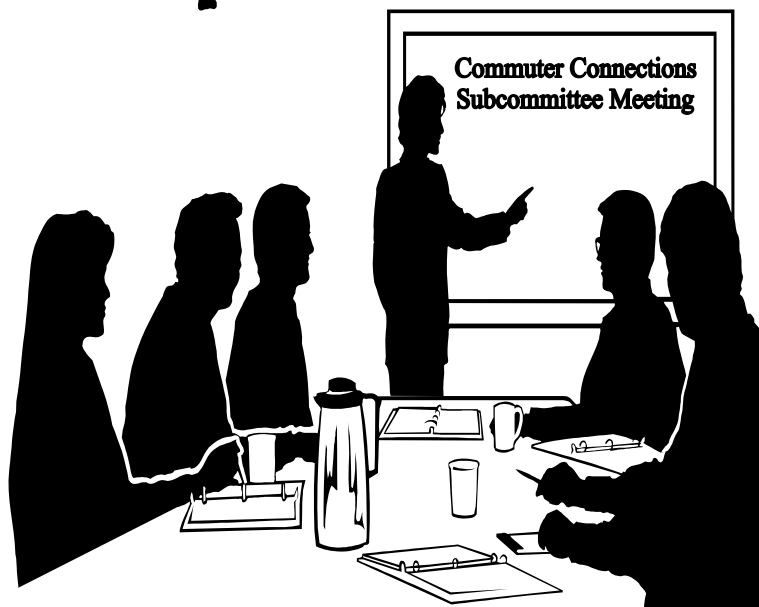# HANDOUTS

from previous meeting

Commuter Connections
Subcommittee Meeting

July 18, 2006

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COMMUTER CONNECTIONS QUARTERLY BUDGET COMMITMENTS AND EXPENDITURES FOR COG FY06 (July 1, 2005 - June 30, 2006)

	BUDGET TOTAL	FUNDS COMMITTED*	FUNDS EXPENDED**	%FUNDS EXPENDED***
COMMUTER OPERATIONS CENTER	$371,526	$371,526	$239,713	65%
Data & PC	$49,500		$26,759	54%
Contract Services/Consultants	$0		$0	0%
COG/TPB staff, indirect & direct costs	$322,026		$212,954	66%
GUARANTEED RIDE HOME	$509,308	$509,308	$397,398	78%
Data & PC	$25,000		$0	0%
Contract Services/Consultants	$115,000		$95,907	83%
User Subsidies	$170,500		$139,895	82%
COG/TPB staff, indirect & direct costs	$223,808		$161,596	72%
MARKETING	$2,100,564	$2,100,564	$1,509,538	72%
Data & PC	$2,500		$0	0%
Contract Services/Consultants	$510,000		$374,647	73%
COG/TPB staff, indirect & direct costs	$1,588,064		$1,134,891	71%
MONITORING AND EVALUATION	$407,468	$407,468	$321,477	79%
Data & PC	$0		$0	0%
Contract Services/Consultants	$105,000		$95,747	91%
COG/TPB staff, indirect & direct costs	$396,968		$225,730	57%
EMPLOYER OUTREACH	$750,596	$750,596	$345,041	46%
Data & PC	$3,000		$0	0%
Contract Services/Consultants	$0		$0	0%
Pass-thru to local governments	$662,000		$279,753	42%
COG/TPB staff, indirect & direct costs	$85,596		$65,288	76%
TELEWORK	$162,126	$162,126	$86,949	54%
Data & PC	$0		$0	0%
Contract Services/Consultants	$0		$0	0%
COG/TPB staff, indirect & direct costs	$162,126		$86,949	54%
INFOEXPRESS KIOSKS	$155,154	$155,154	$128,274	83%
Data & PC	$0		$0	0%
Contract Services/Consultants	$75,000		$65,597	87%
COG/TPB staff, indirect & direct costs	$80,154		$62,677	78%
TOTAL	$4,456,742	$4,049,274	$3,028,390	68%

* **Committed funds are based on funding commitment letters received.**
** **Preliminary funds expended are through June 30, 2005**
*** **Percentage is based on Budget Total Column**

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	Goal	Overall Confirmed to Date (through 6-30-06)
Alexandria	10	11
Arlington	21	81
DC	110	100
Fairfax	40	40
Frederick	4	0
Loudoun	2	8
Montgomery	40	147
Prince George's	26	24
PRTC	6	6
Tri-County	3	3
Total	262	420

	Employment Forecast Goal	New Employer Goal at 5%	New Employer Goal at 10%	New Employer Goal at 15%
Alexandria	0.2	1	1	2
Arlington	6.0	4	8	12
DC	3.0	5	10	15
Fairfax	3.0	2	4	6
Frederick	4.0	4	4	4
Loudoun	1.0	0	1	1
Montgomery	8.0	7	15	22
Prince George's	1.0	1	3	4
PRTC	1.0	1	1	1
Tri-County	0.1	1	1	1

	Total Employer Goal from Forecast	Total Goal for 5%	Total Goal for 10%	Total Goal for 15%
Alexandria	11	12	12	13
Arlington	87	85	89	93
DC	110	110	110	110
Fairfax	43	42	44	46
Frederick	4	4	4	4
Loudoun	9	8	9	9
Montgomery	155	154	162	169
Prince George's	25	25	27	30
PRTC	7	7	7	7
Tri-County	3	4	4	4
Total	454	452	467	485

Note: Employment figures are from Intermediate Forecasts Round 7.0a Cooperative Forecasts (thousand) Source: April 25, 06 Memo from Paul DesJardin (May17, TPB Meeting - Item 10)
2.5% is the average of all of the jurisdiction's employment growth rates.
The District of Columbia Goals were revised in FY 2006 and are not slated to change. Frederick County has not attained the original goal, therefore a change was not made.
Prince George's County had attained its goal earlier than June 30, 2006, therefore increases are shown in each option.

Revised Goals for Commuter Connections Connections TERMs (2008)

	CC TERMs	Participation 2005	VT 2005	VMT 2005	Growth Rate = 2.1% Participation 2008	VT 2008	VMT 2008
1	Telework Resource Center	29,966	11,129	226,913	31,854	11,830	241,209
2	Guaranteed Ride Home	34,800	11,847	334,088	36,992	12,593	355,136
3	Integrateed Rideshare	5,574	5,574	146,612	5,925	5,925	155,849
4	Employer Outreach	886	81,150	1,339,818	942	86,262	1,424,227
5	Employer Outreach - Bicycling	85	343	3,431	90	365	3,647
6	Mass Marketing	10,370	7,299	132,861	11,023	7,759	141,231
7	Commuter Operation Center	143,326	9,783	279,055	152,356	10,399	296,635

Note:Figures for Participation, VT, VMT are taken from report 'TRANSPORTATION EMISSION REDUCTION MEASURE (TERM) ANALYSIS REPORT FY 2003-2005' Jan 17 2006

2.1% Annual Growth Rate is based on 2005 and 2010 Employment Forecast from Round 7.0a figures (MSA Regional)

Employer Outreach participation Rates include employers from the Metrochek/SmartBenefits Program and employers with less than 100 employees.

