

#### MISSION STATEMENT

The Maryland Department of Transportation is a customer-driven leader that delivers safe, sustainable, intelligent, exceptional, and inclusive transportation solutions in order to connect our customers to life's opportunities.



**COMMUTER CHOICE MARYLAND**

# Maryland Employer Commuter Benefits

*Helping Maryland's employers and commuters*



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# 1

## INTRODUCTION

### About the Commuter Choice Maryland Program

Diminished productivity, frustration and lost time are felt by many Maryland employees who experience traffic with their daily commutes. In an effort to ease commuter challenges, the Maryland Department of Transportation's (MDOT) launched Commuter Choice Maryland. Commuter Choice Maryland is a Travel Demand Management (TDM) program that works with employers to maximize traveler choices, and deliver transportation solutions and services that can reduce congestion, conserve energy, protect the environment, and facilitate economic opportunity.



### How can we help you?

We aim to help take the stress out of the daily commute by promoting alternative options to driving alone such as the use of public transportation, carpooling, vanpooling, walking, biking, teleworking, and alternative work schedules, to enhance the quality of life for all Marylanders. The Commuter Choice Maryland team, in conjunction with local TDM specialists, provide free support to help commuters find their best way to work, and to help employers establish commuter benefits programs that help recruit and retain top talent, meet sustainability goals, and qualify for financial benefits including the Federal Transportation Fringe and Maryland Commuter Tax Credit.

Visit [CommuterChoiceMaryland.com](https://CommuterChoiceMaryland.com) for more information.

### Contact Commuter Choice Maryland

#### Commuter Choice Maryland

**Website:** [CommuterChoiceMaryland.com](https://CommuterChoiceMaryland.com)

**Phone:** 410-865-1100

**Hours:** Monday–Friday from 8:30 AM – 5:00 PM

**Email:** [CommuterChoice@mdot.maryland.gov](mailto:CommuterChoice@mdot.maryland.gov)

**Facebook:** [facebook.com/CommuterChoiceMaryland](https://facebook.com/CommuterChoiceMaryland)

**LinkedIn:** [linkedin.com/company/commuter-choice-md1](https://linkedin.com/company/commuter-choice-md1)





# 2

## UNDERSTANDING COMMUTER BENEFITS

### What are Commuter Benefits?

Commuter benefits are incentives offered by employers to employees that help save out-of-pocket expenses for commuting to work. Typically, commuter benefits reduce an employee's taxable income through direct subsidies and pre-tax savings, but a commuter benefits program can also provide and promote services that support commuting options. The remaining sections of this toolkit will help describe the different aspects of commuter benefits programs and steps to implement a program at your organization.

Employers who offer commuter benefits to their employees often realize organization-wide benefits, including:

#### Human Resources Benefits

- Improved recruiting and expanded labor pool
- Increased job satisfaction and employee retention
- Reduced stress of commuting
- Supports employee health and wellness
- Increased productivity

#### Financial Benefits

- Maryland tax savings—employers may claim 50% of the cost of providing eligible commuter subsidies (up to \$1,200 per employee per year) with the Maryland Commuter Tax Credit
- Federal tax savings—employers may receive additional payroll tax savings when offering benefits that qualify under the IRS Section 132(f) Federal Transportation Fringe Benefits
- Reduced costs associated with employee recruiting and turnover
- Reduced parking costs
- Reduced facility costs

#### Public Relations Benefits

- Positive media coverage
- Improved company image
- Recognized as an environmental leader

#### Corporate Social Responsibility

- Improved regional air quality
- Decreased traffic congestion
- Reduced carbon footprint and contribute to company or building sustainability certifications



### Did you know?

*Commuter benefits are multifaceted. Not only will these programs and services help your current workforce, they will help your business attract new talent as well!*





# 3

## MARYLAND COMMUTER TAX CREDIT

### 3.1. What is the Maryland Commuter Tax Credit?

Maryland employers, including organizations exempt from taxation under §501(c)(3) or (4) of the Internal Revenue Code, may claim a tax credit for 50% of the eligible costs of providing commuter benefits to participating employees, up to \$100 per employee per month.

The credit may be taken against corporate income tax, personal income tax, state and local taxes withheld (for tax-exempt organizations), or insurance premiums tax. The same credit may not, however, be applied to more than one tax type. The Maryland Commuter Tax Credit is entirely separate from Federal payroll tax savings obtained through employers providing pre-tax or subsidized commuter benefits (see [Section 4](#)), but where applicable, employers may be able to take advantage of both financial savings options. Sole proprietorships, corporations, tax-exempt nonprofit organizations, and pass-through entities, such as partnerships, sub chapter S corporations, limited liability companies and business trusts may also claim the tax credit.

In addition to the Maryland Commuter Tax Credit, Federal tax code allows employers to offer employees tax-free commuter benefits for qualifying parking, vanpool, and transit benefits up to the annual allowable limit (please refer to [Section 4](#) for more details).





