

**Commuter Connections Subcommittee
Meeting Minutes**

Tuesday, May 19, 2009

**Chairperson: Anna McLaughlin, District of Columbia Department of
Transportation**

**Vice Chairperson: Willie Epps, Prince George's County Department of Public
Works & Transportation**

Staff Contact: Nicholas Ramfos (202) 962-3313

Item #1 Introductions

The Subcommittee members were asked to introduce themselves and to sign the attendance sheet

Chair, Anna McLaughlin called the meeting to order by introducing herself and asking the rest of the attendees to do so (*See attached attendance sheet*).

Item #2 Minutes of March 17, 2009

Approval was sought for the March 17, 2009 Commuter Connections Meeting Minutes.

There was a motion and a second to approve the minutes of the meeting as written.

Item #3 FY 2008 GRH Customer Satisfaction Survey

Douglas Franklin, COG/TPB Staff, briefed the Subcommittee on the draft GRH Customer Satisfaction Survey Report.

Mr. Franklin briefed the subcommittee on the Draft FY08 GRH Customer Satisfaction Survey Report at the March 17th meeting. There was a comment period established through the end of March, and the draft report was posted on the Extranet. There was a motion and a second to endorse the GRH Satisfaction Survey for release. The final report will be posted to the Commuter Connections web site in the publications section.

Item #4 FY 2009 Placement Rate Survey

Nicholas Ramfos, COG TPB Staff briefed the Subcommittee on the changes made to the draft FY 2009 Placement Rate Survey.

Mr. Ramfos briefed the Subcommittee on the substantive changes made to the draft FY 2009 Placement Rate Survey. There was a comment period established during the March 17th Subcommittee meeting which was through April 10th. The Subcommittee was asked to endorse the final report for release. There was a motion and a second to approve the Placement Rate Survey. Mr. Ramfos stated that the final report would be available to download from the Commuter Connections web site and in hard copy format.

Item #5 FY 2009 Employer Outreach Customer Satisfaction Survey

Lori Diggins, LDA Consulting briefed the Subcommittee on the results from the FY 2009 Employer Outreach Customer Satisfaction Survey.

Ms. Diggins briefed the Subcommittee on the objectives of the survey which were to examine satisfaction of the employers that participate in the regional Employer Outreach TERM, as well as desired changes to the program. The survey was conducted on paper, via internet and telephone. The goal was to survey 400 employers that were in the ACT! regional Employer Outreach Database. There were a total of 367 interviews completed, 172 by email/postal mail distribution and 195 by telephone. Three quarters of the respondents prefer to be contacted by e-mail. About two thirds of the respondents said they were likely to recommend Commuter Connections to other individuals. A comment period on the draft report was established through June 5th. Anna McLaughlin asked that comments be posted on the Commuter Connections Extranet.

Item #6 Special Events Ridematching on TDM Software

Mr. Stephen Finafrock COG/TPB Staff briefed the Subcommittee on the special events Ridematching module on the on-line Commuter Connections TDM software.

Mr. Finafrock demonstrated the new Special Events Ridematching software module which can be used by commuters to form carpools for different music venues, sporting events and any attraction in the DC Metropolitan Area. Currently, the Washington Nationals' season schedule has been uploaded into the system. Additional venue schedules will be added in the future. A demonstration of how to log on as a commuter and how to load an event to your profile was displayed. The features include how to select an event you would like to attend, a starting location and those who would like to attend the same event.

Network members interested in submitting events can request that they be added through the system or can simply contact the commuter support line to make the request.

Item #7 Clean Air Partners Update

Ms. Harriet West, Executive Director with Clean Air Partners briefed the Subcommittee on the recent CAP activities.

Ms. West gave a presentation on the major accomplishments of Clean Air Partners, which include:

- Taking Public Awareness to New Levels.
- Engaging the Next Generation _On the Air Curriculum and Outreach.
- Green Business Initiative – Aqueous Parts Washer Rebate Program.
- Clean Air Teleworking – Part 2.
- Directions for the Future – 2009 Strategic Planning Retreat.