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Conformity Statement through June 30, 2006
Employers with 100 or more employees

	Level 3 Employers	Level 4 Employers	Levels 3 & 4 <100 Employers	FY06 Confirmed to Date including <100 Employers for Levels 3 & 4 (through 6-30-06)	Amount Needed to Attain Goal for Levels 3 & 4	Goal	Overall Confirmed to Date (through 6-30-06)
Alexandria	3	0	2	5	0	10	11
Arlington	16	5	12	33	0	21	81
DC	21	1	4	26	10	110	100
Fairfax	24	4	30	30	0	40	40
Frederick	0	0	0	0	4	4	0
Loudoun	3	2	0	5	0	2	8
Montgomery	22	2	15	39	0	40	147
Prince George's	12	4	4	20	2	26	24
PRTC	1	0	0	1	0	6	6
Tri-County	1	0	0	0	0	3	3
Total	103	18	40	161	16	262	420

Conformity Statement through June 30, 2006
Employers with less than 100 employees

	Level 3 Employers	Level 3 # of employees	Level 4 Employers	Level 4 # of employees	Counted toward Conformity
Alexandria	9	155	0	0	2
Arlington	31	1052	4	149	12
DC	8	341	2	68	4
Fairfax	12	223	0	0	2
Frederick	0	0	0	0	0
Loudoun	0	0	0	0	0
Montgomery	49	1433	0	0	0
Prince George's	5	416	1	5	15
PRTC	0	0	0	0	4
Tri-County	0	0	0	0	0
Total	114	3620	7	222	40

"Parking Lot" Issues from the June 13 Commuter Connections Strategic Planning Meeting

The following issues were brought up and the group decided to table them for future discussions.

- Explore outreach to increase numbers of new stakeholders/members as a way to increase funding

- Include other transit options such as vanpool and carpool (under roles and responsibilities of local jurisdictions)

- Include planning activities as part of local and COG responsibilities

- Add fixing/resolving database problems as part of COG's roles and responsibilities (section 4.5)

- Reflect local roles more explicitly through roles and responsibilities sections

- Increase emphasis on Spanish language outreach and services

- Explore how to promote Commuter Connections network and yet retain individual jurisdictions' identities

- More coordination on regional/local outreach that is funded by Commuter Connections

- Provide local breakdowns of summary survey results

- Add to new initiatives: Improvements in systems across the board (Commuter Connections web-based ridesharing, reporting, etc.)

- Distinguish between objectives 8.1 and 8.2 (increase number of employers participating vs. increase the number of programs that they have)

- Clarify who has responsibility for setting jurisdiction goals

- Define performance goals in section 8 or re-word without specific numbers; if goals are kept, determine whether they are based on air quality, the TERMs, or some other measure

- Section 8.10: further discussion of barriers to cooperation between jurisdictions

- Where do we count participation in telework vs. employer outreach? How is credit allocated for each?

- Section 11: Consider TDM certification for network members, perhaps based on CUTR program

Under Customer Service:

- Send broadcast e-mails or queries in instances of system outages or other problems that affect most members

- Suggestion for COG staff to make onsite visits to resolve computer problems that can be fixed over the telephone. If too expensive to provide, consider a fee schedule or make additional resources available.

- COG can assist with data processing if needed.

- COG staff need to be familiar with the geography and people in the local jurisdictions

Under Managing Expectations:

- Make sure transactions have a paper trail

- Have tracking or tickets in writing

- Expectations of responsiveness for resolving problems. System crash may mean as immediate site visit. Other technical problems should at least be acknowledged within one business day.

- State-level intervention if issues for unresolved.

- COG to have IT contacts at the local level

Under Communications:

- COG staff to attend state retreats

- E-mail alerts to members

- State updates on sub-committee meetings

- Cancel meetings when appropriate

FY07 COMMUTER CONNECTIONS WORK PROGRAM TASKS AND DELIVERABLES
PROGRAM WORK ELEMENT TASKS
COMMUTER OPERATIONS CENTER
Local Agency Coordination and Technical Assistance
1 Commuter Connections ridematching software system (CCRS).
2. Maintain an electronic discussion group that will allow client members to pose questions and receive information from either COG/TPB staff or other client members regarding TDM program services.
3. Staff will continue to review and distribute ridematching applications received from employers and the general public.
4. Matchlist and renewal notice generation and distribution services will also be provided through COG.
5. COG/TPB will produce client member reports, and provide staff support and coordination to the Commuter Connections State TDM Work Group, the Commuter Connections Subcommittee, and the Commuter Connections Ridematching Committee.
6. COG/TPB staff will also fulfill daily client member data requests.
7. Federal Agency Employee Transportation Coordinator training will be coordinated and in some instances given by COG/TPB staff.
8. Staff will also produce an annual Commuter Connections Work Program for FY 2008.
Transportation Information Services
1. Staff will continue to provide traveler information on alternatives to driving alone to the general public by telephone, Web site, electronically, or through printed information.
2. Staff will continue processing applications from the general public and/or from Commuter Connections client members who request the service on a permanent or temporary basis.
3. COG/TPB staff will answer the regional "800" telephone line and respond to e-mails on information requests from the Commuter Connections Web site.
Transportation Information Software, Hardware, and Database Maintenance
1. Daily backup of the CCRS hardware and software database.
2. The maintenance of rideshare and Web site maps on the file transfer protocol (ftp) servers.
3. The maintenance of the rideshare database, software files and server.
4. The maintenance and update of Commuter Connections Web site data.
5. The maintenance of the application processing E-communicator software.
Commuter Information System
1 COG/TPB staff will continue integration activities of new transit, telework center, and park and ride lot data into the CCRS server.
2. Staff will also continue to obtain updated transit data and street centerline information from local jurisdictions and transit properties and reformat data into GIS for use on the CCRS.
3 Updates to park-and-ride and telework center datasets for use on the CCRS will continue as will updates to the interactive GIS-based Web site application to include updated local and regional information for 11,000 plus transit, telework center, and bicycle lanes/paths datasets.
4. The updated information will be uploaded onto the InfoExpress Kiosk software system.