### 3.2. Qualifying for the Maryland Commuter Tax Credit

The credit is applicable for any of the following: employer-subsidized cost of transit for their employees, employer-funded Vanpool Program, employer-funded Guaranteed Ride Home (Emergency Ride Home) Program, employer-funded Cash-In-Lieu of Parking Program, telework subsidies, employer-funded carpool program, employer-funded active transportation program, and employer-funded multimodal commuter last mile connection. The tax credit was expanded in July 2022 to cover the last four items.

To qualify for this credit, all employer-funded commuter benefits through the Maryland Commuter Tax Credit must meet the purpose of transporting employees from their residence or designated meeting place (e.g., Park and Ride Lot) to or from their place of employment in Maryland AND all commutes must take place weekdays between 5:00 a.m. and 7:00 p.m.



#### Employer-Funded Cost of Transit

Employers may claim the tax credit if they subsidize the cost of transit for their employees on a publicly or privately-owned mass transit system other than a taxi service for travel between the employee's home and workplace. Examples of eligible transit expenses include: MTA fare media or vouchers, local transit systems, WMATA system fare media, and Amtrak.



#### Employer-Funded Vanpool Program

Employers who provide a vanpool or subsidize the cost of commuting by vanpool for their employees may claim the tax credit if they meet the following requirements:

- Vehicle has a seating capacity of at least six adult individuals.

And, at least 80% of the annual mileage incurred must:

- Meet the purpose of transporting employees between their residence and place of employment.
- Trips must transport at least one-half of the vehicle's adult seating capacity.

For more information reference the *Commuter Choice Maryland Vanpool Toolkit*.



#### Employer-Funded Cash-In-Lieu of Parking Program

An employer may claim the tax credit if they provide a cash allowance to an employee in an amount equal to the parking subsidy that the employer would otherwise pay or incur to provide the employee a parking space.



#### Employer-Funded Guaranteed Ride Home

An employer may claim the tax credit if they provide immediate transportation for an employee who participates in any of the commuter benefits options available with the Maryland Commuter Tax Credit who has to leave work early for illness or other verifiable emergency including unscheduled overtime.



#### Employer-Funded Telework Program

An employer may claim the tax credit if they provide a telework subsidy to an employee to cover prorated costs associated with teleworking such as internet costs, computer equipment costs, telephone costs, costs for software and supplies not provided by the employer but necessary for the employee to perform the employee's job, and membership costs for co-working spaces and telework centers.



### Employer-Funded Carpool Program

An employer may claim the tax credit if they provide a carpool subsidy to their employees meeting the following requirements:

- Commute shared with two or more individuals for more than 80 percent of the trip.
- Costs covered including E-ZPass and/or toll fees, parking fees, or other costs associated with carpooling as appropriate.
- Participating carpoolers are registered with the Commuter Connections Ridesharing Program.

Reimbursement for maintaining or purchasing a vehicle used for carpooling is not an eligible expense.



### Employer-Funded Active Transportation Program

An employer may claim the tax credit if they provide an active transportation subsidy to their employees for walking, bicycling, or scootering (includes bicycling on a bicycle with an electric component or operating a scooter with an electric component) meeting any of the following cost requirements: bicycle maintenance, shared bicycle membership, shared scooter membership, bicycling gear (limited to helmets, hydration packs, bottles with cages, spare tubes, patch kits, pumps, tire levers, cycling multitools, bike shoes, bike gloves, saddle bags, reflective accessories, and locks); and walking gear (limited to reflective accessories and walking or running shoes).



### Employer-Funded Multimodal Commuter Last Mile Connection

An employer may claim the tax credit if they provide subsidies, payments, or reimbursement to employees who participate in a commuter benefit option(s) with the Maryland Commuter Tax Credit and utilizes a ride hail service for a last mile connection meeting the following requirements: utilize a ride hail service for up to five miles of a multimodal commuter trip (transit, carpool, vanpool, and active transportation) to connect a commuter to work and/or a multimodal option.







### 3.3. Maryland Commuter Tax Credit Calculation

The business entity may claim a tax credit in an amount equal to 50% of the cost of providing commuter benefits to the business entity's employees and may not exceed \$100 per individual employee per month.

If the credit is more than the state tax liability, the unused credit may not be carried forward to any other tax year.

A tax-exempt organization may estimate the amount of the tax credit for qualifying employees for the tax year.

The total amount of the estimated credit should be divided evenly over the number of periods for filing withholding returns (Form MW506). For example, if quarterly returns are required, then the total estimated credit should be divided by four. Each payment to the Comptroller would be reduced by the pro rata amount of the credit.

Alternatively, the tax-exempt organization could apply the credit against the tax on unrelated business taxable income.

More information regarding Federal tax benefits can be found in [Section 4](#) of this toolkit.

### 3.4. Documentation Required

For taxable years beginning after December 31, 2012, the income tax credit is available only on an electronically-filed income tax return for the tax year in which the credit is being claimed.

#### State and Local Taxes Withheld

Maryland State Form 508CR must be submitted with Form MW508, the Maryland Annual Employer Withholding Reconciliation Report for § 501 (c) (3) and (4) organization to claim this credit against Maryland income tax withheld. All other Maryland businesses should file the MD State Form 500-CRW.

