



MEETING NOTICE AND AGENDA

COMMUTER OPERATIONS CENTER SUBCOMMITTEE

District of Columbia

Bowie

College Park

Frederick County

Gaithersburg

Greenbelt

Montgomery County

Prince George's County

Rockville

Takoma Park

Alexandria

Arlington County

Fairfax

Fairfax County

Falls Church

Loudoun County

Manassas

Prince William County

Tuesday, September 14, 2004

10:00 p.m. - noon

(NOTE: New meeting time.)

Metropolitan Washington Council of Governments

777 North Capitol Street, NE

First Floor, Meeting Rooms 4 & 5

(NOTE: New meeting room.)

Chairperson: Shauna Brown, City of Alexandria

Vice Chairperson: Nichole Huntington, National Institutes of Health

COG Staff Contact: Christopher Arabia, 202/962-3385

Special Note: If you cannot attend this meeting, please contact Tabatha Johnson at 202/962-3323. On-street parking surrounding the COG offices has been severely restricted and parking in the building fills up fairly quickly, therefore you are strongly encouraged to either use transit to Union Station or to carpool to the meeting. Additional garages are located at 750 First Street and in Union Station; however, there are no guarantees that parking will be available in these garages due to the on-street parking restrictions.

<u>ITEM #</u>	<u>ACTION</u>
1. Introductions	
2. Minutes of the May 18, 2004 Meeting	APPROVE
3. Change of Chairperson and Selection of New Vice Chairperson	(5 min) APPROVE
The selection of the new Vice Chairperson will be announced for approval.	
4. Upcoming/Recent Fairs and Promotions	(15 min) INFORMATION

COG and clients will provide information on recent and upcoming transportation fairs and promotions, and distribute copies of promotional items and/or announcements.

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|----|--|-----------------|----------------------------|
| 5. | Commuter Connections Ridematching Web Migration Project Update | (45 min) | DISCUSSION/
INFORMATION |
| | COG staff will update the committee on the status of the Commuter Connections ridematching software Web migration project. | | |
| 6. | Client Site Status | (20 min) | DISCUSSION/
INFORMATION |
| | COG staff will discuss the status of updating CCRS software files at client sites, recent service provided to each client, and any other issues. | | |
| 7. | Review of Monthly Performance Data | (15 min) | DISCUSSION/
INFORMATION |
| | Mr. Christopher Arabia will review the data and tables in the Performance Data report, included a new table added in FY05. | | |
| 8. | Including Park-and-Ride Map With Matchletters | (10 min) | APPROVE |
| | The committee will decide if the new Park-and-Ride map should be included with mailed matchletters. If so, clients must agree to pay the additional postage charges. | | |
| 9. | Other Business/Agenda Items for Next Meeting | | |
| | This is an opportunity for Committee members to request agenda items for the next meeting. | | |

The next meeting of the Commuter Operations Center Subcommittee will be December 14, 2004 and 10am.

METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS



COMMUTER OPERATIONS CENTER SUBCOMMITTEE

MEETING MINUTES

Tuesday, May 18, 2004

12:00- 2:00 p.m.

Metropolitan Washington Council of Governments

777 North Capitol Street, N.E.

First Floor, Training Center

Chairperson: Shauna Brown, City of Alexandria

Vice-Chairperson: Nicole Huntington, National Institutes of Health

COG Staff Contact: Christopher Arabia, (202) 962-3385

Items addressed and issues discussed were as follows:

1. Introductions (see attached attendance sheet).

2. Minutes of the March 16, 2004 Meeting

The minutes of the March 16, 2004 meeting were approved as written.

3. Meeting Schedule

Mr. Arabia distributed a hand-out outlining the FY05 Commuter Connections meeting schedule approved by the Commuter Connections Subcommittee. Meetings for the Commuter Operations Center Subcommittee would be held quarterly beginning with the September 14, 2004 meeting. The meetings would continue to be held on the third Tuesday of the month, except for the September and December meetings, which have been moved up one week to accommodate committee members attending the September ACT International Conference and Christmas vacations. The Commuter Operations Center Subcommittee would meet from 10 a.m. to noon. Lunch would no longer be provided because of the new meeting time. The new meeting schedule was approved by the committee. The next Commuter Connections Operations meeting will be held on Tuesday, September 14th, then December 14th, March 15th and May 21st.

4. Upcoming Fairs and Promotions

Mr. Egu stated that Prince George's County participated in the University of Maryland's Alternative Transportation Fair in College Park on April 27th and a Transportation Fair at NIH on April 27th. Prince Georges's County staff also participated in a Bike to Work Day "pit stop" on May 7th, and a Transit Fair at the National Science Foundation on May 13th.

Ms. Bowser stated that Montgomery County staff participated in a promotion of transportation services for local property managers in the area. The promotion included mailers and a display in the lobby of the particular building the promotion was being held.

Ms. Briscoe stated that Tri-County staff participated in the National Science Foundation on May 13th.

Ms. Norris stated that TransIT staff participated in an Earth Day celebration on April 8th at Fort Detrick, the Sports Expo at Key Stadium on May 1st, and a Bike to Work day “pit stop” on May 7th. TransIT staff will also participate in the “Stuff-a-Bus” event held at Key Stadium on June 1st.

Ms. Robertson stated that Baltimore City staff participated in Bike to Work Day event on May 7th. Baltimore staff also participated in the Annual Flower Mart on May 12th. Rideshare Appreciation day scheduled for May 19th, will be rescheduled. A date has not been determine.