PROGRAM WORK ELEMENT TASKS
DELIVERABLES FOR FY07
1. Documentation of specific support actions taken
2. Documentation of all Subcommittee and group meetings
3. Daily technical support and documentation
4. Member site visits for software installation and technical support
5. Daily rideshare matchlist generation and distribution
6. Software training sessions
7. Training manual updates
8. Monthly and bi-weekly statistical reports
9. Monthly commuter renewal notices generation and distribution
10. Federal Employee Transportation Coordinator Training
11. Contingency Management Plan review and update
12. TDM Resource Directory published twice a year
13. Maintenance and updates to the Federal ETC Web site
14. Development and distribution of FY08 Commuter Connections Work Program
15. Provide commuter traveler information on alternatives to driving alone to the general public by telephone, Web site, electronically, or printed information
16. Process applications from the general public and answer the regional "800" line and respond to e-mails from the Commuter Connections Web site and the provision of general public customer service
17. Provide daily routine monitoring and maintenance of the CCRS for approximately 30 client member sites in the region
18. Web migration of ridematching software and review and development of other TDM program service software
19. Web site and map server maintenance and updates
20. Updated local and regional information for transit, telework center locations, park and ride lots, and bicycling information which will be used in the CCRS and on the GIS-based Web site application as well as on the InfoExpress kiosks
GUARANTEED RIDE HOME
General Operations and Maintenance
1. Staff will assist the Commuter Connections Subcommittee in reviewing the GRH participation guidelines for any recommended changes.
2. COG/TPB staff will continue management and monitoring of contract services for day-to-day operations services. Day to day operations include confirming ride request eligibility, dispatching rides through the 10 ride service providers, tracking ride requests in the GRH database, processing invoices for payment for ride service providers, the daily operations contractor and for the general public for transit vouchers.
3. COG/TPB staff will continue to respond to the general public and to GRH applicants for registrations and re-registrations to the program.
4. Staff will continue to prepare and send new and re-registration GRH ID cards, registration letters, and participation guidelines on a weekly basis.
5. Staff will also continue to monitor and maintain the GRH applicant database and server.
6. COG/TPB staff will continue to update and maintain program participation guidelines, and provide annual customer service training to the daily operations contractor and COG/TPB staff assigned to the project.

PROGRAM WORK ELEMENT TASKS
DELIVERABLES FOR FY07
1. Respond to requests from the general public for registration and re-registration to the program
2. Notify commuters when registration is about to expire
3. Prepare and send GRH new and re-registration ID cards, registration letters and participation guidelines on a weekly basis
4. Monitor GRH applicant database and server
5. Management and monitoring of contract services for day-to-day operations, and 10 service providers. This includes processing invoices for payment for contractors and for the general public for transit vouchers
6. Update and maintain program participation guidelines
7. Annual customer service training
MARKETING
TDM Marketing and Advertising
1. COG/TPB staff will coordinate marketing and promotional activities through the Regional TDM Marketing Group which consists of transit, ridesharing, and other transportation demand management agencies.
2. COG/TPB staff works with the General Services Administration to produce a quarterly Employee Transportation Coordinator (ETC) newsletter insertion into the Commuter Connections newsletter, for distribution to more than 150 Federal ETC's.
3. The regional Resource Guide and Strategic Marketing Plan will also be updated with input from member agencies.
4. Production of radio spots in English and Spanish to promote alternative mode use, the use of the regional GRH program, teleworking, telework centers, the implementation of employer-based commuter benefit programs, and incentive based programs.
5. The overall objective of the project will be to continue to brand Commuter Connections.
6. COG/TPB staff also will review and participate in special event advertising (e.g. baseball games or other events that will help boost the Commuter Connections brand).
7. COG/TPB staff will also place advertisements for Commuter Connections in the telephone directories of both the Verizon and Yellow Book Yellow pages. Ads are also placed on the Super Pages internet directory and the Yellowbook.com directory.
8. COG/TPB staff will coordinate and participate in on-site commuter promotions at employment sites (public and private sector), retail centers, transit centers, and special events throughout the year.
9. COG/TPB staff will coordinate the annual Commuter Connections Employer Recognition Awards for employers showing commitment towards voluntarily implementing commute alternative programs and telecommuting at their respective worksite(s).
10. COG/TPB staff will continue to maintain and update collateral materials and Web based information on the regional GRH program.
11. A new loyalty and rewards incentive program that is web-based will be planned for GRH program users during FY 2007.
Bike to Work Day
1. COG/TPB staff will continue to support and implement a regional Bike To Work Day event and promote the event to employers.

PROGRAM WORK ELEMENT TASKS
DELIVERABLES FOR FY07
1. Regularly update and maintain the Extranet for posting marketing and advertising materials for review by workgroup members
2. Staff the Regional TDM Marketing Group.
3. Evaluate effectiveness of advertising campaigns through call   volumes, and placement rate study
4. Monitor and manage advertising contract and process media placement invoices.
5. Update and implement earned media plan
6. Monitoring the implementation of regional marketing campaigns
7. Production of a quarterly newsletter for employers and Federal agency Employee Transportation Coordinators
8. Placement of advertisements in telephone directories
9. Updating marketing materials and the Commuter Connections Web Site
10. Annual Employer Recognition Awards
11. Annual update of the Regional TDM Strategic Marketing Plan and Resource Guide
12. On-site employer commuter promotions that promote all alternative commute modes at employer commuter transportation information events
13. Maintain and Update collateral materials and Web-based information on all alternative commute modes
14. Placing radio and TV spots in English and Spanish using the Commuter Connections marketing themes for all TDM program services (ridesharing, transit, GRH, telecommuting, telework centers, employer outreach, etc)
15 Conducting special event advertising that tailors the Commuter Connections messages to special events such as baseball games
16. Management and oversight of marketing/advertising/public relations contractor(s)
17. Production of radio spots in English and Spanish to promote use of all regional alternative commute modes and TDM program services
18. Web site advertisement through banner ads
19. Placement of keyword search engine sponsorships
20. Regional yellow pages and on line advertising
21. Bus and rail advertising
22. Design and implement regional GRH loyalty and rewards incentive program
23. Implement regional Bike To Work Day event and promote to employers and to the general public.
24. FY 2006 Bike To Work Day Event Summary Report
MONITORING AND EVALUATION
TERM Data Collection and Analysis
1. COG/TPB staff will work to update the FY 2006 – FY 2008 TDM Evaluation Framework Methodology document.
2. COG/TPB staff will update the survey instrument design for the in-depth Guaranteed Ride Home (GRH) Applicant survey.
3. COG/TPB staff will design and implement the 2007 State of the Commute survey.
4. COG/TPB staff will also provide day to day management and monitoring of evaluation contract services and will report results through monthly data collection activities and quarterly progress reports and an annual progress report.
5. During FY 2007, data collection activities from local sales territories will continue as will the review of employer database records and the classification of employer records into levels of participation.
6. Quarterly level of effort verification statements will be produced by COG/TPB staff.
7. Contract oversight for employer database tabulation and reporting will be provided by COG/TPB staff.
8. COG/TPB Staff along with the State TDM Work Group and Employer Outreach Committees