#### Maryland Commuter Tax Credit Registration Form

The [registration form](#) must be completed each time a business applies for the Commuter Tax Credit. The form is available at [onestop.md.gov](http://onestop.md.gov) and can be completed electronically. Employers must re-register annually for this tax credit.

### 3.5. Insurance Premiums Tax

Documentation of the credit shall be maintained by the taxpayer in their files and be made available to the Insurance Commissioner upon request, in accordance with COMAR 31.06.04.03. The documentation should include documents from the agency granting the credit and a list of the names and telephone numbers for the taxpayer's staff who are directly involved in granting the credits. All information shall be retained for a minimum of three years from the date of [the filing of the final tax return on which the credit is taken](#).





# 4

## FEDERAL TAX-FREE COMMUTER BENEFITS

Employers are able to offer employees Federal transportation fringe benefits which are regulated under Section 132(f) of the IRS tax code. As of January 1, 2023, federal law allows employers to offer employees up to \$300 per month tax-free for transit and vanpool commuting, and \$300 per month tax-free for qualified parking (defined as parking provided to an employee by an employer on or near the business premises, or at a location from which the employee commutes such as a park-and-ride lot). These benefits can be provided as an as employer-provided subsidy, employee pre-tax deduction, or combination of both. These benefits are explained in greater detail in IRS Section 132(f) and at [www.irs.gov/pub/irs-pdf/p15b.pdf](https://www.irs.gov/pub/irs-pdf/p15b.pdf).



UP TO  
**\$300**  
per month  
tax free

### Employer Subsidy

With the employer subsidy option, employers support their employees' commutes by providing a monthly subsidy for the use of transit, vanpooling, and qualified parking of up to \$300 per month, Federal payroll tax-free. As a result, the employee commutes for a greatly reduced cost, or in many cases at no cost.

### Employee Pre-Tax

Under the employee pre-tax option, an employee purchases qualifying transit or vanpool fare, or pays for qualifying parking, using a pre-tax salary deduction up to \$300 per employee per month. The employee's federal, state, and Federal Insurance Contributions Act (FICA) taxes are reduced and the employer's payroll taxes are reduced as a result of the reduced taxable wages.

### Combination Employer Subsidy / Employee Pre-Tax Option

In the combination employer subsidy / employee pre-tax option, the employer pays for a portion of an employee's transit, vanpool, or qualified parking costs, while the employee pays for the remaining costs using pre-tax salary deduction. The employer and employees receive benefits provided both in the employer subsidy and employee pre-tax options.



# 5

## CREATING A COMMUTER BENEFITS PROGRAM

When developing your commuter benefits program, it is imperative to strategize on important values, what works best for your employees, and what works best for your work site location. Before getting started, you are encouraged to contact the Commuter Choice Maryland team or your county's commute program specialist for guidance. To support the development of your commuter benefits program the following steps are recommended:

1. Build your team and identify an Employee Transportation Coordinator (ETC)
2. Assess your organization's needs and goals
3. Decide what commuter benefits will be offered, when the program will begin, and how the program will be administered
4. Develop promotional materials and enrollment instructions and launch the program
5. Plan for regular evaluation
6. File for the Maryland Commuter Tax Credit (if applicable)
7. Earn recognition as a Commuter Choice Maryland Employer Partner



### 5.1. Build Your Team and Identify an Employer Transportation Coordinator (ETC)

Identifying an ETC will aid in getting your commuter benefits program developed more quickly and efficiently. The ETC will have the influence to coordinate and get management approval of commuter benefits and ensure employees are aware of their options. Developing a commuter benefits program often requires more than one person's efforts; build your team to include colleagues who can help with a wide range of decision making including payroll, human resources and policy, administration, promotion/marketing, and facilities.

- Some common ETC's include: Senior Employees, Human Resources Representatives, Sustainability or Facility Managers.
- The ETC will serve as a liaison to staff in the workplace to implement, promote and administer the worksites' commuter benefits program.
- Depending on the size of organization, putting together a team of enthusiastic employees to support the ETC's efforts can be useful.



## 5.2. Assessing Your Organization's Needs and Setting Goals

Your next step is to analyze your organization's needs, employee commute needs and desires, and conduct a site assessment to better understand the existing conditions, benefits and policies. Contact your local commute program specialist (see [section 7.2](#)) or Commuter Choice Maryland directly to request free, customizable assistance with this step: [commuterchoice@mdot.maryland.gov](mailto:commuterchoice@mdot.maryland.gov).

### Meet with a local Commute Program Specialist or Commuter Choice Maryland

- At an initial meeting with your commuter assistance program, review current challenges and workplace goals to determine how transportation can support and help to meet those goals. These goals may range from attracting new talent, employee retention, accommodating an office relocation or new grand opening, meeting corporate environmental goals, and reducing parking demand and traffic congestion.

### Conduct a Site Assessment

- A site assessment should include an evaluation of nearby transportation options along with an audit of existing commuter benefits and materials that promote commuting options and programs.

