



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.



2024 Edition

COMMUTER CHOICE MARYLAND

Commuter Benefits Toolkit for Employers

Helping Maryland's Employers and Commuters



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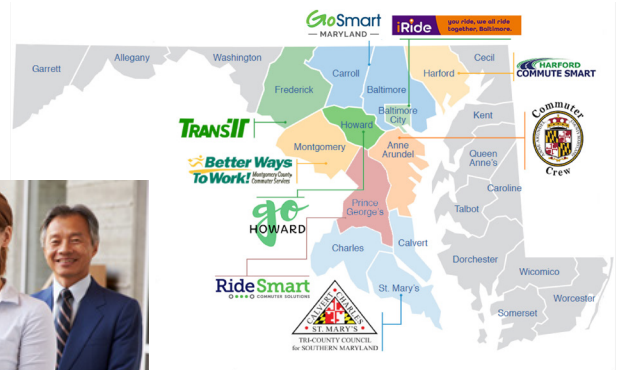
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1 INTRODUCTION

About Commuter Choice Maryland

Commuter Choice Maryland is a free program of the Maryland Department of Transportation (MDOT). We work with employers across the state to build, expand, and promote commuter programs and we deliver transportation solutions and services to employees and residents that can save money, reduce congestion, conserve energy, protect the environment, and facilitate economic opportunity for all Marylanders. We also work in collaboration with 12 local commuter programs, so no matter where you work or manage an organization in Maryland, we have you covered!



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.

Contact Commuter Choice Maryland

Commuter Choice Maryland

Website: CommuterChoiceMaryland.com

Phone: 410-865-1100

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

Email: CommuterChoice@mdot.maryland.gov

Facebook: facebook.com/CommuterChoiceMaryland

LinkedIn: linkedin.com/in/commuterchoicemd3

Instagram: instagram.com/commuterchoicemd





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. Employer of any size and type can offer commuter benefits. Typically, a commuter benefits program reduces an employee's taxable income through direct subsidies and pre-tax savings, but it can also provide and promote commuting services and options. 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
- Contributes to reducing carbon footprint and Scope 3 emissions
- Helps achieve sustainability certifications



Did you know?

According to the Society for Human Resources Management (SHRM), it can cost over \$4,000 take longer than one month to replace an employee. Offering commuter benefits can be a low-cost solution that helps increase employee recruitment and retention!

[\(SHRM article link\)](#)



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 \$1,200 per employee per year.

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 Carpool and 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 scooting to work (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.

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 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, 2024, federal law allows employers to offer employees up to \$315 per month tax-free for transit and vanpool commuting, and \$315 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.

UP TO
\$315
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 \$315 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 \$315 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.



Did you know?

The Employer Partner Program offers FREE assistance to build, expand, and promote commuter programs. Join today at: mdot.maryland.gov/employerpartner

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. They should have a voice and influence on decisions made by leadership.
- 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.

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/ 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.
- 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.





6 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 Carpool and 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](#)).



Host a 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.

Commuter Challenge Examples:

- The free [incentTrip app](#) offers an Employer Rewards module that allows employers to develop commuter challenges and rewards tailored to your employees.
- During Bike Month every May, there are [Bike to Work Day](#) events and employer rewards in the DC metropolitan area, and [Bike to Work Week](#) events in the Baltimore area.
- The University of Maryland uses their [UMD Smart Commute](#) platform to encourage sustainable commuting by awarding points that can be redeemed for parking passes and other rewards.
- Montgomery County holds an annual [Walk and Ride Challenge](#) each October that encourages employee teams to incorporate more walking into their commutes for a chance to earn great prizes.



Success Stories

HIGHLIGHTING Maryland Department of the Environment's (MDE) Alternative Transportation Group



Any employer can be a leader in promoting commuter options - including government agencies!

The Alternative Transportation Group (ATG) at MDE is comprised of approximately 30 employees across the organization who volunteer their time and energy to help make transportation options easier, safer, more enjoyable, and sustainable. The ATG was formed 10 years ago and meets monthly to discuss opportunities to get involved with transportation initiatives, programs, and projects happening on and near the multi-tenant campus at the historic Montgomery Park Business Center in South Baltimore. The ATG shares commuting information and bus schedules in a common area of the building; maintains an email list and intranet site with information on the Montgomery Park shuttle, commuter resources, and transportation-related events; connects with new employees during orientation; and hosts events for MDE staff throughout the year to promote cycling, walking, transit, and ridesharing to work. Being an employer in a multi-tenant building can sometimes make it challenging to implement commuter programs, but the ATG members have successfully collaborated with the Montgomery Park Property Management to increase the number of electric vehicle charging stations, promote the Montgomery Park Shuttle, and implement a building-wide carpool parking incentive.



