

# COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT

Q4 FY2025

April - June 2025



## **COMMUTER CONNECTIONS WORK PROGRAM QUARTERLY PROGRESS REPORT**

Prepared by TPB Staff for the Commuter Connections Subcommittee

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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.<sup>1</sup> 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, including a training session held for GO Alex on June 12 and OmniRide on June 16.

The Commuter Connections Subcommittee convened on May 20. Among other discussions and updates, the subcommittee was updated on the Visualize 2050 National Capital Region Transportation Plan. Subcommittee members were also invited to participate in the Commuter Connections Strategic Direction Work Group, a volunteer group that will help shape the FY2027 Commuter Connections Work Program by providing feedback and guidance on program delivery approaches. The Commuter Connections Ridematching Committee convened on June 17, where the committee was re-introduced to SchoolPool and given guidance on how to manage new ad source and appform codes, among other discussion topics.

Following the full launch of CommuterCash in March, TPB staff were invited to speak at a number of committees on the topic of commuter resources and incentives:

- TPB Community Advisory Committee – April 10
- TPB Regional Public Transportation Subcommittee – April 22
- ACT Chesapeake Chapter – June 12

Following many months of planning and preparation, Commuter Connections fully migrated to a new phone system, Microsoft Teams, at the COG office and at the Diamond Transportation, Inc. satellite office. All calls coming to the 1-800-745-RIDE phone number are handled through Teams.

Work on the federal project, Enhancing Mobility Innovations (EMI), concluded with a big push to advertise the VanHoppr program to low-income populations in transit deserts.

Staff recruitment activities occurred throughout the quarter. Candidates were identified for the TDM Program Analyst and TDM Marketing and Communications Specialist. The marketing position was filled in late June, while a finalist for the analyst position is expected to start in the summer.

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<sup>1</sup> 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, Q4 FY25**

	New Apps	Re-Apps	Follow Ups	Matchlists
ALEXANDRIA	2	2	96	7
ARLINGTON (COG)	22	3	335	196
ANNE ARUNDEL	80	8	49	263
BALTIMORE CITY	57	3	349	142
BMC	17	5	36	83
COG	473	7	954	1,802
DOD/WHS	5	0	0	2
DISTRICT OF COLUMBIA	72	1	1,400	217
FDA	3	115	81	95
FAIRFAX COUNTY	166	13	787	634
FREDERICK	12	1	123	155
GW RIDE CONNECT	110	93	732	623
HARFORD	10	2	1	55
HOWARD	29	0	63	219
LOUDOUN	91	33	460	658
MTA	10	3	50	63
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	6	0	46	0
Countywide	8	1	313	50
Friendship Heights/Rockville	0	1	0	5
North Bethesda TMD	42	207	248	605
Shady Grove	1	0	0	5
Silver Spring	3	1	183	55
NIH	1	0	13	28
NORTHERN SHENANDOAH	18	5	4	86
PRINCE GEORGE'S	11	5	381	392
PRTC	51	19	127	855
RAPPAHANNOCK-RAPIDAN	22	1	4	80
TRI - COUNTY	75	297	445	521
<b>TOTAL INPUT</b>	<b>1,397</b>	<b>826</b>	<b>7,280</b>	<b>7,896</b>

**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.

With the launch of CommuterCash, TPB staff contracted TDM Software Developer, Media Beef, to provide technical support for CommuterCash participants. A new support@commutercash.org email address was created by Media Beef. An instructional video on how to track trips was developed and published. Work continued on developing in-app technical support.

## **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. Notably, staff created a new geocoding service using a polygon theme to help classify commuter records to employers that have large campuses, and many addresses may now be linked to the same employer.

Many software development tasks over the course of Q4 were focused on enhancing the CommuterCash app with rapid deployment of updates. The app was enhanced to better ease participation in the goDMV Commuter Competition, which occurred from March - May. New reports were created to show goDMV participation metrics. PayPal and Venmo were added to the app as rewards options; check rewards were subsequently removed. Upon the conclusion of goDMV, leaderboards were removed and participants’ point balances reconciled.