### Conduct and Analyze an Employee Survey

- Employee surveys should be conducted to understand current employee transportation patterns and their desires for additional benefits. Commuter Choice Maryland or your local commute program specialist can share a sample survey and work with you to customize it for your worksite, develop an implementation plan, and help analyze the survey results.

### Create an Employer Transportation Plan with Goals

- Once the survey results are available, your local commute program specialist or Commuter Choice Maryland will develop a set of transportation recommendations designed to fit within your organization's budget. We'll discuss these recommendations with you and refine them into an employer transportation plan that helps the organization achieve its goals.

## 5.3. Determine Your Commute Program Logistics

Decide what commuter benefits will be offered.

- Based on the assessments of the organization's and employees' needs, decide which commuter benefits to offer.

Decide when the program will begin.

- Set a date to launch the program based on having logistics in place—don't forget to factor in time to create promotional and educational material.
- The more robust the program is, the more attractive it may be to employees and may help meet a wider range of organizational goals, but it may be necessary to introduce multiple benefits on a staggered schedule to work out any unforeseen challenges to implementation.

Decide if you will administer your commuter benefits program in-house or hire a third-party administrator.

- Consult with your payroll or accounting team to determine which option is most feasible for your organization.
- Contact vendors for program options and pricing specific to your organization's needs. The vendor you choose will help you through the rest of the process. Refer to [Section 7.3](#) of this document for a list of third party vendors.
- Set up payroll deductions if needed.
- If implementing commuter benefits in-house, determine the payroll/accounting needs, including any mechanisms to order products like transit passes, or collecting documentation from employees for subsidized purchases.



#### 5.4. Promote the Program and Enroll Employees

To ensure that employees are aware of the commuter benefits available to them, use the following steps to promote your program and to increase employee enrollment:

**Step 1:** Create an enrollment process and payroll deduction authorization form if needed.

**Step 2:** Prepare materials that explain and promote the new benefits. Plan for hard copy and digital formats, and factor in time for any language translation needs. Contact Commuter Choice Maryland and/or your local commute program specialist to obtain additional free materials or for assistance in developing materials specific to your organization.

**Step 3:** Launch the program! Host a fun and engaging kick-off event to generate interest in the new commuter benefits. Involve senior leadership in the program launch to demonstrate support of the new benefits.

**Step 4:** Distribute promotional materials regarding the commuter benefits available and how to enroll to employees.

- Send out company-wide emails, display benefit information in shared spaces (e.g. lunch room, break room, HR), and/or distribute information with paychecks.
- Include commuter benefits information in new-hire orientation packets.
- Don't forget to add the new benefits on your recruitment web pages and in job postings!
- Host a commuter benefits fair or meeting to share information with employees.



*Encourage employees to sign up for the Guaranteed Ride Home (GRH) program.*

*Visit our partner Commuter Connections at [www.commuterconnections.org/](http://www.commuterconnections.org/) to register and learn more.*

*Commuter Connections also provides free ridematching services to help employees join or start a carpool.*

*incentTrip (<https://incentrip.org>) is a free multimodal trip planning tool that provides financial incentives for commuters that take advantage of multimodal travel options.*





### 5.5. Evaluate

To determine the effectiveness of your commuter benefits program be sure to track employee participation and to re-evaluate your program on an annual or bi-annual basis:

- Generate monthly reports that provide insight into commuter program participation.
- When new benefits are released be sure to collect before and after data (using participation data and employee surveys) to determine impact and identify areas of improvement.
- Do this for all commuter benefits offered, including alternative work schedule and telework participation.

### 5.6. Claim the Maryland Commuter Tax Credit (if applicable)

You may claim a tax credit for a portion of the eligible costs of providing commuter benefits to participating employees. The tax credit is 50% of the cost of providing commuter benefits up to a maximum of \$100 per month for each employee.

- Complete the Maryland Commuter Tax Credit registration form available at [onestop.md.gov](https://onestop.md.gov).
- Complete forms 508CR and MW508 for 501c3 and 501c4. All other businesses file the 500CRW with their Maryland tax return.

### 5.7. Earn Recognition as a Commuter Choice Maryland Employer Partner

Be celebrated and recognized for your organization's leadership in taking these important steps to start or expand your commuter benefits program! Commuter Choice Maryland Employer Partners are recognized on our website, newsletters, webinars, and social media, to an audience of over 6,000 employers and commuters statewide. Join the free Employer Partner Program at [mdot.maryland.gov/employerpartner](https://mdot.maryland.gov/employerpartner).





## IDEAS AND SUCCESS STORIES

### Ideas to Get Your Commute Program Started



#### Try Transit Campaign

Campaigns that encourage employees to try transit, even just for a week, can be very effective in encouraging a change in one's commuting choices. Changing behavior and lifestyle patterns can be difficult but having encouragement to try a new method of getting to work could be the jumpstart a person needs to make a lifestyle change.



