COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Q2 FY2025

October – December 2024

COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT
Prepared by TPB Staff on behalf of the Commuter Connections Subcommittee
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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, such as programming and delivering custom reports.

The Commuter Connections Subcommittee convened on November 19; the Commuter Connections Ridematching Committee was scheduled to convene on December 17 but was cancelled due to the passing of a team member. Both committees provide oversight and input on technical elements related to the Commuter Connections program. Notably, new 'Pool Rewards Carpool Incentive Program Guidelines were endorsed by the Subcommittee.

Work continued on the FY2026 CCWP. The State TDM Work Group composed a draft for comment and presentation to the Commuter Connections Subcommittee in November. TPB Staff collected comments and prepared the document for endorsement in January.

Work began on investigating the feasibility of finding a new phone system for Commuter Connections. Microsoft Teams, which is utilized by the rest of COG, was determined as a suitable replacement. However, the internet service provider at the GRH Daily Operations Contractor's office must be modified in order to accommodate the switch. Cox was identified as a suitable ISP.

Two federal grants were implemented throughout the quarter. The Advanced Transportation and Congestion Management Technologies Deployment (ATCMTD) project progressed significantly, culminating with the impending soft launch of the CommuterCash mobile application in early January. The Enhancing Mobility Innovations (EMI) grant program was placed on hiatus until next quarter due to lack of capacity to manage the project.

A Commuter Connections TDM System Training was coordinated and held with Baltimore City on October 31.

Recruitment for a TDM Program Manager was ongoing throughout the quarter.

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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, Q2 FY25

	New Apps	Re-Apps	Follow Ups	Matchlists
ALEXANDRIA	5	1	14	17
ARLINGTON (COG)	17	1	24	70
ANNE ARUNDEL	26	1	2	69
BALTIMORE CITY	24	6	71	85
BMC	18	1	26	82
COG	231	8	211	737
DOD/WHS	4	0	1	6
DISTRICT OF COLUMBIA	52	4	119	184
FDA	1	6	0	2
FAIRFAX COUNTY	69	11	12	290
FREDERICK	12	11	46	112
GW RIDE CONNECT	68	127	428	339
HARFORD	3	1	3	19
HOWARD	16	1	20	168
LOUDOUN	28	75	144	250
MTA	4	1	2	15
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	16	2	21	0
Countywide	7	1	10	101
Friendship Heights/Rockville	0	0	0	0
North Bethesda TMD	8	13	42	73
Shady Grove	0	0	0	0
Silver Spring	1	0	3	27
NIH	2	0	2	0
NORTHERN SHENANDOAH	0	0	0	1
PRINCE GEORGE'S	10	5	45	131
PRTC	46	66	48	273
RAPPAHANNOCK-RAPIDAN	6	0	2	57
TRI - COUNTY	22	273	314	331
TOTAL INPUT	696	615	1,610	3,439

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. Primary software development tasks over the course of Q2 were related to rehabilitating the incenTrip source code to better integrate into the TDM System. Media Beef expects to port all data by January 2. The contractor procured the domains CommuterCash.org and CommuterCash.com and did a soft launch on December 12. The current priorities are trip logging and moving trip and points history data from incenTrip to Commuter Connections servers. Following successful implementation of these functionalities, they will focus on awarding points for qualifying trips, redeeming points, trip history, and editing user profiles.

Media Beef fixed a problem with the TDM server that prevented some vanpool drivers from using the calendar control.

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 2,022**. GRH ID cards are mailed weekly.

Table 2: GRH Activity Summary

	New Registrants	Annual Renewals
October	127	119
November	70	136
December	54	89
TOTAL:	257	344

