





Local governments working together for a better metropolitan region

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, March 16, 2004

 **12:00 p.m. - 2:00 p.m.** 
 (NOTE MEETING TIME)

(Lunch provided for meeting attendees only.)

**Metropolitan Washington Council of Governments
 777 North Capitol Street, N.E.
 COG Board Room, Third Floor**

Chairperson: Shauna Brown, City of Alexandria
 Vice Chairperson: Nichole Huntington, National Institutes of Health
 COG Staff Contact: Christopher Arabia, 202/962-3385

Note: If you cannot attend this meeting, please contact Tabatha Johnson at 202/962-3323

<u>ITEM #</u>	<u>ACTION</u>
1. Introductions	
2. Minutes of the September 23, 2003 Meeting	APPROVE
3. Meeting Schedule (10min)	DISCUSSION
The committee will discuss schedule options for future FY04 and FY05 meetings.	
4. Upcoming Fairs and Promotions (10 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.	
5. Web-Based Ridematching Project Update (30 min)	DISCUSSION/ INFORMATION
COG staff will brief the committee on the status of the Commuter Connections Web-based ridematching system.	

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|----|--|-----------------|----------------------------|
| 6. | Customer Service Training Follow Up | (45 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. | Client Site Status | (30 min) | DISCUSSION/
INFORMATION |
| | COG staff will discuss the happenings of the January 28 th Customer Service Training provided by COG and show a 30 minute training video. | | |
| 8. | 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 is scheduled for Tuesday, May 18, 2004 at 12:00 p.m.