#### Develop a Company Vanpool

Providing employees with resources on how to locate and participate in a vanpool program, as well as flexible working schedules that make vanpooling a viable option can provide employees with the necessary tools and options to make vanpooling fit within their daily commute. For more information reference the *Commuter Choice Maryland Vanpool Toolkit*.



#### Preferential Carpool & Vanpool Parking

Preferential parking includes dedicated parking spaces allotted only to vehicles used for carpooling or vanpooling. Preferential parking is typically located close to the workplace entrance and under shelter. Reserving the best parking spots encourages employees to join a carpool or vanpool, which will reduce the number of single occupancy vehicles at a workplace and the overall need for additional parking. Employers who provide cash to employees in-lieu of subsidized parking may be eligible for the Maryland Commuter Tax Credit (Refer to [Section 3](#)).



#### Carshare

The availability of carshare at or near a workplace can be very important for those who commute to work using transit. Having the option to rent a vehicle can serve as a major convenience to those who access their workplace without a car but may still need one to attend things such as off-site meetings.



#### Bike, Helmet, & Lock Purchasing Assistance

Providing monetary assistance for the purchase of bikes or bikeshare memberships, helmet, and bike locks is a great way to encourage bicycle commuting among employees. Since the cost of acquiring a bike and the proper equipment for it can be a barrier to some, employer assistance for these items can have great impacts.



#### Workplace Commuter Challenge

Workplace commuter challenges are friendly competitions between employees, workplaces, and even cities to encourage employees to leave their cars at home and instead take alternative forms of transportation to work.



## HIGHLIGHTING

6

# COMMUTER CHALLENGES

Commuter challenges are campaigns, usually lasting a week to a month, that offer prizes or other incentives for participants who choose a mode of transportation other than driving alone for their commute. Challenges may be individual or team-based. Many employers run multiple challenge programs in a year, each centered around a different mode. For instance, May might have a cycling challenge to coincide with Bike to Work Day, while November has a carpooling challenge. Other companies run commuter challenges all year round. Prizes often include gift cards, company swag, or other products. It's common for events such as picnics or parties to be held to promote the challenges or reward challenge winners.

Commuter challenges are great for both employers and employees: they can help promote camaraderie, boost morale, strengthen professional relationships, help employees save money on commuting, and motivate employees to get more physical activity through active commuting. There are a variety of software tools that can help employees find alternatives to driving and track commuting modes and distances, including some of the tools listed in Section 7.

*Here are a few challenges that you or your employees might be eligible to join, or they may inspire you to start your own:*



The League of American Bicyclists sponsors the National Bike Challenge every year, and anyone can register for free. For every commute made on a bicycle during the month of May, the commuter gets one entry into a prize drawing. Prizes in the most recent Bike Challenge included trips to the Grand Canyon and New Zealand.<sup>2</sup>



The University of Maryland at College Park offers students and staff incentives for sustainable transportation through its Smart Commute digital platform. The platform helps participants find sustainable commute options, including transit and bike routes, and also tracks how participants get to and from campus each day. For each sustainable trip a participant takes, they earn rewards points that they can exchange for prizes such as headphones and water bottles.<sup>3</sup>



Montgomery County Commuter Services runs a walk and ride challenge every October for people who work in Bethesda, North Bethesda, Friendship Heights, Greater Shady Grove, or Downtown Silver Spring. Participants register in teams of three to five and provides a pedometer to each participant. Individuals are entered into prize drawings based on the number of steps they log each week, and the teams that log the most steps overall are entered into a drawing for a grand prize.<sup>4</sup>

*For more information about commuter challenges, or for help in starting one at your company, contact the Commute Program Specialist in your area.*

<sup>2</sup> League of American Cyclists, National Bike Challenge, available at: [www.nationalbikechallenge.org](http://www.nationalbikechallenge.org) as of February 6, 2023.

<sup>3</sup> University of Maryland, Transportation Services, available at: <https://transportation.umd.edu/sustainable-transportation>, as of February 6, 2023.

<sup>4</sup> Available online at: <https://www.montgomerycountymd.gov/walkandride/> as of February 6, 2023.



## Success Stories

### HIGHLIGHTING SMECO Plugs into Teleworking



**Working from home benefits employer, employees and customers.**

The Southern Maryland Electric Cooperative (SMECO) uses teleworking to ensure they can provide top-notch customer service 24-7. Since 2007, SMECO has allowed eligible employees, including their Customer Care team, to work from home up to three days a week. Power outages can happen at any time of day or night, and when they do, affected customers need to be able to get in touch with their utility. “If we are having outages and we need to get our people on the phones,” says Senior Vice President Joe Trentacosta, “when they work from home, we can get them on the phones within a matter of minutes.” SMECO’s telework program started in 2007 with a single employee. Seeing that employee’s productivity remain unchanged when they teleworked gave the company the confidence to support and expand the program. Employees are provided with a “thin client”, a small computer that allows employees to connect remotely to SMECO’s network, and SMECO covers the cost of phone and internet service for remote employees. SMECO has found that the telework option helps with employee recruitment and retention as well. The program has also helped keep Maryland’s environment cleaner, saving 378,000 vehicle miles traveled and nearly 15,750 gallons of gasoline.



