



Commuter Connections Subcommittee Meeting Minutes

Tuesday, September 16, 2008

**Chairperson: Anna McLaughlin, District of Columbia Department of
Transportation**

**Vice Chairperson: Willie Epps, Prince George's County Department of Public
Works & Transportation**

Staff Contact: Nicholas Ramfos (202) 962-3313

Item #1 Introductions

The Subcommittee members were asked to introduce themselves and to sign the attendance sheet

Standing Chair, Chris Hamilton called the meeting to order by introducing himself and asking the rest of the attendees to do so (See attached attendance sheet). An award certificate for outstanding qualities of leadership and commitment was presented to Christopher Hamilton for his duration as chairperson from September 2007 – August 2008.

Item #2 Minutes of July 15, 2008

Approval was sought for the July 15, 2008 Commuter Connections Meeting Minutes.

There was a motion and a second to approve the minutes of the July 15th meeting as written.

Item #3 Announcement of the new Vice Chair

Mr. Nicholas Ramfos, COG/TPB Staff announced the new Vice Chair Willie Epps, of Prince George's County Department of Public Works & Transportation.

Item #4 FY 2007 Draft GRH Customer Satisfaction Survey Report

Mr. Douglas Franklin. COG/TPB Staff briefed the subcommittee on the 2007 GRH Customer Survey Report.

Mr. Franklin briefed the subcommittee on Guaranteed Ride Home Customer Satisfaction Survey (Results for Fiscal year 2007) Final Draft Report. The report displays the results of a survey to Guaranteed Ride Home trip recipients during fiscal year 2007 (July 1, 2006 through June 30, 2007). The survey consisted of five multiple choice questions, one fill in the blank and an area for comments. The questions included: reservations Staff (operators answering/assisting telephone calls from commuters requesting GRH service), transportation service; response time and overall service. Out of the 2, 960 surveys distributed in fiscal year 2007, 827 completed surveys were received. The overall ratings for reservations performance were 76% for excellent performance, 16% good, 4% fair and 4% poor. The overall ratings for transportation services were 60% excellent, 25% good, 5% fair and 3% poor. The overall ratings for response time were 72% waited 15 minutes, 16.5% waited 16-30 minutes, 6% waited 31-45 minutes and 5.5% waited for a time period of 45 minutes or more. The overall service received ratings were; 75%

for excellent overall service, 18% good, 4% fair, and 3% poor. There were a 167 compliments received (the majority of *compliments* were in regards to the great service and response time) and 118 *complaints* were received (the majority of the complaints received were in regards to the taxi cab service). An approval was sought. The Subcommittee approved the report for release.

Item #5 TDM Evaluation Project Update

Ms. Lorri Diggins, LDA Consulting briefed the staff on the draft TERM Analysis Report, draft Regional Carshare Survey Report, and draft Vanpool Driver Survey Report.

Ms. Diggins briefed the subcommittee on the draft Transportation Emission Reduction Measure (TERM) Analysis Report FY 2005-2008. The summary of results were discussed and displayed. The preliminary impacts show that a net of 13,080 vehicle trips were reduced, and 314, 595 vehicle miles of travel reduced. Ms. Diggins also reviewed the preliminary emissions impacts which included 0.111 daily tons of NOx reduced and 0.046 daily tons of VOC's reduced. A Table was displayed with the summary of results for individual TERMS and comparison to Goals for the following:

- MD and VA telework
- Guaranteed Ride Home
- Employer Outreach (new employer services since July 2005)
- Employer Outreach - Bike
- Mass Marketing

These results can also be found in the draft TERM Analysis Report.

Next, Ms. Diggins briefed the Subcommittee on the Commuter Connections 2008 draft Carshare Survey report. The report represents the results of the Carshare Survey conducted for the Commuter Connections program of the MWCOC. These services are administered in a regional effort to reduce vehicle trips, vehicle miles of travel, and emissions resulting from commute travel. On March 6, 2008, the Carshare Survey was administered online to approximately 28,000 registered members of the Zipcar carshare program. During the four week period that the survey website was active, 6,060 members accessed the site and 5,568 answered at least one question; resulting in a total response rate of 17.6%. Demographic Characteristics display that 56% of the respondents were female and that 20% of the regional employee population was under 35 years of age. The Ethnic background displays that 75% are White/Caucasian, 10% African-American, 7% Asian, 5% Hispanic/Latino and 3% Other/Mixed.