Preparations for FY2026 were made, including generating a draft Statement of Work for Media Beef to develop TDM 2.0, which will require rebuilding the TDM System. The groundwork was also laid for a SchoolPool restoration planned for July.

## **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.

## II. Regional Guaranteed Ride Home Program

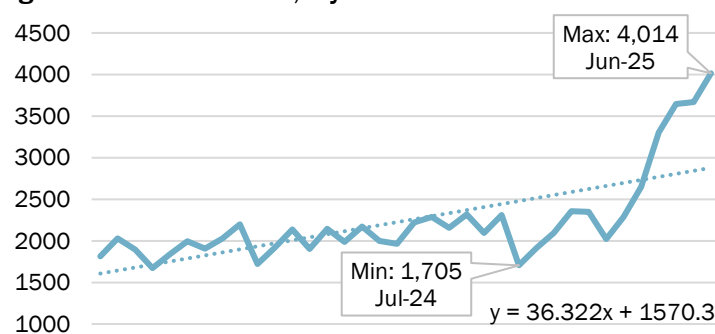
### A. GENERAL OPERATIONS AND MAINTENANCE

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 4,014. GRH ID cards are mailed weekly.

**Table 2: GRH Activity Summary**

	New Registrants	Annual Renewals
April	272	242
May	258	141
June	190	157
<b>TOTAL:</b>	<b>720</b>	<b>540</b>

**Figure 1: GRH Enrollment, 3-year Trend**



### B. PROCESS TRIP REQUESTS AND PROVIDE TRIPS

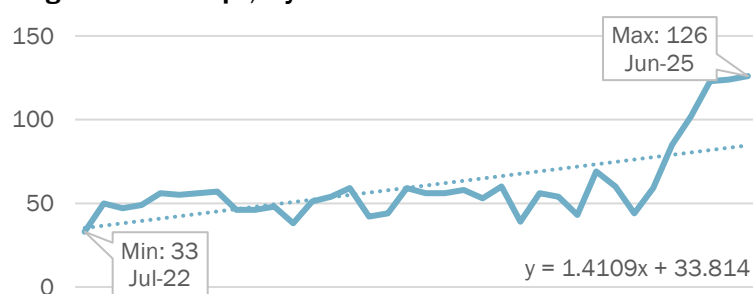
The GRH Operations Contractor, Diamond Transportation, dispatched taxis, Ubers, and rental car trips to eligible program participants who requested one (or more) of their six available trips per calendar year. Trip data is shown below in Table 3 and Figure 2. Diamond Transportation coordinates directly 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
April	123
May	124
June	126
<b>TOTAL:</b>	<b>373</b>

**Figure 2: GRH Trips, 3-year Trend**





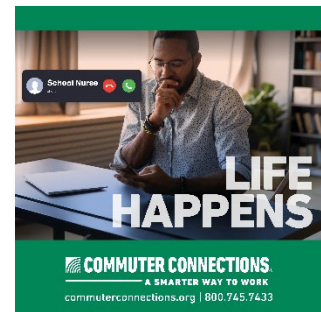
### III. Marketing

#### 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 June 17<sup>th</sup>.

A mass marketing campaign featuring a **\$649,000 media buy** for rideshare and GRH ran throughout the quarter (apart from a brief pause for Bike to Work Day) and featured radio, streaming, social media, digital display, and transit ads. The campaign featured new creative: Carpool Together and Life Happens (GRH). Collateral included banner ads, social media content, videos, and radio scripts/recordings.



**Table 4: Program Engagements, Q4 FY25**

	Website Hits	1-800-745-RIDE Phone Calls	CC Mobile Downloads
<b>April</b>	46,282	802	62
<b>May</b>	46,277	<i>*no data due to phone change</i>	67
<b>June</b>	34,642	827	64
<b>TOTAL:</b>	127,201	1,674	193

An **eNewsletter** was developed and distributed on June 9<sup>th</sup>. The newsletter featured articles on the goDMV employer team winners, the Bike to Work Day event, high customer service ratings for the GRH program, and an announcement regarding Metro’s Better Bus initiative.