PROGRAM WORK ELEMENT TASKS
will review and update the Employee Commute Survey.
Program Monitoring and Tracking Activites
1. COG/TPB staff will collect monthly program statistics, and produce quarterly progress reports, and a FY 2006 annual summary of program statistics of the number and type of commuter traveler requests filled by COG and other client member program sites.
2. During FY 2007 COG/TPB staff will continue to collect monthly program statistics and will produce quarterly progress reports and an annual progress report for the regional Guaranteed Ride Home program.
3. Staff will collect and analyze data from the monthly GRH customer satisfaction survey for program users, and administer a customer satisfaction survey based on feedback from program users.
4. Staff will produce an annual report on the findings. Survey results will be used to change GRH program guidelines and/or policies as needed.
5. COG/TPB staff will also monitor monthly progress for local Employer Outreach sales jurisdictions based on their approved Scopes of Work and contract project goals and provide direct assistance when requested.
6. Quarterly progress reports and level of effort tracking sheets listing results of each local sales jurisdiction will be prepared.
7. An annual detailed snapshot of overall progress will be provided to appropriate DOT funding agencies for their respective jurisdictions.
8. COG/TPB staff will also continue to administer and produce the annual Employer Customer Satisfaction Survey and report.
9. COG/TPB staff will oversee a regional monitoring and evaluation program for Employer Outreach which includes data collection activities from local employer outreach sales territories. Local jurisdiction contract performance monitoring for Employer Outreach goals will also be a part of this activity.
10. COG/TPB staff will also continue to produce Employer Case Studies showcasing telework program results. Results from local Employer Telework sales calls and outreach services will be documented in terms of level of effort and progress and shown in quarterly progress reports.
11. Formal quarterly documentation will also be provided on level of effectiveness and results from sales and outreach activities for employer-based telework programs. Overall monitoring and evaluating employer-based telework programs throughout the region will continue.
12. Staff will also evaluate effectiveness of advertising campaigns through call volumes, internet hits, and the annual placement rate study. Marketing campaigns will be monitored through lead analysis and detailed campaign summary results.
13. An event summary report will also be produced for the FY 2006 regional Bike To Work Day event.
14. An overall internal program survey will also be conducted to measure the overall satisfaction of the program by the local jurisdictions and COG.
15. Monthly program statistics will be collected and quarterly progress reports will be provided for all program areas in the FY 2007 CCWP and an annual progress report for FY 2006 will be produced.
DELIVERABLES FOR FY07
1.   FY 2006 – FY 2008 TDM Evaluation Framework Methodology Document, 2007 State of the Commute Survey design and data collection activities, 2007 GRH In-Depth Applicant Survey
2.   Data collection activities from ten local sales territories
3.   Review of employer database records
4.   Classification of employer records into levels of participation
5.   Quarterly level of effort verification statements
6. Collect monthly program data and produce quarterly progress reports for the Commuter Operations Center,Guaranteed Ride Home, Employer Outreach, Telework, Marketing, and Evaluation programs
7. Produce FY 2006 annual progress report
8. Collect and analyze data from monthly GRH customer satisfaction survey for program users Produce annual customer satisfaction survey from FY 2006 and report based on feedback from

PROGRAM WORK ELEMENT TASKS
9. Production of quarterly Employer Outreach progress report and level of effort tracking sheet listing results for each local jurisdiction outreach agency
10. Administer and produce annual Employer Customer Satisfaction Survey
11. Production of Employer case studies on telecommuting
12. Marketing lead analysis and campaign summary results
13. Conduct jurisdictional and COG satisfaction survey
14. Production of FY 2006 Bike To Work Day report
EMPLOYER OUTREACH
Regional Employer Database Management and Training
1. COG/TPB staff will continue to maintain and update the hardware and software for the computerized regional employer ACT! database and coordinate training and technical assistance to local sales jurisdictions requesting it as well as monthly regional database synchronizations.
Employer Outreach for Bicycling
1. The Employer Outreach for Bicycling program provides information to area employers to help support and encourage bicycling to work by their employees. This information is included in the Employer Outreach materials provided to employers under the Employer Outreach Program.
2. Commuter Connections staff also provides support for other bike-to-work marketing activities including lunch time seminars, association meetings and strategic mailings.
Live Near Where You Work Program
1. COG/TPB staff will work to compile the pertinent information on housing incentives and programs available throughout the Metropolitan region and will coordinate with federal, state, and local jurisdictions on any additional information regarding transit-oriented housing developments that could be incorporated into the information.
2. COG/TPB staff would coordinate with local Employer Outreach sales representatives in offering "Live Near Where You Work" briefing sessions with employer groups, Chambers and Employee Transportation Coordinators.
3. COG/TPB Staff would include resource information for those seeking employment at Metropolitan Washington based companies and information that can be included in new hire orientation packages or job offers made to employees who are living outside of the jurisdiction where they accepted the job offer.
Local Agency Funding and Support
1. This task includes the management and oversight of pass-thru funding to local sales jurisdictions to support local jurisdictions, consultants, or TMA staff in implementing voluntary transportation demand management strategies at private sector employment sites.
2. It involves the review and approval of an annual Scope of Work for each of the ten sales jurisdictions and day to day contract management. This task also includes updating and printing sales materials and employer case studies both in hard copy and for inclusion on the Commuter Connections Web site.
DELIVERABLES FOR FY07
1. Coordination of Employer Outreach regional database synchronizations and provision of sales representative database training as needed, maintenance and update of regional contact management database
2. Employer assistance and seminars, and regional Bicycling to Work Guide, updates
3. Regional Live Near Where You Work collateral materials
4. LNWYW briefing sessions in coordination with local jurisdictions to employer groups, Chambers of Commerce, and Employee Transportation Coordinators
5. Oversight to local sales jurisdictions to implement voluntary transportation demand management

PROGRAM WORK ELEMENT TASKS
strategies at private sector employment sites. Bi-annual sales support conference calls and   site visits as needed
6. Electronic and printed updates of sales materials and case studies. Sales portfolio re-design and   update of all collateral materials
TELEWORK
General Assistance and Information

1. COG/TPB staff will continue to provide information on teleworking to the general public,
    local agencies, and employers from Maryland and Virginia contacting Commuter Connections
    through its 800-745-RIDE toll free number and through the Commuter Connections web site.

