

**COMMUTER CONNECTIONS SUBCOMMITTEE
MEETING HIGHLIGHTS
January 20, 2026**

The [meeting recording](#) is available to rostered committee members. Contact the Subcommittee's Staff Lead, Dan Sheehan (dsheehan@mwkog.org), for the password to view the meeting recording.

1. INTRODUCTIONS

The meeting was brought to order by the Subcommittee Chair, Wendy Klancher, Arlington County. Chair Klancher asked new attendees participating in the Webex and in-person attendees to introduce themselves.

2. NOVEMBER 18, 2025 MEETING HIGHLIGHTS

Highlights of the prior subcommittee meeting were displayed for members to review. Chair Klancher requested a motion to approve the minutes of the previous Commuter Connections Subcommittee meeting. Leigh Anderson, GWRideConnect, made a motion to approve the meeting highlights; Theresa McMullin, Fairfax County, seconded the motion. The highlights were approved.

3. FY2027 COMMUTER CONNECTIONS WORK PROGRAM (CCWP)

Dan Sheehan, TPB staff, provided an overview of the draft FY2027 Commuter Connections Work Program (CCWP). The CCWP contains work products and services to be completed by the Commuter Connections program within one fiscal year. Subcommittee members were previously invited to provide comment on the draft document following a presentation at the November 18th subcommittee meeting. Staff updated the document where necessary based on feedback.

Chair Klancher requested a motion to endorse the draft FY2027 Commuter Connections Work Program for release to the TPB for their review and consideration. Katy Lang, DDOT, made a motion to endorse the report for release; George Clark, TCCSMD, seconded the motion. The document will be presented to the TPB and its Technical Committee in February.

4. 2025 BIKE TO WORK DAY EVENT REPORT

Lindsay Haake, TPB staff, presented the 2025 Bike to Work Day Event Report. The report features a comprehensive summary of activities surrounding the event, including elements such as pit stop summaries, marketing efforts, and registration metrics. Subcommittee members were previously invited to provide comment on the draft report following a presentation at the November 18th subcommittee meeting. Staff updated the report where necessary based on feedback.

Chair Klancher requested a motion to endorse the 2025 Bike to Work Day Event Report for release. Katy Lang, DDOT, made a motion to endorse the report for release; Terri Lamb, DATA, seconded the motion. The report will be posted to the Commuter Connections website.

5. FY2025 GUARANTEED RIDE HOME (GRH) CUSTOMER SATISFACTION SURVEY

Tas Hossain, TPB staff, presenting findings from the FY2025 GRH Customer Satisfaction survey. Overall satisfaction with the program, as reported by participants who request rides, remains high with 92% of participants rating the service as “Excellent” or “Good.” Some participants had issues with the quality of taxi or Uber driver who provided their ride home.

The subcommittee discussed several tangential items related to the GRH program, including strategies to increase awareness and usage of the program and a desire to better understand the demographics of participants and where trips are occurring. Staff agreed to investigate these suggestions outside of the GRH Customer Satisfaction Survey report.

The subcommittee was invited to issue further comment on the report by Wednesday, February 4. Comments may be sent to docomments@mwcog.org.

6. FY2026 Q2 CCWP PROGRESS REPORT

TPB staff deferred this item to the March meeting.

7. STAFF UPDATES

A. 2026 Employer Awards Call for Nominations. Nominations for the 2026 Commuter Connections Employer Awards program will be accepted through January 31, 2026. The awards nomination form will be available at <https://www.commuterconnections.org/employers/employer-awards/>.

B. Bike to Work Day Sponsorship Drive Update. The sponsorship drive is on pace to yield less pledges this year compared to last year. Subcommittee members are encouraged to refer perspective sponsors to the pledge form on the Bike to Work Day website to secure sponsorship dollars by January 31, 2026.

C. TDM Marketing & Communications Specialist Recruitment. Commuter Connections anticipates posting a job opening for a TDM Marketing & Communications Specialist in February. Subcommittee members are encouraged to pass along the opportunity to their professional networks.

D. 2025 State of the Commute Report Release. TPB staff will release the 2025 State of the Commute report at a media event just prior to the TPB meeting tomorrow. The TPB will also receive a briefing on key findings from the report.

E. Upcoming Super Tuesday Agenda Topics. TPB staff reviewed notable discussion items on agendas for the Ridematching, Regional TDM Marketing, and Employer Outreach committees meeting today.

8. OTHER BUSINESS

There was no major discussion during this item.

9. ADJOURN

The next meeting of the Commuter Connections Subcommittee meeting will be held on March 17, 2026, from 10:00 a.m. to 12:00 p.m.