Figure 1: GRH Enrollment, 3-year Trend

Max: 2,357 Oct-24
Min: 1,412 Apr-22
$y = 16.799x + 1655.1$
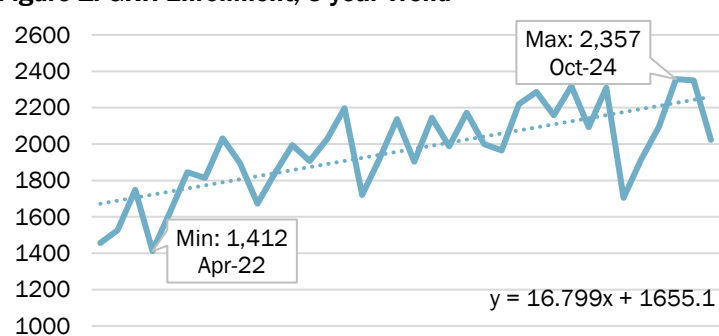
B. PROCESS TRIP REQUESTS AND PROVIDE TRIPS

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
October	69
November	60
December	44
TOTAL:	173

Figure 2: GRH Trips, 3-year Trend

Max: 69 Oct-24
Min: 13 Jan-22
$y = 0.6337x + 36.332$
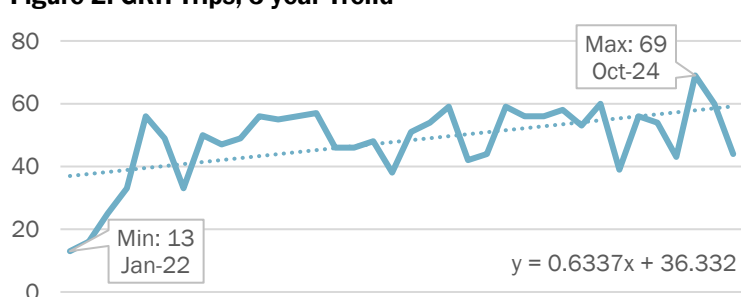
III. Marketing

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 mass marketing campaign featuring a **$624,000 media buy** for rideshare and GRH began in October and featured radio, streaming, social media, digital display, and transit ads. The campaign ran through December. Creative was reused from the Spring 2024 campaign. Work also began on the spring 2025 rideshare/GRH marketing campaign with the formation of the FY2025 Marketing Workgroup.
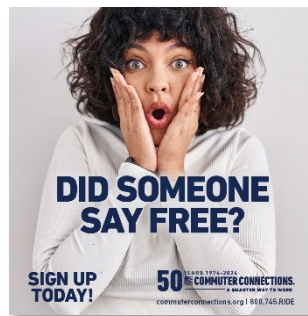
The **Commuter Connections 50th Anniversary Celebration** was held at the National Press Club on October 2. The program featured a retrospective from key stakeholders, a keynote address from DC Mayor Muriel Bowser, the Employer Awards program, and concluding remarks from COG's Executive Director, Clark Mercer. A press release was produced and published, alongside a news highlight. A commemorative video was produced for the event and published on YouTube.

A **newsletter** featuring stories on 2025 Commuter Connections Employer Awards winners was developed and sent on October 16.

A holistic **update to the Commuter Connections website** was published on December 3. Content was updated throughout the website.
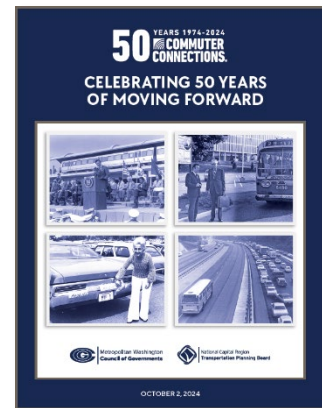
Table 4: Program Engagements

	Website Hits	1-800-745-RIDE Phone Calls	CC Mobile Downloads
October	27,060	362	43
November	26,867	332	58
December	2,129	283	67
TOTAL:	56,056	977	168

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 continued from the prior quarter. A pit stop questionnaire was developed and delivered to pit stop managers to determine anticipated supplies required for event logistics. The sponsorship drive commenced, which helps fund the purchase of event t-shirts. TPB Staff convened a meeting of the Bike to Work Day Steering Committee on November 13 to determine the event's 2025 color theme: Red. Marketing materials were drafted.

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 occurred this year on October 2 in conjunction with the Commuter Connections 50th Anniversary Celebration. Winners were announced and posted to the Commuter Connections website.

The 2025 Employer Awards Call for Nominations was released.