2. COG/TPB Staff will also provide two half-day or all-day training sessions to the Employer Services
    representatives from Maryland and Virginia to strengthen sales skills relating to selling telework
    to employers. Employer Telework Case studies will also be updated.

3. Direct follow-up with employers will be undertaken by local Employer Outreach jurisdiction staff   in both Maryland and Virginia in conjunction with the on-call consultant(s), as requested.
4. The local Employer Outreach sales representatives will receive and review employer leads received.   at Commuter Connections and elect whether or not to use the on-call consultant(s).

4. Local employer outreach sales representatives would be responsible to document follow-up
    activities in conducting employer site visits and follow-up visits, developing or updating formal
    Telework policies, or starting or expanding a telework program.

5. COG/TPB staff will monitor this work with employers in Maryland and Virginia by the local jurisdictions
DELIVERABLES FOR FY07

1. Provide as requested general telework information to the general public, local agencies,
    and employers. Pass employer sales outreach activity leads to appropriate local sales
    representatives and to on-call consultant(s) to identify and work with employers in Maryland
    and Virginia to address teleworking program implementation issues and provide sample
    formal Telework policies

2. Two half-day telework sales training sessions
3. Updated employer Telework case studies
4. COG/TPB staff to conduct contract procurement to select on-call telework consultant(s) and   monitor project progress for both employer services representatives and selected on-call consultant(s)
INFOEXPRESS KIOSKS
Development, Maintenance, and Operation of Regional InfoExpress Kiosks

1. During FY 2007, COG/TPB staff will continue to maintain and update content on the InfoExpress
    kiosk engine and its related applications for the kiosks in operation. The kiosks will be redesigned
    to be Internet–based with little or no content located on the kiosk computer.

2. COG/TPB staff will also provide maintenance and upgrades of kiosk enclosures, hardware, and
    peripheral devices as needed. Weekly kiosk site visits will be provided by COG/TPB staff and
    more complicated technical issues will be addressed through a kiosk maintenance contractor
    as needed.

3. Marketing of kiosks will continue through the marketing contractor and an updated brochure will   be provided if needed.
4. COG/TPB staff would provide management and monitoring of the marketing contract and kiosk   site contracts.
5. COG/TPB Staff will also monitor insurance liabilities and update insurance information as needed.
6. Quarterly progress reports will be produced.

7. COG/TPB staff will work with the local jurisdictions in Northern Virginia to identify employer sites
    and work with employer contacts to set up kiosks at the employer site. Kiosks at retail locations and
    any other location where there is a high level of vandalism, and where connectivity is unreliable or

PROGRAM WORK ELEMENT TASKS
usage of ridematching, transit, GRH, and other commute services do not meet performance measures, will be removed.
8. COG/TPB staff will provide daily monitoring and evaluation, maintenance of kiosks enclosures, hardware, software and peripheral devices, management of host-site agreements and insurance, and produce detailed monthly and annual performance reports. Near the end of the fiscal year, the kiosk project will be re-evaluated to determine if it will be continued.
9. COG/TPB staff will also provide recommendations on kiosk site placements and infrastructure updates to the units.
10. COG/TPB staff will work with the local jurisdictions in Northern Virginia and the District of Columbia to identify appropriate sites at employment centers.
DELIVERABLES FOR FY07
1. Maintain and update content on the InfoExpress kiosk engine and applications
2. Daily monitoring and evaluation of kiosk operations including tracking of information accessed and computer applications completed
3. Kiosk site relocations and/or removal based on evaluation criteria for both permanent and mobile kiosks
4. Monitoring and upgrades to data communications system for kiosks
5. Maintenance and upgrades of kiosk enclosures, hardware, and peripheral devices
6. Marketing of kiosks and updating the kiosk brochure
7. Management and monitoring of marketing contract and kiosk site contracts
8. Monitoring insurance liabilities and updating insurance information as needed

Draft Commuter Connections Strategic Plan
July 2006

This draft strategic plan incorporates contributions from the Metropolitan Washington Council of Governments, state funding agencies, and local stakeholders.

For sections 4 through 11, which correspond to specific Commuter Connections activities, the plan specifies the objectives, acceptable performance levels (APLs), and which of the network members are responsible for achieving the objectives.

1. Mission Statement
Commuter Connections assists and encourages people in the Washington region to use alternatives to the single-occupant automobile.

2. Definition of Commuter Connections
A network of public and private transportation organizations—including the Metropolitan Washington Council of Governments, state funding agencies, and local organizations—that work together to achieve the mission.

3. Overall Objectives

Program objectives
3.1.   Provide programs and information that reduce vehicle trips and trip lengths.
3.2.   Assist the region in improving air quality.
3.3.   Enhance the Commuter Connections "brand" by increasing awareness that will lead to changes in travel behavior.
3.4.   Provide excellent and reliable customer service to employers, employees, and other stakeholders.

Operating objectives
3.5.   Foster open and direct cooperation, communications, and coordination between Commuter Connections network members, including committee procedures that foster full participation
3.6.   Ensure responsiveness and accountability to funding agencies' direction and guidance for program focus and goals
3.7.   Ensure that all network members (e.g., funding agencies, local jurisdictions, MWCOG, local contractors, and others) hold each other accountable for fulfilling program objectives.
3.8.   Monitor cost effectiveness for Commuter Connections individual programs to help ensure optimal use of resources.
3.9.   Provide an open forum for sharing information and status on TDM projects in the region, whether implemented through or outside of Commuter Connections, with all network members.

Network Responsibilities (Draft):

These objectives refer to the program as a whole and are the responsibility of all network members.

4. Ridematching Services

Objectives
4.1.   Provide ridematching services to commuters online and through a central toll free number (1-800-745-RIDE). Online ridematching should work automatically, but customers should also be able to send an e-mail and obtain matches that way.
4.2.   Maintain and update on a regular basis the ridematching database
4.3.   Provide network members with 24/7 online access to database.
4.4.   Host a technical committee of users will meet quarterly to determine new software needs.
4.5.   Maintain a help line (202-962-3333) and help e-mail for local stakeholders who have database questions.

Acceptable Performance Levels
4.6.   Provide ridematching services to commuters online (24/7) and via telephone service (8 hours per day) Return phone messages within two hours (or the next morning if after 3 PM). Determine and implement web site best management practice(s) with regard to frequency of maintenance and amount of time site is not available.
4.7.   Update and maintain Commuter Connections database weekly. If a new system is installed, perform daily maintenance.
4.8.   Provide network members with 24/7 access to database.
4.9.   COG will respond within three months as directed by funders to specific software requests.
4.10. Provide quarterly summary reports within 10 business days following end of quarter on the operations and effectiveness of the ridematching program (with effectiveness measured by percentage of riders matched and how long the matches last)

Network Responsibilities (Draft):

Fulfilling Objective 4.2 requires regular uploads and downloads by the local jurisdictions, while Objective 4.3 requires that COG provide the appropriate maintenance and service for 24/7 access. COG will convene the required meetings under Objective 4.4, and local jurisdictions and funding agencies will provide input. COG will maintain the helpline in Objective 4.5. All network members are expected to meet the service standards in APL 4.6.