**Sharing a ride proves to be a safe bet for employer and employees.**

### The Dollar-a-Day Commute

With a staff of 3,000, Maryland’s Live! Casino and Hotel is one of the biggest employers in the state. It is located along the Baltimore-Washington Parkway, one of the country’s most congested corridors. Live! never closes, meaning that it needs employees to be able to safely and easily get to work at all hours. These factors are why Live! worked with their county’s Rideshare Coordinator and Enterprise Rideshare, a leading vanpool provider, to start their vanpool program. Enterprise took the lead in promoting the program to employees, placing ads around the facilities and conducting outreach to team members. Enterprise also helped Live! develop a financial model for the service, figure out where the need for vanpooling was highest, and take advantage of the Maryland Commuter Tax Credit. They started with the overnight shift, when infrequent bus service made the commute most difficult, and getting from home to the bus stop meant those employees had to walk a mile late at night. Vanpooling cut the cost of their commute to a dollar a day, and travel times went down by one to two hours each way. Not only did this improve employees’ quality of life, it also reduced turnover: while overnight shift turnover had been over 50%, Live! found that none of the vanpool users left the company. Live! is now looking at expanding their vanpool program to cover daytime shifts, as well.





## HIGHLIGHTING

### Commute Options for Life in the City



**University  
commute  
options make  
the grade.**

Morgan State University (MSU) prides itself on not just being located in Baltimore, but on being heavily engaged with the City, leveraging it as an urban laboratory to enrich learning and research. MSU's National Transportation Center (NTC) not only studies ways to manage transportation demand, it also helps implement its ideas in Baltimore and on its own campus. NTC was involved when BaltimoreLink's Silver Line provided the first-ever direct link between the university and downtown Baltimore, surveying the campus to choose the best location for the route's terminus. MSU provides a variety of other commute options as well. MSU launched a telework policy, provides on-campus Zipcars, has bike racks throughout the campus, and has installed showers in new buildings to promote bicycle commuting. These options have helped its employees be more productive. "I find I can stay more focused on my tasks when I telework," says NTC Project Planner Anita Jones. "These policies benefit both the University and employee." These travel options have also helped solidify MSU's role as an anchor institution in Baltimore.





## RESOURCES & CONTACT INFORMATION

Looking for additional information to kick-start your commuter benefits program? Check out these resources on our website, [CommuterChoiceMaryland.com](https://www.commuterchoicemaryland.com):

- Maryland Commuter Tax Credit Quick Reference
- Telework Toolkit
- Vanpool Toolkit
- Relocation Checklist
- Encouraging Active Commuting

### 7.1. Templates

#### Email to Employees

##### Subject: Rethink Your Commute

Dear **[Organization Name]** employees,

We are excited to outline all the commuter benefits to make your commute easier, cheaper and stress free. We have partnered with Commuter Choice Maryland to help you be aware of the sustainable modes of traveling to and from work.

Explore the Commuter Choice Maryland Commuter page for more information about services available through the state. Some of these include:

- [List commuter benefits provided by organization]

The benefits that are available through **[Organization Name]** include:

**[organization benefits i.e. Bike parking, transit benefits, showers, lockers, telework options, parking cash out, etc.]**

For more information on taking advantage of any of these services please reach out the Employer Transportation Coordinator (ETC): **[Contact Name and Email]**

Sincerely,

**[Name]**



## 7.2. Contact Information

### Commuter Choice Maryland

Website: [www.commuterchoicemaryland.com](http://www.commuterchoicemaryland.com)

Email: [commuterchoice@mdot.maryland.gov](mailto:commuterchoice@mdot.maryland.gov)

Phone: 410-865-1100

LinkedIn: [www.linkedin.com/in/commuterchoicemd3](https://www.linkedin.com/in/commuterchoicemd3)

Facebook: [facebook.com/CommuterChoiceMaryland](https://facebook.com/CommuterChoiceMaryland)

### Commuter Connections

Website: [www.commuterconnections.org](http://www.commuterconnections.org)

Email: [ridematching@mwkog.org](mailto:ridematching@mwkog.org)

Phone: 1-800-745-RIDE (7433)

### Maryland Department of Transportation (MDOT)

Website: [www.mdot.maryland.gov](http://www.mdot.maryland.gov)

Email: [mdotcustomerservice@mdot.state.md.us](mailto:mdotcustomerservice@mdot.state.md.us)

Phone: 410-865-1000

### MDOT State Highway Administration (SHA)

Website: [www.roads.maryland.gov](http://www.roads.maryland.gov)

Phone: 1-800-323-6742

### MDOT Transit Administration (MTA)

Website: [www.mta.maryland.gov](http://www.mta.maryland.gov)

Phone: 410-539-5000

Toll Free Phone: 1-866-RIDE-MTA (1-866-743-3682)

### Washington Metropolitan Area Transit Authority (WMATA)

Website: [www.wmata.com](http://www.wmata.com)

