reported under MC Countywide

TDM SERVICES

SHADY GROVE

JANUARY - MARCH 2025

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

* See MC - EO numbers reported under MC Countywide

TDM SERVICES**SILVER SPRING****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	6	3	10
Matchlists Sent	41	27	36
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	13	2	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)
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	2	2
Matchlists Sent	46	0	14
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	3	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**NORTHERN SHENANDOAH****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	1	6
Matchlists Sent	155	1	93
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	3	0	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**PRINCE GEORGE'S
JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	23	10	10
Matchlists Sent	205	131	102
Transit Applicants and Info Sent	1	2	4
GRH Washington Applicants	45	20	7
GRH Baltimore Applicants	0	0	1
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**PRTC****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	121	46	68
Matchlists Sent	878	273	292
Transit Applicants and Info Sent	10	2	8
GRH Washington Applicants	84	30	32
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employer Outreach Activity			
Employers Contacted (New)	0	20	226
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	3	0
Total Employers Contacted	0	23	0
Total Broadcast Contacts	0	99	4
New TDM Programs Established			
Level 1	0	0	11
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES**RAPPAHANNOCK-RAPIDAN****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	13	9	4
Matchlists Sent	114	57	19
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	9	3	1
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

TDM SERVICES**TRI-COUNTY****JANUARY - MARCH 2025**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	138	22	1
Matchlists Sent	812	331	18
Transit Applicants and Info Sent	5	0	0
GRH Washington Applicants	42	19	0
GRH Baltimore Applicants	0	0	2
Telework Information Requests	11	0	0
Employer Outreach Activity			
Employers Contacted (New)	22	8	0
Employers Contacted (Follow-up)	19	8	7
Total Sales Meetings	22	7	8
Total Employers Contacted	63	23	0
Total Broadcast Contacts	227	32	8
New TDM Programs Established			
Level 1	16	4	0
Level 2	9	4	0
Level 3	0	0	0
Level 4	0	0	0