5. Guaranteed Ride Home (GRH)
Maximize the use of alternative modes by providing fast and reliable transportation in the event of an emergency.

Objectives
5.1.   Provide users of alternative commute modes up to four free rides home per year in a taxi, rental car, or on transit (or appropriate combination).
5.2.   Online applications for GRH and rideshare should be automated, unless COG can justify otherwise, in which case they should be processed within one business day.

5.3.   Maintain and update on a regular basis the GRH database; renewal should be automated; provide automatic reminders when people's registration expires.
5.4.   Explore possibilities for additional automation
5.5.   Provide funding organizations a quarterly summary report of proposed GRH activities and utilization
5.6.   Provide yearly analysis of GRH program

Acceptable Performance Levels
5.7.   Refer to the standard in the contract with the contractor. If a commuter cannot reach a person by phone, the message should be returned within 10 minutes. If the caller is determined to be eligible, a cab should arrive within 15 minutes of trip arrangement. The system will be available weekdays from 6 AM to 10 PM
5.8.   Process all applications within one business day.
5.9.   Update the database bi-weekly. Send reminders about registration within 30 days of expiration date and measure response back.
5.10. Provide quarterly summary report of proposed Guarantee Ride Home activities and utilization within 10 business days following end of quarter
5.11. Provide yearly analysis of Guaranteed Ride home Program within 20 business days following the end of year

Network Responsibilities (Draft):

COG is responsible for ensuring that applications can be made online (Objective 5.2); if there is a heavy volume of hard-copy applications due to interest generated by a transportation fair or other marketing promotion COG may take several days to enter them. COG is responsible for Objective 5.3. Objective 5.4 should be led by COG with input from funding agencies and local jurisdictions. COG will provide the reports in Objectives 5.5 and 5.6.

GRH Providers are supposed to meet the following performance measures:

"Respond to the pick-up site location to pick-up registered GRH commuter (for taxi cab and shuttle service providers) or deliver the rental car (for rental car providers) within 10 to 15 minutes of notification of the need for emergency transportation service."

The daily operations contractor is supposed to meet the following standard:

"Response to the participating commuters shall be immediate with no more than two telephone rings. Calls directed to COG's "800" Commuter Connections phone line will be directly transferred to the CONTRACTOR through a phone menu selection. The CONTRACTOR shall be required to use live attendants and/or dispatchers to answer all incoming calls. There are approximately 180 calls that are received each month. Recorded messages or placing the caller(s) on hold are not acceptable working practices."

6. Marketing of Alternative Commute Options

Objectives

6.1.   Provide and promote an umbrella branding for Commuter Connections which reflects the participation of Commuter Connections members and funders, and allows members to link to it without sacrificing their individual identify and branding.

6.2.   Develop and implement an annual regional marketing program which supports the Transportation Demand Management (TDM) alternatives and special events offered or sponsored by Commuter Connections.

6.3.   Coordinate marketing approach with regional marketing efforts and reflect policies of State agencies.

6.4.   Ensure marketing programs reflect the market turnover by balancing awareness and action goals to achieve conversion of single occupant vehicle trips to other modes as well as retention of existing alternative mode users.

6.5.   Ensure the promotion process includes adequate opportunity for member input, review, and approval at appropriate stages of planning, budgeting, production, and execution.

6.6.   Ensure message continuity and retention within budget parameters by scheduling promotions that are seasonally adjusted to market demand (need) to achieve the greatest return on investment, with a goal of maintaining continuous awareness of Commuter Connections programs and services.

6.7.   Provide member organizations break-out of marketing costs by individual programs and events within programs. Include estimated budgets and timelines by campaign which can be evaluated and adjusted on a quarterly basis.

6.8.   Provide member organizations quarterly summary report of expenditures versus budget

6.9.   Provide member organizations options for periodic program area marketing adjustments

6.10. Determine results of marketing campaign through survey of awareness on commuter options and utilization.

Acceptable Performance Levels

6.11. Provide an annual promotion plan including campaign(s) focus, timing, and estimated budget, production and presentation timelines.

6.12. Sustain commuter awareness of alternative commuting options.

6.13. Provide quarterly break out of marketing costs by line areas and events within line areas within 10 business days following the end of the quarter

6.14. Provide quarterly summary report within 10 business days following the end of the quarter of expenditures verse budget

6.15. Provide program area marketing adjustments when requested and justified.

Network Responsibilities (Draft):

Objectives 6.1, 6.3, 6.4, and 6.6 are the responsibility of all network members. Development of the annual marketing plan in Objectives 6.2 and 6.5 should be led by COG with sufficient input from local organizations and state funding agencies. Objectives 6.7, 6.8, 6.9, and 6.10 are COG's responsibility.

7. Monitoring and Evaluation

Objectives

7.1.   Review and update methodology to link monitoring and reporting of program results to obtaining program goals and objectives and the development of future plans and actions.

7.2.   Collect and analyze data every three years as well as provide quarterly program tracking and monitoring reports for each program area as defined in the Evaluation Framework and Methodology.

7.3.   Provide summary of results of "State of the Commute Survey"

7.4.   Provide summary of car pooling demographics

7.5.   Incorporate funding agencies' input into development of guidance for survey

7.6.   Establish action items as a result of surveys. Link survey results and action items to future goals and objectives for Commuter Connection Program

7.7.   Provide summary reports on results of employer database

7.8.   Provide analysis of TERMS and program effects on transportation and emissions

Acceptable Performance Levels (APLs)

7.9.   Collect data monthly and provide quarterly reports quarterly program tracking and monitoring reports for each program area.

7.10.   Provide summary of results of the "State of the Commute Survey" and relationship to current goals and objectives. Based on the results of the survey establish action items to facilitate development of future program goals and objectives.

7.11.   Provide summary of car pooling demographics

7.12.   Incorporate funding agencies inputs for the development of guidance for survey

7.13.   Provide a report within 30 business days outlining results of commuter awareness surveys to establishing future goals and objectives for Commuter Connection Program

7.14.   Provide summary report within 10 business days following the end of quarter on results of employer database

7.15.   Provide yearly report within 20 business days following the publishing of the TERMS results in contributing efforts to meet Emissions Reduction Standards

Network Responsibilities (Draft):

Objective 7.1 is led by COG with input from the members of the TDM Evaluation Group. Objective 7.2, 7.3, 7.4, 7.6, 7.7, and 7.8 are led by COG. Objective 7.5 should be performed by the TDM Evaluation Group.