HIGHLIGHTING Offering Transit Benefits is an Easy Return-on-Investment!

Kari Swenson, the co-owner of Horizon, started offering transit benefits to her employees shortly after getting into the McDonald's franchise business and learning from the North Bethesda Transportation Management District about programs offered by Montgomery County Commuter Services. Taking advantage of the Maryland Commuter



Offering transit benefits can be the key to employee retention.



Tax Credit, she is able to provide free SmartTrip transit cards to her employees at half of the cost to the business. Each month, Horizon automatically "tops up" the cards for employees to use to get to work, meaning the company only pays for the trips their employees actually take. Dedicated to ensuring staff can maximize that benefit, Kari's restaurants also adjust employees' work schedules to align with bus service times. According to Kari, offering transit benefits to all 325 of her employees was "a program that was super easy to implement." It allows employees to easily commute to work using Metrobus, local bus options, and Metrorail. Kari notes that "transit benefits are more than just the money" because they are "such a livable benefit that the staff see every day." She also suggests that employers can meet retention goals having these transit benefits in place: "When I ask people what keeps them here, it's paid time off and it's SmartBenefits."



HIGHLIGHTING Encouraging Commute Flexibility Supports Employees Year-Round



Commuting can play a major role in fostering employee wellbeing.



Janine Horne, a registered nurse with a background in community health and clinical research, started Zen Well Studio to "enhance holistic wellbeing and self-care management through physical and creative movement," and now serves both individual and corporate clients. Her company's support of employees' commutes and flexible work hours contributes also to the health and wellbeing of her staff. Zen Well Studio employs a number of part-time staff in Charles County and Janine encourages them to bike to work, especially in warmer months. The studio offers showers and space to keep bikes and equipment safe, making biking to work on a local trail in Waldorf more appealing and achievable. During the coldest months of the year when biking becomes less appealing, Janine says her staff carpools to reduce their carbon footprint and the cost of everyone's commute to the studio. Another benefit is that the carpooling culture of her team helps the studio use fewer parking spaces nearby. Zen Well Studio staff members even collaborate on student pickups, allowing the rest of the staff to be more flexible with their work schedules and commute choices. In between client appointments and classes, Janine's team members may also complete personal errands, something they can do on their bikes.

Janine points to the success of being more flexible and offering facilities to make greener commutes within reach for her staff. Zen Well Studio's commuter perks operate cost-free, allowing staff the flexibility to bike, carpool, and work flexible hours to improve their trip to work. She says that "Finding creative incentives that promote wellbeing as a smaller business can sometimes be challenging, but the [commute] flexibility we offer can improve our staff's experience at Zen Well Studio."

HIGHLIGHTING The Dollar-a-Day Commute



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

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.





7 RESOURCES & CONTACT INFORMATION

Looking for additional information to kick-start your commuter benefits program? Check out our resources including more toolkits on specific commuting programs, survey examples, Maryland Commuter Tax Credit information, and more on our website, [CommuterChoiceMaryland.com](https://www.commuterchoicemaryland.com).

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

Email: commuterchoice@mdot.maryland.gov

Phone: 410-865-1100

LinkedIn: www.linkedin.com/in/commuterchoicemd3

Facebook: facebook.com/CommuterChoiceMaryland

Instagram: instagram.com/commuterchoicemd

Commuter Connections

Website: www.commuterconnections.org

Email: ridematching@mwkog.org

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

MDOT State Highway Administration (SHA)

Website: www.roads.maryland.gov

Phone: 1-800-323-6742

MDOT Transit Administration (MTA)

Website: 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

Phone: 202-962-1234

WMATA SmartBenefits

Website: www.wmata.com/business/smartbenefits

Email: smartbenefits@wmata.com

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



Local Commute Program Specialists

Allegany County

Website: gov.allconet.org/315/Transit

Email: transit@alleganygov.org

Phone: 301-722-6360

Anne Arundel County

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

Email: trchar78@aacounty.org

Phone: 410-222-7365

Baltimore City

Website: transportation.baltimorecity.gov

Email:

Phone: 410-396-7665

Baltimore County

Website: www.gosmartmd.com

Email: GoSmartMD@baltometro.org

Phone: 410-732-6000

Calvert County

Website: www.tccsmd.org/transportation

Email: gclark@tccsmd.org

Phone: 301-643-7257

Caroline County

Website: www.mustbus.org

Phone: 866-330-6878

Carroll County

Website: www.gosmartmd.com

Email: GoSmartMD@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

Email: gclark@tccsmd.org

Phone: 301-643-7257

Dorchester County

Website: www.mustbus.org

Phone: 410-221-1910

Frederick County

Website: frederickcountymd.gov/transit

Email: 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

Phone: 800-924-8646

Howard County

Website: www.gohoward.org

Email: transportation@howardcountymd.gov

Phone: 410-313-3150

Kent County

Website: www.kentcountyrides.com

Phone: 410-778-5187

Montgomery County

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

Email: mcdot.commuterservices@montgomerycountymd.gov

Phone: 240-777-8380

Prince George's County

Website: www.ridesmartsolutions.com

Email: info.pgcridesmartsolutions@co.pg.md.us

Phone: 301-883-5656

Queen Anne's County

Website: www.qac.org/1390/Commuter-Options

Phone: 410-758-2357

St. Mary's County

Website: www.tccsmd.org/transportation

Email: gclark@tccsmd.org

Phone: 301-643-7257

Somerset, Wicomico, and Worcester Counties County

Website: www.shoretransit.org

Email: info@shoretransit.org

Phone: 443-260-2300

Talbot County

Website: www.mustbus.org

Phone: 410-822-4155

Washington County

Website: www.washco-md.net/transit

Email: transit@washco-md.net

Phone: 240-313-2750












7.3. Third Party Transit Benefit Administrators

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) [SmartBenefits](#) program and the Maryland Transit Administration (MTA) [CharmPass FareShare](#) program are offered at no administration cost to employers. The use of other third-party services usually entails 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
 <p>American Benefits Group</p>	Amben.com	1-800-499-3539 support@amben.com
 <p>AmeriFlex</p>	MyAmeriFlex.com	844-423-4636 info@myameriflex.com
 <p>Benefit Resource, Inc.</p>	BenefitResource.com	866-996-5200 x264 info@benefitresource.com
 <p>Benefit Strategies</p>	BenStrat.com	603-647-4666 sales@benstrat.com
 <p>COBRA Management Services</p>	cobramanagement.com	866-517-7580 services@cobramanagement.com
 <p>Commuter Direct</p>	CommuterDirect.com	703-228-7433 questions@commuterdirect.com
 <p>Discovery Benefits</p>	DiscoveryBenefits.com	877-765-8810 employerservices@discoverybenefits.com
 <p>Edenred Commuter Benefit Solutions</p>	CommuterBenefits.com	800-532-2828 sales@commuterbenefits.com
 <p>Flex Today</p>	FlexToday.com	559-432-6800












Service Provider	Website	Contact
 HealthEquity and WageWorks	HealthEquity.com WageWorks.com	866-855-8908 memberservices@healthequity.com
 Navia Benefit Solutions	naviabenefits.com	425-452-3500 customerservice@naviabenefits.com
 P&A Group	PAdmin.com	1-800-688-2611
 Payroll Systems	Payroll-US.com	925-939-6214 info@payroll-us.com
QTB Services	QTB Services Swipe 'n Save QTBServices.com	516-794-1953 info@qtbservices.com
 Sterling Health Services Administration	SterlingHSA.com	800-617-4729 customer.service@sterlingadministration.com
 TASC (Total Administrative Services Corporation)	BeneSyst.net	800-422-4661
 The Advantage Group	EnrollwithTAG.com	877-506-1660 inquiries@enrollwithtag.com
 VitaCommute	VitaCommute.net	650-966-1492 help@vitamail.com
 WMATA Smart Benefits	WMATA.com/SmartBenefits	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	AgileMile.com		Agile Mile is a TDM software for governments aimed at reducing climate change and improving mobility.
 Carpool World	CarpoolWorld.com	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.
 Commufi	Commufi.com	720-242-6358	Commufi combines commuting data and behavioral economics to create commuter scores that are used to develop strategies that make commuting faster, more sustainable, and cheaper.
 COMMUTER CONNECTIONS A SMARTER WAY TO WORK	CommuterConnections.org	1-800-745-RIDE	Commuter Connections is a free program offered through the Metropolitan Washington Council of Governments and administers free ridematching, Guaranteed Ride Home, 'Pool Rewards, Carpool Now, and incenTrip.
 eCommuter	eCommuter.org	781-895-1100	eCommuter is an employer-based program designed to encourage alternative commuting by working with employers to establish custom commute programs, suggest incentives, and recruit and retain employees.
 LOVE TO RIDE	LovetoRide.net	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	Luum.com	info@luum.com	Luum provides employers alternative, responsible, and sustainable commute solutions through collaboration and innovation.
 rideamigos	RideAmigos.com		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	RideShark.com	1-877-RIDE-77 info@rideshark.com	RideShark provides customizable services for government agencies, offices, and campuses to use multi-modal matching, trip logging, incentives, commuter challenges, and more.



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