#### 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, with the final Steering Committee meeting occurring on May 7<sup>th</sup>, where TPB staff provided final event logistics updates to over 100 pit stop managers.

Marketing materials were developed by the Regional TDM Marketing Contractor, Odonnell Company, following guidance provided by TPB staff. Materials were distributed to pit stop managers and other stakeholders in the form of a marketing toolkit. A marketing campaign was developed in conjunction with Odonnell Company. The campaign began in ran from late April through the event date (May 15) and featured digital banner ads, social media ads, radio ads, calendar listings, newsletter articles, press releases, and other earned media opportunities. Additionally, banner art was provided to pit stop managers.



Staff facilitated the delivery of event t-shirts directly to pit stop managers. (T-shirts were procured via RFP using the \$50,150 netted from the event sponsorship drive in Q3.)

A regional Bike to Work Day Proclamation designating Thursday, May 15 as the official regional date for the event was signed by the National Capital Region Transportation Planning Board. Loudoun County and Charles County also signed local proclamations.

The BikeToWorkMetroDC.org website was continuously updated to convey important event information. Updates included new pit stop information, press release publications, convoy information, etc.

The event was successfully held on Thursday, May 15. **More than 12,700 participants registered for the event at one of over 100 pit stops scattered throughout the region.** Following the event, raffle prize winners were notified and event sponsors were thanked.

## 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 event occurred on Wednesday, June 25<sup>th</sup> at the National Press Club.

There were several planning and preparation activities conducted throughout the quarter. TPB staff secured vendors for the awards trophies, video services, and printing for the program booklets. Staff notified Employer Awards winners as determined by the Selection Committee and determined winners of the Employer Outreach Team and Organization awards in



April. Staff worked with the Regional TDM Marketing contractor, Odonnell Company, to design the awards program booklet, program invitation, and podium sign. E-invites were created and distributed along with a follow-up reminder to RSVP for the event. Videos were produced featuring each of the winners. A media plan was created in conjunction with the marketing contractor. An agenda for the event was finalized. Staff prepared remarks for TPB officers presenting awards at the ceremony.

Following the event, a press release was issued. Additionally, a digital ad was placed in the Washington Business Journal that recognized the winners; the ad was developed by staff and Odonnell Company. Winners were listed on CommuterConnections.org. An eNewsletter recognizing winners was prepared for distribution in early July. Staff sent thank you letters to presenters.

## **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. 17 vanpools and 25 carpools received subsidies/incentives in Q4, which are unprecedented figures for the program.

A Request for Qualifications (RFQ) seeking to onboard Vanpool Operators for FY2026 was developed and published. Two vendors submitted responses. Contract negotiations with both vendors are ongoing as of June 30; however, service to existing vanpools is uninterrupted.

## **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 or requests for payment. However, the app saw some activity: CarpoolNow was downloaded 224 times during the quarter, bringing total lifetime downloads to 8,844.

## **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 was fully launched on March 3<sup>rd</sup> in tandem with the goDMV Commuter

Competition. Feedback was gathered from early adopters to help improve/optimize the app. A marketing campaign was implemented to compliment that app’s release from March through May. The campaign featured traditional banner and social media ads, and ads from the Enhancing Mobility Innovation (EMI) federal grant targeting low-income populations in transit deserts. **The app was downloaded 17,017 times throughout the quarter**, bringing total lifetime downloads to 19,858.

TPB staff fulfilled incentive requests and provided customer service to program participants.