8.   Employer Outreach

Support outreach and marketing efforts by local jurisdictions to the region's employers to encourage use by their employees of alternative commute modes such as ridesharing, transit, telework, bicycling, and walking.

Objectives

8.1.   Increase the number of employer-based alternative transportation programs and incentives.

8.2.   Increase the number of alternative transportation options provided by participating employers.

8.3.   Increase the number of participating employees at existing employer programs.

8.4.   Increase the number of employee surveys conducted.

8.5.   Integrate local jurisdictional efforts into one umbrella program to provide quarterly reports on results of employer outreach.

8.6.   Provide support to local jurisdictions in the form of updated marketing materials. Assess marketing materials and training needs for entire program (not individual jurisdictions) and develop a plan. Provide marketing materials and training to sales representatives as described in the plan.

8.7.   Maintain and update on a regular basis the employer outreach database.

8.8.   Provide local jurisdictions and funding agencies ready accessibility to regional employer outreach database.

8.9.   Reassess and revise the goals for each jurisdiction on a regular basis.

8.10.   Assess, identify, and overcome the barriers to cooperative efforts for sales and maintenance of employer outreach programs.

Acceptable Performance Levels

8.11.   Increase the number of employer-based alternative transportation programs and incentives by X percent per year. (Note: To be determined at the start of each Commuter Connections TERM evaluation cycle jurisdictions)

8.12.   Expand existing employer-based alternative transportation programs by X percent per year.

8.13.   Survey employers contacted in each jurisdiction pursuant to goals outlined in the Employer Outreach contract Scope of Work between the local jurisdiction and COG and produce a report with the results within one month .

8.14.   Provide quarterly reports to include results of any action plans (commute program recommendations) developed and coordination efforts by jurisdiction.

8.15.   Provide training/orientation for new sales staff as needed. Provide specialized training upon request from local jurisdictions in accordance with training plan within one month of request. Assess marketing materials required and produce them in a timely manner. Assess progress towards plan.

8.16.   Update and maintain Commuter Connections database weekly.

8.17.   Provide network members with 24/7 access to database.

8.18.   Evaluate and reassess goals annually. Monitor progress towards goals quarterly.

8.19.   Assess barriers and boundaries on a yearly basis; propose plan to reduce barriers.

Network Responsibilities (Draft):

Objectives 8.1, 8.2. and 8.3 are the responsibility of the local organizations in the network, with support provided by COG when requested. Objective 8.4 is the responsibility of the local organizations, and COG should provided training in the purpose of surveys and how to conduct them so that surveys are conducted in a standard format throughout the region. Objective 8.5 is shared responsibility between COG and local organizations. COG is responsible for Objective 8.6, with input from the Marketing Planning Work Group. Fulfilling Objective 8.7 requires regular uploads and downloads by the local jurisdictions, while Objective 8.8 requires that COG provide the appropriate maintenance and service for 24/7 access. Objective 8.9 is led by COG,

and local organizations should be actively involved with setting their sales targets. (General targets for the APLs will similarly be worked out through a collaborative process.) Objective 8.10 is a shared responsibility between all network members, and may require redefining the process through which local organizations take credit for signing up or expanding programs at area employers.

9. Telework

Objectives
9.1.   Provide information to employers on the benefits of teleworking and assist them in setting up new telework programs, or expanding existing programs, for their employees.
9.2.   Provide services to assist employer outreach staff in local jurisdictions set up new or expand existing telework programs.
9.3.   Determine needs and provide training on telework programs.
9.4.   Increase number of teleworkers in the region.
9.5.   Increase the number of employers with a telework program
9.6.   Provide funding organizations quarterly reports on success of telework program

Acceptable Performance Levels
9.7.   If an employer requests information or assistance on telework, provide requested information or assistance within one business day (depending on type of assistance requested).
9.8.   Respond to requests from employer outreach staff to support telework within one business day, by either providing requested assistance or providing them information so help them give the employer the requested assistance.
9.9.   Include telework in training plan (see Objective 8.6) and provide training to sales representatives.
9.10.   Increase the number of teleworkers in the region; establish reasonable objectives for individual jurisdictions.
9.11.   Increase the number of employer with telework programs in the region by X percent per year; establish reasonable objectives for individual jurisdictions.
9.12.   Provide quarterly reports within 10 business days following the end of a quarter on success of telework program

Network Responsibilities (Draft):

Objective 9.1 is primarily the responsibility of the local organizations, with COG providing support as requested. Objectives 9.2 and 9.3 are COG's responsibility. Objectives 9.4 and 9.5 are shared between COG and local organizations, and Objective 9.6 is COG's responsibility. Both local organizations and COG are responsible for meeting APL 9.7.

10. InfoExpress Kiosks

Objectives
10.1.   Monitor and enhance the kiosk program.

Acceptable Performance Levels
10.2. Monitor dependability and reliability of kiosk operations.

Network Responsibilities (Draft):

Objective 10.1 is COG's responsibility.

11. New Initiatives

Objectives
11.1. Evaluate and develop new TDM strategies including but not limited to walking, bicycling, carsharing, "live near your work," tourist trips, special event trips, and carpooling incentives.
11.2. Research innovative ideas in other regions to determine their viability for the Washington, DC region
11.3. Evaluate the efficiency of offering assistance for non-commute trips.

Network Responsibilities (Draft):

Objectives 11.1, 11.2, and 11.3 are the responsibility of all network members and information regarding new TDM strategies and innovative ideas should be shared between members.

No APLs were provided for this section because it relates to introducing new ideas as opposed to implementing specific ideas.

12. Project Timeline

Rough outline of planning cycle:

September	Meetings with stakeholders to review evaluation
Early October	State TDM Group meets with COG staff to provide direction for the work plan
Early November	COG staff presents draft of work plan to State TDM Group
January	Verify program elements
	Identify project components within each program element
	Produce draft bullet points for review
February	Develop draft work plan document for State TDM Group review
	Establish comment period
	Refine program elements based on feedback
	Meeting or teleconference with Commuter Connections Subcommittee to review draft Work Program towards the end of February
March	Present draft Work Program to TPB Technical Committee and TPB for review and public comment
	Refine program elements based on feedback in concurrence with State TDM Group

April   Obtain final approvals from TPB Technical Committee and TPB
May   Give status report to Commuter Connections Subcommittee
                 Send funding commitment letters to funding ag4encies and identify any
                 adjustments that need to be made to the TIP
June   Implement TIP funding changes, if needed
                 Obtain funding commitment letters from state funding agencies
July   Fiscal year begins and work plan is implemented