Ms. West discussed how the number of Air Alert participants doubled from 1, 300 to more than 2, 600. Clean Air Partners received \$289, 000 Cash and In-Kind support from the following: Commuter Connections, Constellation Energy, Fairfax County, Maryland Transit Administration (in-kind), Mirant, Montgomery County, Prince George's County, TransIT Services of Frederick County (in-kind), VDRPT/Telework! VA, Washington Gas and Washington Metropolitan Area

Transit Authority (in-kind). Within the "On the Air Curriculum & Outreach Program", On the Air has reached more than 1, 400 students over the past 12 months. There will be \$15,000 in rebates available in FY 2009 for the Parts Washer Rebate Program. The Clean Air Teleworking Pilots for FY 2009, encourage Teleworking on poor air quality days. Their 2009 annual meeting was held on May 12th which was to approve the FY10 Work program and budget.

Item #8 Employer Recognition Awards

Mr. Douglas Franklin, COG/TPB Staff, briefed subcommittee

Mr. Franklin briefed the subcommittee on the status of the 2009 Employer Recognition Awards and potential changes to the program for FY 2010.

First, Mr. Franklin covered the FY 2009 Employer Awards program. He stated that the event will be held on Tuesday June 23, 2009 at the National Press Club in downtown D.C. Staff is waiting to hear back on confirmation on a few speakers. Trophies and giveaway items have been ordered and invitations will go out next week. The program booklet is being designed and developed and staff will be working on speaking remarks. Mr. Franklin also reported that the video shoot is nearly completed.

Next, Mr. Franklin reported on the FY 2010 Employer Awards Program. He discussed results of an online survey of the Employer Outreach Sales Reps which took place in January, which was reported at the March Commuter Connections Subcommittee meeting. Overall the survey received high marks and reaffirmed that the awards program in place is solid and on track. One question however remained unanswered; the question pertaining to the location of where to acknowledge the Sales Team and Organization Achievement Awards. Exactly half of the respondents indicated to maintain these two awards as part of the June Awards Ceremony together with the three employer winners that are recognized at the Nat'l Press Club event. The other half of survey respondents said to award them elsewhere. Based on the deadlock COG/TPB staff sent out a second online mini-survey. There was greater participation in the second survey but a deadlock still remained. Based on the second tie, the vote was taken to the State funding agencies for a final decision and the decision was to keep the Achievement Awards as part of the June Ceremony.

Item #9 Commuter Connections Strategic Plan

Mr. Nicholas Ramfos, COG/TPB Staff briefed the Subcommittee on the recent changes and updates to the Commuter Connections Strategic Plan.

Mr. Ramfos discussed the recent changes made to the document based on comments received. FDA, Montgomery County and the National Institutes of Health were added to the background section. Various objectives were deleted from the Guaranteed Ride Home section. Within the meeting another change was made from *into* to (*under one*) umbrella on the fifth bullet under Employer Outreach Objectives. The last change was made to the Telework objectives. A comment period was established for June 30th. Subcommittee members are asked to post any additional comments on the plan to the Extranet.

Item #10 Car Free Day Event Update

Mr. Douglas Franklin, COG/TPB Staff, discussed the updates on the Regional Car Free Day.

Mr. Franklin discussed the origins of CarFree Day which started in 1985 in England and gave an update on the Regional Car Free Day event that will be held on September 22, 2009. Subcommittee members were encouraged to participate in the event. The next Steering Committee meeting will be held on July 8, 2009 at COG at 10 a.m. Those interested in participating in the event should make plans to attend the meeting.

Item #11 3rd Quarter Budget Report

Townanna Hinton, COG/TPB Staff, distributed and discussed the Commuter Connections 3rd quarter budget report.

A copy of the 3rd quarter Commuter Connections budget report was distributed to the Subcommittee. Ms. Hinton reviewed the report and went over the Commitments and Expenditures for FY 09 (January 1 – March 31, 2009) and asked if there were any questions or comments.

Item #12 Other Business/Set Agenda for Next Meeting

Subcommittee members are encouraged to contact Nicholas Ramfos with any particular agenda items they may be interested in seeing on the next agenda.

The next meeting of the Commuter Connections Subcommittee will be held on Tuesday, July 14, 2009 at 12 noon.