Ms. Diggins briefed the Subcommittee on the draft Vanpool Driver Survey report. This report has been conducted to provide information that can serve planning and evaluation functions, to examine vanpooling practices in the Washington DC region. The surveyed population consisted of vanpool drivers who travel to destinations in the Washington region and who had registered their vanpool with COG or one of the other four organizations that provide support to vanpools in the Washington metropolitan region. On January 25, 2008, a total of 510 individual survey packets were mailed out, and a total of 408 surveys were completed via telephone, postal mail, internet or fax by April 11, 2008. The duration of vanpools have been in operation in this region for 9.9 years and the time for the driver driving is 6 years. Ms Diggins presented some additional highlights from the draft survey report including: Vanpool Use and Travel Patterns, Vanpool

Population, Vanpool Ownership and Operation, Primary Routes used by Vanpools, and the Travel Distance.

Finally, Mr. Ramfos asked that comments and/or edits be submitted on the draft TERM Analysis report, draft regional Carshare Survey report, and draft Vanpool Driver Survey report by October 1st. The reports would be posted to the Commuter Connections Extranet.

Item #6 Carpool Incentive Project Study

Mr. Jonathan Rogers COG/TPB Staff briefed the subcommittee on the Carpool Incentive Project Study.

Mr. Jonathan Rogers briefed the Subcommittee and gave a presentation on the Carpool Incentive Project Study Draft Report. The carpool incentive programs offer a financial incentive in hopes of encouraging solo drivers to try carpooling (or another alternative mode of transportation) or to reward and reinforce continued use of alternative commute modes. The financial incentives can come in the form of direct payment, gift certificates/cards or debit cards. The Corridors of interest include:

- I 66: AM WB Outside the beltway
- I-270: AM SB from Gaithersburg to I-495
- I-495: AM WB from Bethesda to Tyson's Corner
- I-495: AM WB from I-295 to I-270

This study is part of the FY 2009 CCWP and the purpose is to make recommendations of the feasibility of implementing a demonstration project along one of these corridors. Comments on the draft are due by October 1st and should be posted to the Extranet.

Item #7 Employer Recognition Awards

Mr. Douglas Franklin, COG/TPB Staff, briefed the Subcommittee on the Employer Recognition Awards Program.

Mr. Douglas Franklin briefed the Subcommittee on the Employer Recognition Awards Program and what it entails. The employer Recognition Awards project includes a nine month planning process. Nomination applications are sent out in early December and there is a two month nomination period and a verification process. CPG/TPB staff and its advertising contractor work to encourage Employer Outreach representatives to submit employer nominations. A selection Committee reviews the submitted applications and selects the winners by ballot. A video, program booklet, event signage, and giveaway item are all produced for the event. Mr. Franklin then reviewed the event logistics. Winners are publicized through a newspaper advertisement and through the Commuter Connections web site and employer newsletter. A review session was held in July and some suggestions were made for changes to the project. Staff would be presenting this information to the Employer Outreach Committee on October 21st for further input. For FY 2009, a person from each state is needed for the volunteer Employer Recognition Awards work group.

Item #8 Car Free Day Update

Mr. Douglas Franklin, COG/TPB Staff, briefed the Subcommittee on Car Free Day.

Mr. Douglas Franklin briefed the Subcommittee on the World Wide Car Free Day event. Car Free Day was started in 1995 and in 2000 it went global. It is currently in 1,500 cities and 40 countries. The outreach mission is to encourage people to try alternative methods of transportation and adopt a car-free or car-lite lifestyle. Information for alternative modes of transport, local Car Free Day events and a database of people who pledge to go car free on September 22nd can be found the website carfreemetrodc.com.

Item #9 FY 2010 Work Program Development

Mr. Nicholas Ramfos, COG/TPB Staff briefed the subcommittee on the FY 2010 Work Program Development.

Mr. Nicholas Ramfos briefed the Subcommittee and distributed the timeline of the development of the FY 2010 CCWP and reviewed the highlights of the program projects. The timelines from September 2008 – July 2009 were discussed.

Item #10 Budget Report and Annual Report

Mr. Nicholas Ramfos, COG/TPB Staff, distributed and discussed Commuter connections 4th quarter budget report and distributed the FY 2008 Annual Progress Report.

Mr. Ramfos reviewed the report and asked that any questions or comments be sent to his attention.

Item #11 Other Business/Set Agenda for Next Meeting

Subcommittee members are encouraged to contact Nicholas Ramfos with any particular agenda items they may be interested in seeing on the next agenda.

The next meeting of the Commuter Connections Subcommittee will be held on Tuesday, November 18, 2008 at 12 noon.