Phone: 202-962-1234

### WMATA SmartBenefits

Website: [www.wmata.com/business/smartbenefits](http://www.wmata.com/business/smartbenefits)

Email: [smartbenefits@wmata.com](mailto:smartbenefits@wmata.com)

Phone: 202-962-2784 or 888-762-7874



## Local Commute Program Specialists

### Allegany County

Website: [gov.allconet.org/315/Transit](http://gov.allconet.org/315/Transit)

Email: [transit@alleganygov.org](mailto:transit@alleganygov.org)

Phone: 301-722-6360

### Anne Arundel County

Website: <http://www.aacounty.org/commutercrew>

Email: [trchar78@aacounty.org](mailto:trchar78@aacounty.org)

Phone: 410-222-7365

### Baltimore City

Website: [transportation.baltimorecity.gov](http://transportation.baltimorecity.gov)

Email: [tammy.walters@baltimorecity.gov](mailto:tammy.walters@baltimorecity.gov)

Phone: 410-396-7665

### Baltimore County

Website: <http://metrorideshare.com/>

Email: [lbunton@baltometro.org](mailto:lbunton@baltometro.org)

Phone: 410-732-6000

### Calvert County

Website: [www.tccsmd.org/transportation](http://www.tccsmd.org/transportation)

Email: [gclark@tccsmd.org](mailto:gclark@tccsmd.org)

Phone: 301-643-7257

### Caroline County

Website: [www.mustbus.org](http://www.mustbus.org)

Phone: 866-330-6878

### Carroll County

Website: <http://metrorideshare.com/>

Email: [lbunton@baltometro.org](mailto:lbunton@baltometro.org)

Phone: 410-732-6000

### Cecil County

Website: <https://www.ccgov.org/government/community-services/cecil-transit>

Phone: 410-996-5295, Select Option #2

### Charles County

Website: [www.tccsmd.org/transportation](http://www.tccsmd.org/transportation)

Email: [gclark@tccsmd.org](mailto:gclark@tccsmd.org)

Phone: 301-643-7257

### Dorchester County

Website: [www.mustbus.org](http://www.mustbus.org)

Phone: 410-221-1910

### Frederick County

Website: [frederickcountymd.gov/transit](http://frederickcountymd.gov/transit)

Email: [transit@frederickcountymd.gov](mailto:transit@frederickcountymd.gov)

Phone: 301-600-2065

### Garrett County

Website: <https://garrettcac.org/transportation>

Phone: 301-533-9010 or 301-334-9431 Ext. 6300

### Harford County

Website: <http://www.harfordcountymd.gov/1233/>

Harford-Commute-Smart

Email: [rideshare@harfordcountymd.gov](mailto:rideshare@harfordcountymd.gov)

Phone: 800-924-8646

### Howard County

Website: [www.gohoward.org](http://www.gohoward.org)

Email: [transportation@howardcountymd.gov](mailto:transportation@howardcountymd.gov)

Phone: 410-313-3150

### Kent County

Website: [www.kentcountyrides.com](http://www.kentcountyrides.com)

Phone: 410-778-5187

### Montgomery County

Website: <http://montgomerycountymd.gov/commute>

Email: [mcdot.commuterservices@montgomerycountymd.gov](mailto:mcdot.commuterservices@montgomerycountymd.gov)

Phone: 240-777-8380

### Prince George's County

Website: [www.ridesmartsolutions.com](http://www.ridesmartsolutions.com)

Email: [info.pgcridesmartsolutions@co.pg.md.us](mailto:info.pgcridesmartsolutions@co.pg.md.us)

Phone: 301-883-5656

### Queen Anne's County

Website: [www.qac.org/1390/Commuter-Options](http://www.qac.org/1390/Commuter-Options)

Phone: 410-758-2357

### St. Mary's County

Website: [www.tccsmd.org/transportation](http://www.tccsmd.org/transportation)

Email: [gclark@tccsmd.org](mailto:gclark@tccsmd.org)

Phone: 301-643-7257

### Somerset, Wicomico, and Worcester Counties

Website: [www.shoretransit.org](http://www.shoretransit.org)

Email: [info@shoretransit.org](mailto:info@shoretransit.org)

Phone: 443-260-2300

### Talbot County

Website: [www.mustbus.org](http://www.mustbus.org)

Phone: 410-822-4155

### Washington County

Website: [www.washco-md.net/transit](http://www.washco-md.net/transit)

Email: [transit@washco-md.net](mailto:transit@washco-md.net)

Phone: 240-313-2750














### 7.3. Third Party Vendors



The providers listed below offer service options to employers interested in administering financial commuter benefits to their employees. Commuter Choice Maryland does not endorse a particular provider, nor are organizations required to use a provider on this list. Commuter Choice Maryland is not responsible for services provided. The Washington Metropolitan Area Transit Authority (WMATA)'s SmartBenefits service is provided at no-cost to employers. The use of other services does entail a cost.

If you prefer to establish your commuter benefits in-house please consult the IRS Employer's Tax Guide to Fringe Benefits for current laws related to offering commuter benefits.

