



COMMUTER OPERATIONS CENTER SUBCOMMITTEE

MEETING MINUTES

Tuesday, June 21, 2005

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

Metropolitan Washington Council of Governments

777 North Capitol Street, N.E.

First Floor, Training Center

Chairperson: Nicole Huntington, NIH

Vice Chairperson: Darlene Nader, North Bethesda

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 September 14, 2004 Meeting**

The minutes of the September 14, 2004 meeting were approved as written.

3. **Requirements for Use of Commuter Connections Logo**

Mr. Franklin presented information on the proper use of the Commuter Connections logo for brochures, web sites, letters and other Commuter Connection material. Mr. Franklin distributed a handout regarding the logo guidelines and standards. Mr. Franklin stated that the components of the logo include the name, graphic and tag line. Mr. Franklin stated he is handling all request and questions regarding the Commuter Connections logo.

4. **CCRS Transit, Street Coverage and Other Data**

Mr. Balsamo provided an update on the status of transit, street files and other data used in the CCRS system and on the Commuter Connections Web site. The group discussed the need to update the Landmark book. Mr. Balsamo asked that client members send in the changes they wanted by the end of July. Subcommittee members also expressed an interest in having the CCRS Landmark Book produced in a 3-ring binder.

5. New Web-based TDM System

Mr. Balsamo provided an update on the progress of the new Web-based TDM system. Mr. Balsamo stated that the gathering of internal business requirements for the ridematching and GRH services has been completed. These requirements have been compiled into a Requirements Specification Document. The document outlines the goals and requirements of the new web-based ridematching and GRH software system. The document will be expanded to include requirements for other TDM programs: Employer Outreach, Telework Resource Center, Kiosk Program, Evaluation/Survey Functions, Special Event Pooling, Ridematching and GRH for the rest of Virginia and possible GRH Program for the Baltimore area. Client-member Rideshare Agency representatives and Employer Outreach representatives will be asked for their input on the new system. Once the current requirements phase is complete, the document will be shared with all the client members. We will then meet in a group setting to finalize, edit and prioritize requirements. This may be completed in one or two group sessions. Once requirements are completed we will move forward with the following tasks: System Design Document, Database Design Model and Data Migration Plan, and User Interface Prototype. Once this prototype is ready, we will meet in group sessions in order to get input and suggestions on very specific functions. The application development will be a phased out approach that will include a test plan and testing documentation and user training.

6. Contingency Management/Operations Plan

Staff provided an update on the development of COG's contingency management plan. Work was still being conducted to identify an off-site location to house a mirrored CCRS server in the event of an emergency situation. Staff was also working on identifying how phone operations would work off-site.

7. Client Site Status Report

Staff was investigating the following:

- TAP reported that their log follow-up was disappearing and there were no error messages.
- PRTC stated that the Landmark/Employer addresses need to be verified as close to the employer location as possible.
- Montgomery County reported that their match letters were not printing legibly.

8. Other Business/Agenda Items for Next Meeting

Mr. Arabia reminded subcommittee members to come up with agenda topics for future meetings. He also reported that this would be his final meeting representing COG and that he would be starting a new position with VDRPT.

The next meeting of the Commuter Operations Center Subcommittee is scheduled for Tuesday, December 13, 2005 at 10 a.m.