



## MEETING MINUTES

### COMMUTER CONNECTIONS RIDEMATCHING COMMITTEE

Tuesday, June 16, 2009

10:00 a.m. - 12:00 p.m.

**Metropolitan Washington Council of Governments**

**777 North Capitol Street, N.E.**

**COG Board Room, Third Floor**

Chairperson: Diana Utz, GW RideConnect

Vice Chairperson: Traci McPhail, Baltimore City

#### ITEM #

1. Introductions
2. Minutes of the March 17, 2009 Meeting
3. Upcoming Fairs and Promotions

Heather McColl from ARTMA announced plans for launching a new website. ARTMA will also be offering two Clean Car Clinics.

Pat Fielder from Harford County held various promotions in support of Bike to Work Day. Harford County will offer a Clean Car Clinic. Ms. Fielder attended a newcomers' orientation at Aberdeen Proving Ground and spoke about vanpooling options. MARC Commuter Appreciation Day was celebrated.

Roberta Jackson from Howard County is holding two Clean Car Clinics. Howard County had 150 Bike to Work Day participants.

Cynthia Dawson from BWI Business Partnership attended a DISA relocation fair and participated in a rideshare roundtable at Ft. Meade. Commuter application day was held at the Dorsey MARC station.

Clint Wade from PRTC announced an upcoming Live Near Your Work event.

Dawn Boddan from Fairfax County held several Bike to Work Day promotions.

Traci McPhail from City of Baltimore attended an employer transportation fair at Legg Mason. The city is preparing to launch their first Circulator bus route.

Dallen Hall from Montgomery County announced a new Commuter Services website will be launched around the end of July, a new design for the Fare Share brochure, and an employer outreach toolkit.

Robin Briscoe from Tri-County Council highlighted an effort in Charles County to try to get County Commissioners to use transit or vanpool. A vanpool driver customer service training session was held.

Lillian Bunton from BMC discussed a commuter bicycle program and BMC's involvement in Bike to Work Day. A Clean Car Clinic will be held.

Darlene Nader from North Bethesda attended various transportation fairs.

Shawntea Smith from Prince George's County discussed Bike to Work Day events in the County.

Anna McLaughlin from DDOT attended a transportation fair at the World Bank.

Diana Utz from GWRideConnect announced Commuter Ferry advertisements.

Stephen Finafrock from COG discussed transportation fairs related to Earth Day, a Fairfax County economic development presentation, and transportation fair at the Pentagon. The Employer Recognition Awards will take place in June.

#### 4. Special Events Ridematching

Special Events Ridematching provides rideshare options for those looking to attend a one-time special event such as a sporting event, concert, or cultural celebration. Special Event Ridematching functions similarly to the standard ridematching process; however, it is intended to be used for one-time ridematching instead of every-day matching.

Special Events must be entered into the system before users can seek rideshares to those events. Currently, all Nationals home games are loaded. Rideshare Administrators may add additional special events to the queue so that users may search for matches to that event.

Users must add events to their "My Special Events" profile. They can then request matches to those events in the "Request an Event Match" tab.

Commuter Connections is looking to partner with venues and teams in order to promote the software.

#### 5. TDM System/Error Reporting Update

As of July 1, 2009, COG will be in possession of the software code, and will continue to make improvements and fixes. Rideshare Administrators should submit bug fixes now so they can be addressed after July 1<sup>st</sup>.

Email addresses were sometimes being passed on emails between commuters even when privacy preferences indicated the email should not be shared. This has been fixed.

When re-enrolling someone in CCRS, please set their status to Active. COG can reset statuses from Deleted to Active. Deleted records will not be able to login. Deleted records will not display on matchlists or reports.

When using an intersection as a work address, both streets need to have the DC suffix (i.e. NW, NE, SE, SW).

The TDM system "Help" tab now contains three videos (How to Register, How to Join Ridesharing, Request a Ride Match). A How to Re-register video was requested by the committee.

Each jurisdiction should read through their agency's purge letter and review the information. Provide text changes to commuter support email box by June 23.

All GRH status questions should be referred to COG. A software improvement will be made to show the GRH status on the program association page.

6. Reports Discussion

Any report requests should be sent to Commuter Support.

The CCRS Commuter Detail List Report and Pool Data Report have been completed.

7. GIS Information Update

The new park and ride lot map is under development. The new map will have improved accuracy and will be compatible with in-car navigation systems.

The online version will reflect changes to park and ride lot locations and also feature look-and-feel enhancements.

8. Client Site Status/Roundtable

Bug report: Work hours are carrying over when working with multiple records from the New Commute Queue.

9. Other Business/Upcoming Agenda Items

A training manual is under development. This will be made available upon its completion.

**The next meeting of the Commuter Operations Center Subcommittee will be held on September 15<sup>th</sup> 2009 from 2:00 p.m. to 4:00 p.m.**