Ms. Johnson stated that COG staff promoted Commuter Connections services and programs by staffing the Commuter Connections display at the following events: the Sports Expo for the Frederick, MD Marathon on May 1st, the Frederick Keys baseball game on May 19th, the NIH transportation fair on May 4th, Micro Strategy’s Benefits Fair on May 12th, the National Science Foundation Transit fair on May 13th, and the Bike to Work Day “pit stop” in Washington DC on May 7th.

Ms. Hefner stated that Fairfax County staff will participate in the upcoming Fairfax County Day fair. The date for the event is pending.

Ms. Affinito stated that Loudoun County staff will participate in the kick off event to celebrate the new fleet of Motor Coach buses on July 1st.

Ms. Nader stated that North Bethesda Transportation Center staff participated in the following Transit Fairs in April; NIH on April 21st, Bloomingdales on April 28th, Borrow a Bike Day on April 29th and Hecth’s. NBT staff also participated in the a Bike to Work Day “pit stop” on May 7th, and Barlet Research Service’s Transit Fair on May 14th.

5. Application Processing Data

Mr. Arabia distributed a hand-out comparing total applications received from FY2003 to FY2004 as of April. The hand out displayed the number and percentage of applications received by COG by how they were received (i.e., Internet, mail, InfoExpress Kiosks, etc.) Mr. Arabia explained that since the launch of the E-Communicator Internet application processing system, in June 2003, the actual manual processing of the CCRS applications has decreased. Ninety-seven percent of the all applications are received through the Commuter Connections Web site. These applications are processed by COG through the E-Communicator software. The elimination of the manual application process has given more time to clients for promotional activities and follow-up with program applicants.

Mr. Arabia stated that COG staff can provide a breakdown of applications received through the Commuter Connections Web site for each home jurisdiction.

Ms. Briscoe asked how clients would receive credit from applications received at the employment site. Mr. Arabia stated that clients can let COG staff know the name of the employer where a promotion was conducted and COG could run a report on the number of applications received from employees at that employer.

6. Client Site Status

Mr. Arabia distributed the Client Site Status report showing issues and activities. Mr. Arabia stated that COG staff is working to move clients who are currently using a modem to switch to using FTP. Mr. Arabia stated that he would try to schedule another training session on the rideshare software in the future.

Client	Status	Recent Issues and Activity as of 5/18/04
Alexandria	OK	Has all current CCRS data and program versions. Using stand-alone computer with dial up modem to upload and download. In FY05, the city may be purchasing a new computer and install Internet connection so COG can program for FTP upload and download.
ARTMA	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download with their DSL connection.
Baltimore City	OK	Has all current CCRS data and program versions. Using old FTP for uploads and downloads. Need to change FTP program files for new FTP site.
BMC	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Bethesda Transportation Solutions	OK	Has all current CCRS data and program versions. Using a stand-alone computer with dial up modem to upload and download.
Fairfax County	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Frederick County	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Harford County	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Howard County	OK	Has all current CCRS data and program versions. Using stand-alone computer with dial up modem to upload and download. County staff is waiting for their computer staff to fix a problem with Windows file permissions. This problem is preventing county rideshare staff from using their main computer and FTP to upload and download.

LINK	OK	Has all current CCRS data and program versions. Using stand-alone computer with dial up modem to upload and download.
Loudoun County	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Montgomery County	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download. Versions.
Montgomery County – Rockville	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Montgomery County – Silver Spring	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
MTA	OK	COG is processing MTA applications. Need to set up a site visit to install updated CCRS files. Using stand-alone computer with dial up modem to upload and download.
NIH	OK	Has all current CCRS data and program versions. Using stand-alone computer with dial up modem to upload and download.
North Bethesda TMD/TAP	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download using DSL connection.
Northern Shenandoah Valley	OK	Has all current CCRS data and program versions. Using old FTP program to upload and download. COG will convert their FTP to the latest files before end of fiscal year.
Northern Neck PDC	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Prince George's County	OK	Has all current CCRS data and program versions. Using stand-alone computer with dial up modem to upload and download.
PRTC-1	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
PRTC-2	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
RADCO	OK	Has all current CCRS data and program versions. Using latest FTP program to upload and download.
Rappahannock -Rapidan PDC	OK	Has all current CCRS data and program versions. Using old FTP program to upload and download. COG will convert their FTP to the latest files before end of fiscal year.

Tri-County Council	Down	COG recently replaced hard drive in stand-alone computer. On 5/7, Tri-County staff was checking dial up modem settings per COG instructions and something went wrong, causing the computer to only start in Windows safe mode. COG is waiting delivery of computer to investigate the problem. COG has recommended that the CCRS software be installed on rideshare staff's main computer and use FTP to upload and download and avoid future problems.
US DOE	Down	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. Needs updated CCRS files.

7. How to Create a Basic Report in CCRS

Mr. Arabia demonstrated how to create a basic report based on the home jurisdiction of commuters, using the CCRS software. Mr. Arabia stated that the field names, values and numeric symbols must be exact in the report definition for the report to run properly. Using ArcView's Query Builder helps with the accuracy of the report definition because you can just click on the fields and functions you want to use. Mr. Arabia encouraged committee members to call COG's Help Line if they experience difficulty creating a report. Another option, which some clients have already used, is to send COG a copy of the report file from the rideshare computer's CCRS software files, along with a detailed description of the requested report definition, and COG staff will create and test the report and send back the report file.

8. Other Business/Agenda Items for Next Meeting

Mr. Arabia reminded subcommittee members of the new meeting schedule and encouraged members to come up with agenda topics for future meetings.

The next meeting of the Commuter Operations Center Subcommittee is scheduled for Tuesday, September 14, 2004 at 10 a.m.