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 Q2, there no new vanpool applicant and zero carpool applicants. There were eleven total vanpools active in the program as of December 31 and no 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 developed. The marketing contractor produced a creative brief and media plan. Following TPB Staff approval, the contractor began developing creative material to be placed in January.

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.

Following the event in September, TPB Staff fulfilled prizes and rewards. Pledge data was analyzed and presented to the Commuter Connections Subcommittee on November 19.

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 319 times during the quarter, bringing total lifetime downloads to 8,351. Additionally, there were 57 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). There were 30 Commuter Connections accounts created through the incenTrip app. A total of 202 incentive requests were submitted by incenTrip users, comprising of 79 check, 99 PayPal, 11 gift card, 11 SmarTrip, and 2 Capital Bikeshare. Staff responded to incenTrip related inquiries from end-users.

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). A total of 6 incentive requests were submitted by incenTrip users, comprising of 5 check and 6 PayPal. 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. TPB Staff maintained the BaltimoreCommutes.org landing page and provided key statistics to MDOT. Staff met with MDOT on December 20th to discuss program requirements and NTD reporting for the program.

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 in June 2024. A bid was received, a technical selection committee was formed, and committee members were asked to review and score the bid. Scores were received and compiled in October. TPB Staff began contract discussions with the preferred vendor. A revised implementation schedule was developed to match the remaining months of the fiscal year. A fully executed contract is pending.

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 an executive summary of monthly accomplishments and program expenditures; summaries for September, October, and November were submitted in Q2. Additionally, a CCWP quarterly progress report for Q1 FY2025 was published and distributed to Commuter Connections network members at the November 19 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 draft document, which was distributed to Regional TDM Marketing Group members in December. Other internal tracking efforts occurring during the quarter included collecting GRH Customer Satisfaction Surveys and further developing the 2024 Bike to Work Event Draft Report, which was presented to the Biket wo Work Day Steering Committee for comment on November 13.

Data was collected for various FY2024 and FY2025 Employer Outreach conformity verification statements. The final Fourth Quarter (FY2024) statement was presented at the October 15 Employer Outreach Committee meeting, along with a draft version of the First Quarter (FY2025) statement. Data collection commenced for the Second 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)		2			10	1	0		20	8
Employer Contacted (follow-up)		1,048			0	48	124		0	8
Total Sales Meetings		28			1	3	7		3	7
Total Employers Contacted		1,078			11	52	131		23	23
Total Broadcast Contacts		6,015			287	171	3,187		99	32
New Level 1 TDM Programs		0			1	1	0		0	4
New Level 2 TDM Programs		1			1	0	0		0	4
New Level 3 TDM Programs		1			0	0	2		0	0
New Level 4 TDM Programs		0			0	0	0		0	0

NOTE: Several unreported jurisdictions for Q2 are likely due to the transition of TPB Staff assigned to the program. Missed data for Q2 will be reported in the Q3 CCWP Progress Report.

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.

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. FY2025 scopes of work and budgets were developed in tandem with local jurisdictions. Frederick County's agreement was fully executed on October 19. Previously, the Tri-County Council for Southern Maryland's (TCCSMD) contract was fully executed. Staff reviewed the Q1 progress reports from Frederick County and TCCSMD. Staff concurred with work performed during Q1 and processed their invoices.

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 October 15. One highlight from the meeting was the release of three Employer Case studies compiled by TPB staff.

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 94. GRH ID cards are mailed weekly.

A marketing campaign for the GRHB program commenced in October and ran through December.

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 assisted in data integration for the MDOT employer outreach database on October 24.

