

“Parking Lot” Issues from the June 13, 2006 Commuter Connections Strategic Planning Meeting

The following issues were brought up and the group decided to table them for future discussions:

- Explore outreach to increase numbers of new stakeholders/members as a way to increase funding
- Include other transit options such as vanpool and carpool (under roles and responsibilities of local jurisdictions)
- Include planning activities as part of local and COG responsibilities
- Add fixing/resolving database problems as part of COG’s roles and responsibilities (section 4.5)
- Reflect local roles more explicitly through roles and responsibilities sections (*To be covered at the September 19th, 2006 Subcommittee meeting*)
- Increase emphasis on Spanish language outreach and services (*To be covered at the September 19th, 2006 Subcommittee meeting*)
- Explore how to promote Commuter Connections network and yet retain individual jurisdictions’ identities (**Covered at the July 18, 2006 Subcommittee meeting**)
- More coordination on regional/local outreach that is funded by Commuter Connections
- Provide local breakdowns of summary survey results (**Covered at the July 18, 2006 Subcommittee meeting**)
- Add to new initiatives: Improvements in systems across the board (Commuter Connections web-based ridesharing, reporting, etc.)
- Distinguish between objectives 8.1 and 8.2 (increase number of employers participating vs. increase the number of programs that they have)
- Clarify who has responsibility for setting jurisdiction goals
- Define performance goals in section 8 or re-word without specific numbers; if goals are kept, determine whether they are based on air quality, the TERMS, or some other measure
- Section 8.10: further discussion of barriers to cooperation between jurisdictions
- Where do we count participation in telework vs. employer outreach? How is credit allocated for each?
- Section 11: Consider TDM certification for network members, perhaps based on CUTR program

Under Customer Service:

- Send broadcast e-mails or queries in instances of system outages or other problems that affect most members
- Suggestion for COG staff to make onsite visits to resolve computer problems that can be fixed over the telephone. If too expensive to provide, consider a fee schedule or make additional resources available.
- COG can assist with data processing if needed.
- COG staff need to be familiar with the geography and people in the local jurisdictions

Under Managing Expectations:

- Make sure transactions have a paper trail
- Have tracking or tickets in writing
- Expectations of responsiveness for resolving problems. System crash may mean as immediate site visit. Other technical problems should at least be acknowledged within one business day.
- State-level intervention if issues for unresolved.
- COG to have IT contacts at the local level

Under Communications:

- COG staff to attend state retreats
- E-mail alerts to members
- State updates on sub-committee meetings
- Cancel meetings when appropriate