## I. MDOT COMMUTERCASH MOBILE APPLICATION

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

## J. MDOT KEY BRIDGE EMERGENCY TDM

TPB Staff maintained the BaltimoreCommutes.org landing page and provided key statistics to MDOT. Additionally, staff supported MDOT as the Baltimore Commutes Ride Together Rewards program commenced in May, offering vanpool subsidies of \$500/month to qualifying vanpools and an opportunity for qualified carpools to earn gift card incentives. The BaltimoreCommutes.org landing page was updated to convey program information; webpages for each program were built for the CommuterConnections.org website. 56 vanpools were rolled into the program; several carpools were queued to begin participation in July.

## **IV. Monitoring and Evaluation**

### **A. REGIONAL TDM DATA COLLECTION AND ANALYSIS**

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

- TDM Program Evaluation Framework: The document was finalized and published following the Commuter Connections Subcommittee meeting on May 20<sup>th</sup>.
- 2025 State of the Commute: Over 500,000 postcard invitations were mailed to employed households throughout the region over the course of two waves. The invitations generated over 4,000 responses. A survey incentive was provided to select raffle winners. Foursquare ITP began analyzing the results.
- 2025 Guaranteed Ride Home Applicant Survey: The survey questionnaire was developed and finalized after receiving feedback from the TDM Evaluation Work Group. Foursquare ITP began programming the survey.

TPB staff convened the TDM Evaluation Workgroup on May 20<sup>th</sup> 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. PROGRAM 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 March, April, and May were generated in Q4. Additionally, a CCWP quarterly progress report for Q3 FY2025 was published and distributed to Commuter Connections network members at the May 20<sup>th</sup> 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 Second Half Marketing Campaign Summary document, which was distributed to Regional TDM Marketing Group members in June. Other internal tracking efforts occurring during the quarter included collecting goDMV participant data and GRH Customer Satisfaction Surveys.

Work specifications for a Commuter Connections Vital Statistics dashboard were drafted using input from the State TDM Work Group. The dashboard is envisioned to showcase key metrics affiliated with the program, including metrics required for grant reports. Staff generated a contract amendment with Foursquare ITP to develop the dashboard, which is expected to be published for network members in early 2026.

**Table 5: Employer Outreach Regional Activity Summary, Q4 FY25**

	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
<b>Employers Contacted (new)</b>	52	0			7		0			22
<b>Employer Contacted (follow-up)</b>	151	2,795			42		225			19
<b>Total Sales Meetings</b>	77	69			0		18			22
<b>Total Employers Contacted</b>	280	2,864			49		243			63
<b>Total Broadcast Contacts</b>	832	4,370			280		702			229
<b>New Level 1 TDM Programs</b>	10	0			0		0			16
<b>New Level 2 TDM Programs</b>	5	0			0		0			9
<b>New Level 3 TDM Programs</b>	4	0			0		2			0
<b>New Level 4 TDM Programs</b>	18	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.

#### **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 updated and distributed the bicycling guide for the Bike to Work Day event.

### **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. Staff reviewed progress reports from the previous quarter and processed invoices from jurisdictions who have active contracts. Prince George's County's FY2025 contract is outstanding as of June 30<sup>th</sup>.

Staff presented at a Commuter Choice Maryland webinar on June 26<sup>th</sup> showcasing commuter programs and incentives available to Maryland employers. Staff also consulted with Montgomery County on topics related to their NextGen TDM effort on June 27<sup>th</sup>.

