

# HANDOUTS

from previous meeting



**July 15, 2003**



MEMORANDUM

DATE: July 14, 2003

TO: Commuter Connections Subcommittee  
Commuter Operations Center Subcommittee

FROM: *CA* Christopher Arabia, Operations Center Manager

SUBJECT: New Commuter Connections Web Site Application

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As of July 1, 2003, the Commuter Connections Web site has a new application that combines the rideshare and GRH applications.

If you currently link to (or are planning to link to) either the rideshare or the GRH application in the Commuter Connections Web site, please use the following link.

<http://www.commuterconnections.com/cgi-bin/cog/signup.cgi>

If you have any questions regarding this memorandum or our Web site, please contact the Help Line at 202-962-3333.





MEMORANDUM

DATE: July 14, 2003

TO: Commuter Connections CCRS Clients

FROM: **CA** Christopher Arabia, Operations Center Manager

SUBJECT: e-Communicator Policy and Fact Sheet

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On June 26, 2003, COG implemented the e-Communicator system of processing GRH and rideshare applications received through the Commuter Connections Web site. At the same time, a new all-in-one GRH/rideshare application was also implemented on the Commuter Connections Web site.

**What is e-Communicator?**

e-Communicator is a new system used only by COG to process GRH and rideshare applications received through the Commuter Connections Web site. This process eliminates manual data entry work performed by Commuter Connections client members to input applicant data into the CCRS database.

**Will COG have to install software on local client computers or will local clients have to upgrade their computer system?**

No. The CCRS system currently on clients' computers will not be changed and no upgrade is needed. The e-Communicator system is only used at COG.

**What is the clients' roll with applications processed through e-Communicator?**

The staff timesavings that result from more applications being processed by COG through e-Communicator will vary from client to client. The clients will receive an e-mail from COG for each CCRS applicant living in that client's jurisdiction processed through e-Communicator. The e-mail will detail what information the applicant is requesting (i.e., ridematching, transit information, bicycle information, etc.). The client is responsible for contacting the applicant to provide the transit information requested. Although, the applicant will receive a matchlist from COG, the client should follow up with the commuter to see if the applicant called the commuters on the matchlist and was able to join a carpool or vanpool, or if they need additional information on other commute alternatives. The client may generate another matchlist if needed and change the matching parameters if necessary.



**The following are policies and procedures regarding e-Communicator application processing.**

- COG staff will review all CCRS and GRH applications for correctness.
- The street address for the origin and destination will be used for geocoding and matching.
- If ArcView does not recognize the street origin or destination, then the Landmark will be used. (The Landmark will be the origin or destination city entered by the commuter. If that city is not in the Landmark table COG staff will assign a Landmark during the application review process.)
- If the applicant requested a matchlist, the matchlist will be sent via e-mail or first class mail (depending how the applicant requested receipt of the matchlist) from COG.
- The client serving the home jurisdiction of the applicant will receive an e-mail from COG notifying the client that a commuter applied for rideshare information.
- Applications will be given an App Code of C1000 or CGRH2. The CGRH2 code will be used if the applicant did not request any commuter information. (i.e., The applicant did not request a matchlist and they did not request any other commute information.)
- All applications processed through e-Communicator will have a one-year expiration date.
- Clients should open the commuter record in CCRS **BEFORE** doing any follow up to make sure the application has been processed and to see what information has been requested.
- Clients should not contact GRH2 commuters or change any information, including App Code and expiration date.
- During follow up contact with commuters, clients may change the App Code of the commuter record to their code.
- Clients may also change the expiration date for non-GRH records, during follow up.
- App Codes may be changed by the client **ONLY** if the client has conducted follow up and/or provided information to the commuter.
- Clients should allow sufficient time for the commuter to contact other commuters on their matchlist, before follow up with the commuter to see if they were able to join a carpool or vanpool.

If you have any questions regarding this memorandum or need assistance, please contact the Help Line at 202-962-3333.



**Client Site Status – 07/15/03**

<b>Client</b>	<b>Status</b>	<b>Comments/Recent Issues</b>
Alexandria	OK	Has all current software versions. Wants to get a new computer; checking with IT staff to see if they can upload and download files through their Internet security.
ARTMA	OK	Has all current software versions. Using FTP for Uploads and Downloads. Rideshare coordinator is on leave and back up staff is answering requests and processing apps.
Baltimore City	OK	Has all current software versions. Using COG loaner computer. New staff person needs training. COG will be setting up FTP on City staff's computer.
BMC	OK	Has all current software versions.
Bethesda Transportation Solutions	OK	Has all current software versions. New data entry staff was trained on April 17 and 29.
Fairfax County	OK	Has all current software versions.
Frederick County	OK	Has all current software versions. Using FTP for Uploads and Downloads.
Harford County	Down COG is processing apps.	Waiting for answer from Harford County staff on how to proceed. COG was informed by county staff that the rideshare software could not be installed on their existing county computers because of county policy. County must send old computer to COG or agree to maintain Internet connection on a new computer. County has said they are going to purchase a new computer.
Howard County	OK	Has all current software versions.
LINK	OK	Has all current software versions.
Loudoun County	OK	Has all current software versions.
Montgomery County	OK	Has all current software versions. Using FTP for Uploads and Downloads.
Montgomery County – Rockville	OK	Has all current software versions. Using FTP for Uploads and Downloads.
Montgomery County – Silver	OK	Has all current software versions. Using FTP for Uploads and Downloads.

Spring		
MTA	OK	Has all current software versions. COG is processing MTA applications.
NIH	OK	Has all current software versions.
North Bethesda TMD/TAP	OK	Has all current software versions.
Northern Shenandoah Valley	OK but cannot Upload or Download	Has all current software versions. Problem: Cannot complete an Upload or Download. Tech support indicates that all settings are OK, they were asked to send the computer to COG for testing. Valley staff said they are going to install another modem and test.
Northern Neck PDC	OK	Has all current software versions. Using FTP for Uploads and Downloads with modem as backup.
Pentagon/DOD	Down	Waiting for Pentagon staff to give COG the OK to install software and set up for FTP or modem.
Prince George's County	OK	Has all current software versions.
PRTC-1	OK	Has all current software versions. Using FTP for Uploads and Downloads.
PRTC-2	OK	Has all current software versions. Using FTP for Uploads and Downloads.
RADCO	Down	Problem: There was a power surge and the rideshare computer was damaged beyond repair. Solution: RADCO staff has installed a new computer with Internet connection. COG staff will set up FTP for them and install software within a week.
Rappahannock-Rapidan PDC	OK	Has all current software versions.
Tri-County Council	OK	Has all current software versions.
US DOE	Down	Has all current software versions. DOE needs to get modem line or Internet connection. DOE office was remodeled and COG is waiting to set up a site visit when modem line is installed.