Service Provider	Website	Contact
	<a href="http://Amben.com">Amben.com</a>	1-800-499-3539 support@amben.com
	<a href="http://MyAmeriFlex.com">MyAmeriFlex.com</a>	844-423-4636 info@myameriflex.com
	<a href="http://BenefitResource.com">BenefitResource.com</a>	866-996-5200 x264 info@benefitresource.com
	<a href="http://BenStrat.com">BenStrat.com</a>	603-647-4666 sales@benstrat.com
	<a href="http://cobramanagement.com">cobramanagement.com</a>	866-517-7580 services@cobramanagement.com
	<a href="http://CommuterDirect.com">CommuterDirect.com</a>	703-228-7433 questions@commuterdirect.com
	<a href="http://DiscoveryBenefits.com">DiscoveryBenefits.com</a>	877-765-8810 employerservices@discoverybenefits.com
	<a href="http://CommuterBenefits.com">CommuterBenefits.com</a>	800-532-2828 sales@commuterbenefits.com
	<a href="http://FlexToday.com">FlexToday.com</a>	559-432-6800











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Service Provider	Website	Contact
 HealthEquity and WageWorks	<a href="https://www.healthequity.com">HealthEquity.com</a> <a href="https://www.wageworks.com">WageWorks.com</a>	866-855-8908 memberservices@healthequity.com
 Navia Benefit Solutions	<a href="https://www.naviabenefits.com">naviabenefits.com</a>	425-452-3500 customerservice@naviabenefits.com
 P&A Group	<a href="https://www.padmin.com">PAdmin.com</a>	1-800-688-2611
 Payroll Systems	<a href="https://www.payroll-us.com">Payroll-US.com</a>	925-939-6214 info@payroll-us.com
<b>QTB Services</b> QTB Services Swipe 'n Save	<a href="https://www.qtbservices.com">QTBServices.com</a>	516-794-1953 info@qtbservices.com
 Sterling Health Services Administration	<a href="https://www.sterlinghsa.com">SterlingHSA.com</a>	800-617-4729 customer.service@sterlingadministration.com
 TASC (Total Administrative Services Corporation)	<a href="https://www.benesyst.net">BeneSyst.net</a>	800-422-4661
 The Advantage Group	<a href="https://www.enrollwithtag.com">EnrollwithTAG.com</a>	877-506-1660 inquiries@enrollwithtag.com
 VitaCommute	<a href="https://www.vitacommute.net">VitaCommute.net</a>	650-966-1492 help@vitamail.com
 WMATA Smart Benefits	<a href="https://www.wmata.com/SmartBenefits">WMATA.com/SmartBenefits</a>	202-962-2784 smartbenefits@wmata.com



#### 7.4. Software Tools

A range of potential software tools exist to help you facilitate company ride matching for vanpools and carpools and manage employee incentives. This is not an exhaustive list and Commuter Choice Maryland does not endorse any particular provider.

	Service Provider	Website	Contact	Description
	Agile Mile	<a href="https://www.AgileMile.com">AgileMile.com</a>		Agile Mile is a TDM software for governments aimed at reducing climate change and improving mobility.
	Carpool World	<a href="https://www.CarpoolWorld.com">CarpoolWorld.com</a>	1-800-328-2672	CarpoolWorld is a website that provides free real-time trip-matching services for regular commuters and occasional travelers, as well as for group services.
	Commutifi	<a href="https://www.Commutifi.com">Commutifi.com</a>	720-242-6358	Commutifi combines commuting data and behavioral economics to create commuter scores that are used to develop strategies that make commuting faster, more sustainable, and cheaper.
	eCommuter	<a href="https://www.eCommuter.org">eCommuter.org</a>	781-895-1100	eCommuter is an employer-based program designed to encourage the use of alternative commuting options by working with employers to establish custom commute programs, suggest incentives, and recruit and retain employees.
	Love to Ride	<a href="https://www.LovetoRide.net">LovetoRide.net</a>	support@lovetoride.net	Love to Ride is a program for business, cities, clubs, groups, and riders that aims to get more people on bikes by providing information, challenges, and prizes in an attempt to spread the joy of riding far and wide.
	Luum	<a href="https://www.Luum.com">Luum.com</a>	info@luum.com	Luum provides employers alternative, responsible, and sustainable commute solutions through collaboration and innovation.
	RideAmigos	<a href="https://www.RideAmigos.com">RideAmigos.com</a>		RideAmigos is a cloud-based commuter management platform that provides interactive tools and programs for regional, employer, and campus commuter networks to enhance mobility and cut costs.
	RideShark	<a href="https://www.RideShark.com">RideShark.com</a>	1-877-RIDE-77 info@rideshark.com	RideShark provides customizable services for government agencies, corporate offices, and campuses to incentivize commute changes using multi-modal matching, trip logging, incentives, commuter challenges, and more.



7201 Corporate Center Drive, Hanover, Maryland 21076  
Local: (410) 865-1000  
Toll Free: (888) 713-1414  
Maryland Relay TTY: (800) 735-2258