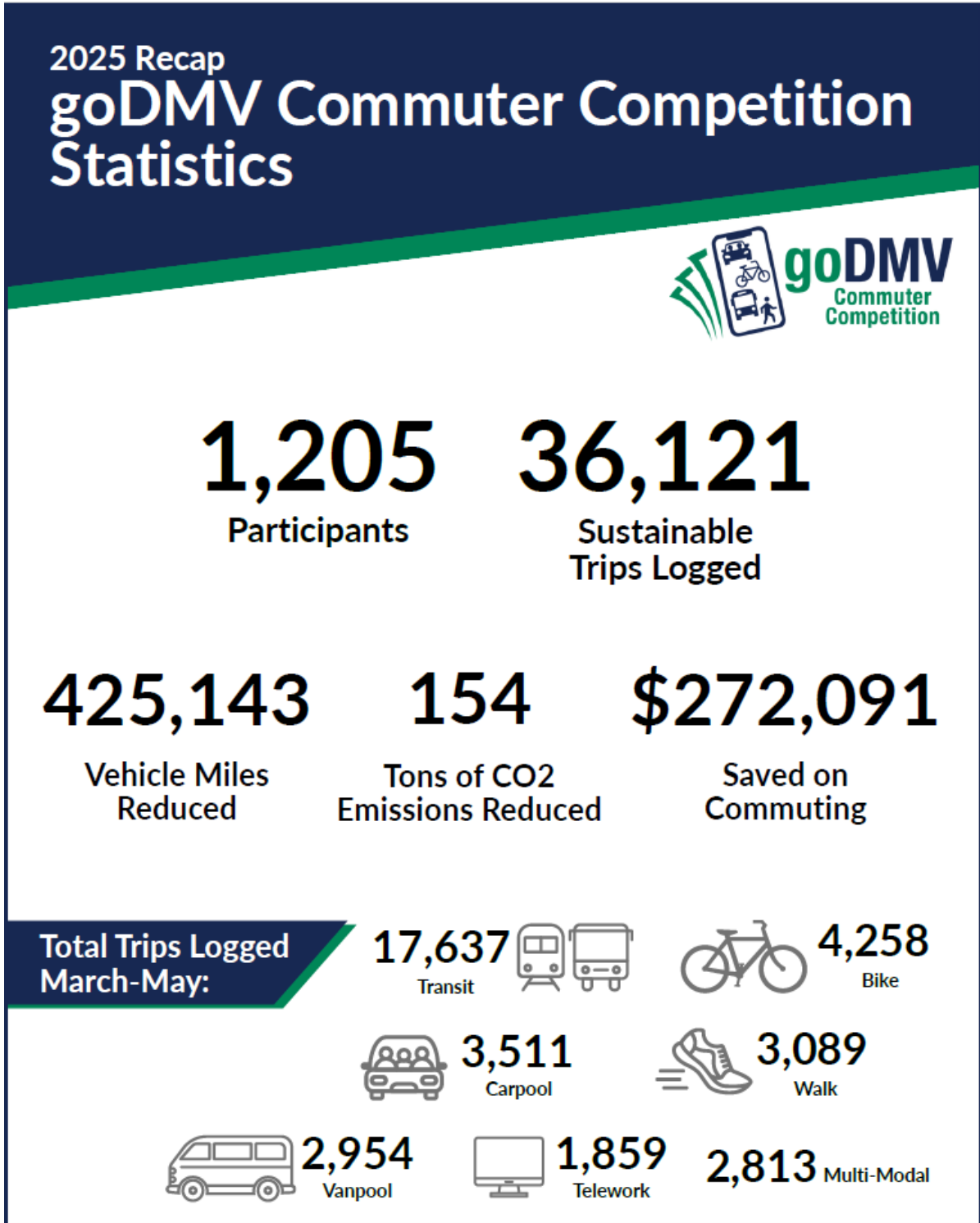
#### **B. DC, MD, AND VA PROGRAM ADMINISTRATION**

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 April 15<sup>th</sup>. Notable discussion items at the meeting included staff guidance on managing employer records in the Commuter Connections TDM System and a roundtable discussion on the recent RTO mandate for federal employees.

TPB staff administered the goDMV Commuter Competition in partnership with the Regional Employer Commuter Competition Work Group. The competition formally commenced in March and concluded at the end of May. Staff regularly convened the work group to seek feedback and guidance on implementation strategies. Thirty employer teams had employees actively log trips. Staff provided on-call event support to local coordinators promoting the competition. Prize winners were identified and prizes fulfilled. Monthly update emails were drafted and sent to participants and ETCs. An instructional video for participants was published to YouTube. The goDMV webpage featured

frequent FAQ updates. A post-event survey was distributed to participants. Staff facilitated celebratory luncheons at employer team winners' worksites.





