

HANDOUTS

from previous meeting



December 16, 2008

TDM System Recent Updates and Fixes

A problem with email sent through the system been addressed. This affected all email communication including administrators' matchletters as well as communications between and among commuters seeking rides. A log to track email messages has been added to the system.

A software coding issue that prevented adding some landmarks to a commuter's address profile has been fixed. COG staff has also ensured that all landmarks have geocodes that are accurate enough for ridematching.

A logic error that made it difficult for commuters to request a new account password has been resolved. Note that passwords can be reset and cannot be recovered. All passwords are stored encrypted and are not recoverable even by the system manager.

We have enhanced the facility for choosing a commuter's employer. Rather than constantly adding a new employer record to the database for each commuter, the software makes it reasonably easy to choose from employers already in the database. Hints for searching and quickly finding a specific employer appear on the employer information web pages.

Rideshare administrators are now able to change their own passwords. COG administrators can change the password for any account.

We have updated our SSL (Secure Sockets Layer) certificates for both servers. This is to assure customers that they are indeed communicating with the real COG server. Click the Network Solutions logo at the bottom of any secure page to learn more about SSL certificates.

We currently recommend Firefox 3, Internet Explorer 7 or the latest version of Apple's Safari browser for working with the site. Staff have also tested the Linux KDE Konqueror browser and it works well.

M E M O R A N D U M

To: Commuter Connections Ridematching Coordinators, Staff and Transit Coordinators

Cc: Debra Adams, MTA
Christopher Arabia, VDRPT
Nicholas Ramfos, MWCOG

From: Stephen Finafrock, Commuter Operations Specialist, Commuter Connections

Date: 11/21/2008

Re: **COMMUTERS WITH INVALID APP FORM CODES**

(This MEMO is being resent because Commuter Connections has over 150 pages of commuters with incorrect APP FORM CODES. COG has sent this report on several occasions beginning on September 25, 2008. It is especially important for client sites to make sure they have corrected APP FORM CODES because the Quarterly Progress Reports are based on these codes and your numbers will reflect such on the report.)

Enclosed you will find a detailed report containing all commuters residing within your jurisdictions who have an invalid APP FORM CODES. An invalid APP FORM CODE could be any commuter who has an APP FORM CODE of C1000 and does not belong to COG, any commuter who is missing an APP FORM CODE or any commuter who has an APP FORM CODE of '(null)'. Several factors may be identified as the cause of this problem. The primary factors are web applicants who came through e-Communicator and were not picked up by local agencies and GRH records who did not have a 'sister record' in the CCRS.

In order to clean up the Commuter Connections database, COG/TPB staff is requesting that all Ridematching Coordinators take a moment to review these report(s). A couple of pointers for the review:

1. Check addressing information. Some commuters might have selected the correct County but wrong State. Please (OVER)

- correct any information that is obviously incorrect and remember to click 'SAVE' before navigating away from the profile page.
2. Determine which programs a commuter applied to using the 'PROGRAM ASSOCIATION' tab from the left-hand navigation menu. If neither the RIDEMATCHING nor GRH boxes are selected, the commuter was seeking information only.
 3. Assign the correct APP FORM CODE. By assigning the correct APP FORM CODE, COG/TPB staff recognizes that the record is being serviced by an agency and the record does not need our attention. This will also change reporting numbers.
- Agencies who update APP FORM CODES should see an increase in their numbers on the Commuter Connections Quarterly Progress Reports.

A listing of all APP FORM CODES and GRH APPCODES were distributed at the June Commuter Connections Ridematching Committee meeting. The handouts have been posted to the Commuter Connections Extranet also. The first character of a commuter's APP FORM MUST BE the CORRECT APP FORM code of your agency. If the commuter is also in GRH, the remaining characters must be assigned using the GRH APPCODE handout. If the commuter IS NOT in GRH and IS NOT seeking ridematching but is seeking INFORMATION, please use your agency's correct APP FORM CODE and the characters 'INFO' so that COG recognizes that commuter is seeking information only. It is a good practice to contact your commuters to ensure they are receiving the information they are expecting. A follow-up demonstrates our network's level of professionalism.

Please do not hesitate to contact me at sfinafrock@mwkog.org or on 202-962-3385 if you should have any further questions or need additional assistance regarding the correct assignment of APP FORM CODES in the TDM System.