TDM SERVICES

ALEXANDRIA
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	1	2
Matchlists Sent	17	29	13
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	4	8	2
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	64	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	336	18
Employers Contacted (Follow up)- Visit	0	116	0
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	39	11
Level 2	0	16	27
Level 3	0	10	7
Level 4	0	0	0

TDM SERVICES

ARLINGTON
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	17	10	6
Matchlists Sent	70	44	59
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	8	4	10
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	2,503	1,336
Employers Contacted (Follow up)- Visit	0	60	41
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	1
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	27	6
Matchlists Sent	69	141	10
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	11	8	7
GRH Baltimore Applicants	4	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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	13	17
Matchlists Sent	85	83	83
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	32	18	11
GRH Baltimore Applicants	15	0	3
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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	18	10	7
Matchlists Sent	82	62	59
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	20	12	16
GRH Baltimore Applicants	6	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

COG - DC/DE/PA/WVA/VA
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	278	236	176
Matchlists Sent	921	933	547
Transit Applicants and Info Sent	3	7	9
GRH Washington Applicants	45	50	23
GRH Baltimore Applicants	3	1	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	11	55
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	29	58
Employers Contacted (Follow up)- Visit	0	17	52
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	2
Level 2	0	4	9
Level 3	0	1	9
Level 4	0	0	4

TDM SERVICES

DOD/WHS
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	4	4	3
Matchlists Sent	6	8	8
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	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

FAIRFAX
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	69	85	81
Matchlists Sent	290	361	221
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	18	17	25
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	60	136
Employers Contacted (New)- Visit	0	0	33
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	599	370
Employers Contacted (Follow up)- Visit	0	112	70
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	55	34
Level 2	0	17	67
Level 3	0	38	19
Level 4	0	3	2

TDM SERVICES

FDA
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	1	1
Matchlists Sent	2	8	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	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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	12	8	18
Matchlists Sent	112	105	82
Transit Applicants and Info Sent	1	0	2
GRH Washington Applicants	10	8	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	162
Employers Contacted (Follow up)- Visit	0	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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	68	113	90
Matchlists Sent	339	385	295
Transit Applicants and Info Sent	2	4	3
GRH Washington Applicants	19	38	26
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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	0
Matchlists Sent	19	7	25
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	4	4	4
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

HOWARD
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	11	11
Matchlists Sent	168	85	127
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	5	9	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	28	26	22
Matchlists Sent	250	202	151
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	7	5	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	4	1
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	31	94
Employers Contacted (Follow up)- Visit	0	3	9
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	3	0
Level 2	0	1	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	3	4
Matchlists Sent	15	11	10
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	3	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	16	24	10
Matchlists Sent	0	2	2
Transit Applicants and Info Sent	0	1	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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	6	4
Matchlists Sent	101	48	27
Transit Applicants and Info Sent	0	3	1
GRH Washington Applicants	11	13	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	46	20
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	961	2,012
Employers Contacted (Follow up)- Visit	0	33	10
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	4
Level 3	0	2	2
Level 4	0	0	0

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

TDM SERVICES

MONTGOMERY COUNTY
FRIENDSHIP HEIGHTS/ROCKVILLE
OCTOBER - DECEMBER 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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	8	0	6
Matchlists Sent	73	28	32
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	*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
OCTOBER - DECEMBER 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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	3	1	3
Matchlists Sent	27	27	61
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	2	2	4
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)
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	1	0
Matchlists Sent	0	2	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	3	0	0
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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	4	7
Matchlists Sent	1	32	117
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	1	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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	13	6
Matchlists Sent	131	70	95
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	20	21	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	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

PRTC
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	46	58	37
Matchlists Sent	273	245	207
Transit Applicants and Info Sent	2	3	2
GRH Washington Applicants	30	20	12
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	75	537
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	25	0
Employers Contacted (Follow up)- Visit	0	6	11
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	3
Level 2	0	0	8
Level 3	0	0	0
Level 4	0	0	1

TDM SERVICES

RAPPAHANNOCK-RAPIDAN
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	9	6	5
Matchlists Sent	57	72	39
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	3	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	N/A	N/A	N/A
Employers Contacted (New)- Visit	N/A	N/A	N/A
Employers Contacted - Number of 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
OCTOBER - DECEMBER 2024

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	22	18	1
Matchlists Sent	331	335	12
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	19	14	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	2	0
Employers Contacted (New)- Phone	0	9	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potiential (New)	0	0	6
Employers Contacted (Follow up)- Phone	0	7	7
Employers Contacted (Follow up)- Visit	0	8	7
Employers Contacted - Number of Potiential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	6	0
Level 2	0	5	0
Level 3	0	0	0
Level 4	0	0	0