## **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 131. GRH ID cards are mailed weekly.

A marketing campaign for the GRHB program occurred throughout the quarter, terminating late 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 86 trips provided throughout the quarter. Diamond Transportation coordinates directly with TPB staff on occasions where the trip approval process becomes complex. (This was especially prevalent this quarter, as fraudulent trip requests increased significantly.) 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 provide guidance and support to Employer Outreach representatives, upon request.

# APPENDIX

## TDM SERVICES

### ALEXANDRIA

ARPIL - JUNE 2025

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	2	11	6
Matchlists Sent	7	44	23
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	12	28	8
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	52	132	166
Employers Contacted (Follow-up)	151	274	0
Total Sales Meetings	77	104	0
Total Employers Contacted	280	510	412
Total Broadcast Contacts	0	0	202
<b>New TDM Programs Established</b>			
Level 1	10	96	6
Level 2	5	23	1
Level 3	4	13	4
Level 4	18	0	0

**TDM SERVICES**

**ARLINGTON**

**APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	22	54	11
Matchlists Sent	196	248	32
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	11	27	9
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	2	2
Employers Contacted (Follow-up)	2,795	1,048	0
Total Sales Meetings	69	28	0
Total Employers Contacted	2,864	1,078	1,870
Total Broadcast Contacts	0	6,015	48
<b>New TDM Programs Established</b>			
Level 1	0	0	2
Level 2	0	1	0
Level 3	0	1	0
Level 4	0	0	0

**TDM SERVICES**

**ANNE ARUNDEL  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	80	71	20
Matchlists Sent	263	335	70
Transit Applicants and Info Sent	1	0	1
GRH Washington Applicants	47	48	7
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**BALTIMORE CITY  
APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	46	31	22
Matchlists Sent	142	212	123
Transit Applicants and Info Sent	2	1	1
GRH Washington Applicants	52	46	21
GRH Baltimore Applicants	4	2	1
Telework Information Requests	0	0	0

**TDM SERVICES**

**BMC**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	17	15	13
Matchlists Sent	83	80	63
Transit Applicants and Info Sent	2	1	0
GRH Washington Applicants	27	37	14
GRH Baltimore Applicants	2	1	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**COG - DC/DE/PA/WVA/VA  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	545	645	217
Matchlists Sent	2,019	2,297	774
Transit Applicants and Info Sent	15	22	3
GRH Washington Applicants	101	120	41
GRH Baltimore Applicants	1	2	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	0	12
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	0	0
Total Employers Contacted	0	0	610
Total Broadcast Contacts	0	0	20
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	3
Level 3	0	0	4
Level 4	0	0	3

**TDM SERVICES**

**DOD/WH**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	5	3
Matchlists Sent	2	23	12
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



**TDM SERVICES**

**FAIRFAX**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	166	385	85
Matchlists Sent	634	1,583	343
Transit Applicants and Info Sent	4	10	2
GRH Washington Applicants	59	110	16
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	0	166
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	0	0
Total Employers Contacted	0	0	408
Total Broadcast Contacts	0	0	193
<b>New TDM Programs Established</b>			
Level 1	0	0	78
Level 2	0	0	37
Level 3	0	0	48
Level 4	0	0	5

**TDM SERVICES**

**FDA**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	234	2
Matchlists Sent	95	1,022	9
Transit Applicants and Info Sent	0	4	0
GRH Washington Applicants	31	136	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**FREDERICK**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	21	63	18
Matchlists Sent	155	558	189
Transit Applicants and Info Sent	2	2	0
GRH Washington Applicants	30	36	5
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	7	10	1
Employers Contacted (Follow-up)	42	0	0
Total Sales Meetings	0	1	0
Total Employers Contacted	49	11	166
Total Broadcast Contacts	0	287	0
<b>New TDM Programs Established</b>			
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  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	110	259	119
Matchlists Sent	623	1,329	444
Transit Applicants and Info Sent	2	13	4
GRH Washington Applicants	82	90	32
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**HARFORD**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	8	1
Matchlists Sent	55	36	16
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	9	16	0
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**HOWARD**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	29	80	13
Matchlists Sent	219	464	97
Transit Applicants and Info Sent	5	3	0
GRH Washington Applicants	33	74	6
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

**TDM SERVICES**

**LOUDOUN**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	91	142	28
Matchlists Sent	658	959	319
Transit Applicants and Info Sent	1	2	2
GRH Washington Applicants	40	58	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	1	3
Employers Contacted (Follow-up)	0	48	0
Total Sales Meetings	0	3	0
Total Employers Contacted	0	52	62
Total Broadcast Contacts	0	171	5
<b>New TDM Programs Established</b>			
Level 1	0	1	6
Level 2	0	0	1
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**MTA**

**ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	10	15	10
Matchlists Sent	63	75	31
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	8	13	3
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0



**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	6	7	1
Matchlists Sent	0	6	0
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	0	1	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
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  
APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	8	30	18
Matchlists Sent	50	142	105
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	43	55	11
GRH Baltimore Applicants	0	1	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	0	23
Employers Contacted (Follow-up)	225	124	0
Total Sales Meetings	18	7	0
Total Employers Contacted	243	131	6,405
Total Broadcast Contacts	0	3,187	73
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	0
Level 3	2	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  
APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	5	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**

**NORTH BETHESDA TMD  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	42	36	9
Matchlists Sent	605	513	83
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	0	3	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  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	0	0
Matchlists Sent	5	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  
 ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	6	2
Matchlists Sent	55	41	30
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	9	13	3
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)  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	4	0
Matchlists Sent	28	46	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	1	11	0
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0

**TDM SERVICES****NORTHERN SHENANDOAH****APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	18	17	5
Matchlists Sent	86	155	116
Transit Applicants and Info Sent	0	1	2
GRH Washington Applicants	9	3	4
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0



**TDM SERVICES****PRINCE GEORGE'S  
ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	11	23	14
Matchlists Sent	392	205	96
Transit Applicants and Info Sent	5	1	1
GRH Washington Applicants	36	45	22
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	0	125
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	0	0
Total Employers Contacted	0	0	13
Total Broadcast Contacts	0	0	3
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES****PRTC****APRIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	51	121	55
Matchlists Sent	855	878	246
Transit Applicants and Info Sent	1	10	1
GRH Washington Applicants	70	84	14
GRH Baltimore Applicants	0	0	0
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	0	20	215
Employers Contacted (Follow-up)	0	0	0
Total Sales Meetings	0	3	0
Total Employers Contacted	0	23	0
Total Broadcast Contacts	0	99	5
<b>New TDM Programs Established</b>			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	1
Level 4	0	0	0

**TDM SERVICES****RAPPAHANNOCK-RAPIDAN****ARPIL - JUNE 2025**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	13	13
Matchlists Sent	80	114	93
Transit Applicants and Info Sent	0	0	1
GRH Washington Applicants	8	9	3
GRH Baltimore Applicants	0	0	1
Telework Information Requests	0	0	0

**TDM SERVICES****TRI-COUNTY**

ARPIL - JUNE 2025

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	75	138	0
Matchlists Sent	521	812	10
Transit Applicants and Info Sent	2	5	0
GRH Washington Applicants	51	42	0
GRH Baltimore Applicants	0	0	2
Telework Information Requests	0	0	0
<b>Employer Outreach Activity</b>			
Employers Contacted (New)	22	8	0
Employers Contacted (Follow-up)	19	8	4
Total Sales Meetings	22	7	14
Total Employers Contacted	63	23	0
Total Broadcast Contacts	0	32	12
<b>New TDM Programs Established</b>			
Level 1	16	4	0
Level 2	9	4	0
Level 3	0	0	0
Level 4	0	0	0