Committee Structure

The table below outlines the committee structure and meeting times:

Committee/Purpose	Members	Meeting Time
State TDM Work Group An oversight group that provides administrative and programmatic oversight of the core program elements in the CCWP.	State funding agency representatives and COG/TPB senior staff.	Every month or every other month, first Tuesday, 11 AM – 1 PM
Commuter Connections Subcommittee Provides overall technical review of regional TDM program services.	General Commuter Connections, as well as marketing and GRH (former , GRH Ad-Hoc group, High Tech Ad-Hoc Group, and)	Every other month (January, March, etc.), third Tuesday, noon – 2 p.m.
Regional TDM Marketing Group Provides exchange of TDM marketing and promotional information and coordination of regional advertising and marketing campaigns.	Regional marketing working group comprised of members from the Commuter Connections network, transit agencies, TMA's and others interested in regional TDM marketing information.	Every quarter (Sept, Dec, March, and June), third Tuesday of the month at 10 a.m.
Marketing Planning Work Group Working group composed of member from the Commuter Connections Subcommittee to work with the marketing contractor on the regional campaigns.	Volunteer members from the Regional TDM Marketing Group	Twice yearly, in fall and spring to plan upcoming campaign, plus other meetings as needed
Commuter Connections Ridematching Committee Provides technical review of regional ridematching system and overall network policies and procedures	All ridematching agencies and organizations that are Commuter Connections ridematch system members (previously known as Commuter Connections Operations Center	Every quarter (January, April, etc.), third Tuesday, 10 AM-noon; other meetings as needed during development and implementation of web-based ridematching system

	Subcommittee)	
TDM Evaluation Group Provides overall direction and review of regional TDM Evaluation project methodology and results	Volunteer members from the Commuter Connections Subcommittee	As needed
Employer Outreach Committee Provides input and review of Employer Outreach efforts in the region.	Former Employer Outreach Ad-Hoc Group, TMA Advisory Group and Telecommuting Ad-Hoc group members	Every quarter (July, Oct, Jan, April), third Tuesday, 10 AM-noon
Bike to Work Day Steering Committee Organize Bike to Work Day	Comprised of local pit stop managers and colleagues as well as other interested bicycling enthusiasts	Five meetings prior to event in May beginning in September. Meets the 2nd Wednesday every other month.

It may be possible to allow some participation in meetings via conference call. Six lines are currently available.

Sample calendar for 2006, showing the Tuesdays of each week:

Jan.	3	State TDM	Feb.	7	State TDM	Mar.	7	State TDM
	10	Ridematching		14			14	Emp. Outreach
	17	CC Subcomm		21			21	CC Subcomm
	24	Bike to Work		28	Bike to Work		28	Bike to Work
	31							

Apr.	4	State TDM	May	2	State TDM	Jun.	6	State TDM
	11	Ridematching		9	Bike to Work		13	Emp. Outreach
	18	Marketing		16	CC Subcomm		20	
	25	Bike to Work		23			27	
				30				

Jul.	11		Aug.	1		Sep.	12	
	18	Employer Outreach		8			19	State TDM
	18	CC Subcommittee		15			26	Regional TDM Marketing CC Subcomm Ridematching
	25			22				
				29				

Oct.			Nov.	7		Dec.		
	10	State TDM		14	State TDM		12	State TDM
	17	Employer Outreach		21	CC Subcomm		19	Ridematching Regional TDM Marketing
	24			28			26	
	31							

13. Deliverables

13.1.   Internal Reports

- **Commuter Connections program effectiveness summary**

Provide activity summary report with quarterly invoice. Summary report should include:
- o Status of action items
- o Future action items
- o Suggestions for changes
- o If any, complaints from customers and funding agencies
- o Regional trends
- o Status of working groups
- o Breakdown of expenditures (Further discussion is required on the level of detail to be provided. In general, it should be sufficiently detailed so that expenditures can be tracked by program, perhaps by major categories.)
- **Commuter Operations Center quarterly summary report**
- **Guaranteed Ride Home quarterly summary report**
- **Marketing quarterly expenditures report**
- **Employer Outreach quarterly report, to include ACT database and telework**
- **InfoExpress Kiosks utilization available on request**
- **Marketing Plan**
- **Campaign Marketing Plan**
- **Annual work program, including program goals and objectives**

State funding agencies need to determine if their contractual arrangements allow quarterly reporting; some contracts may specify monthly reports with invoices. If this is the case, perhaps a shorter form of the quarterly report could be developed that would keep within contractual obligations but provide less detailed information.

13.2. External Reports

- **State of the Commute Survey Results (every three years)**
- **Trip and emissions reduction annual report (TERMs)**
This should include cost effectiveness, and should be prepared at the interval necessary to meet federal requirements

- **Other reports as needed**

Technical Support
June 20 2006

As Commuter Connections continues to grow, we need to review the procedures to be followed whenever there is a request for technical assistance for Commuter Connections Operations Center staff (MWCOG).

For Technical Support in CCRS:
The following procedure should be followed when errors are generated and/or technical issues experienced while utilizing the CCRS Database. The Help Line includes the Call Pilot Notification that alerts all members of the Operations Center when there is a voicemail left in the Help Line Mailbox.

1) **Client members may call the Commuter Connections Help Line at 202-962-3333**
   - All available agents will be able to assist you.
   - The voicemail box is checked throughout the day. **{Calls will be returned within 1 Business Day.}**
   - In the case that all available agents are busy assisting other callers, you may:
     - **Option 1:** Leave a detailed message, the phone number on which you may be contacted and an available agent will return your call promptly.
     - **Option 2:** Send a message to Email Support address at commutersupport@mwcog.org

   - **Question: "Can you still perform your work?"**
   - An agent will document the call and try to resolve immediate technical issues.
   - **Question: Has the issue been resolved to your satisfaction?**
   - If the agent determines that further assistance is required, the client member will be directed to send detailed message of the problem only to the Email Support address.
   - So that we may be able to better assist you, please do not leave voicemails for agents on their personal lines.
   - There would be no Guarantee that a technical issue would be resolved if a personal message is left on an agent phone.

2) **Client members may send email message to CommuterSupport@mwcog.org**
   - Commuter Support Inbox is checked throughout the day. **{Reply will be sent within 1 Business Day.}**
   - Leave a detailed message, the phone number in which you may be contacted and an available specialist will contact you promptly.

- Client members will be notified by **'Acknowledgement of Receipt'** message that reads:
    - Thank you for taking the time to contact Commuter Connections Support. A specialist from Commuter Connections Support will contact you as soon as possible. Requests received after 5:00 PM (PST) will be handled the next business day.

    - This is a copy of the message you submitted to Commuter Connections Support.
    (to include original email sent)

- Client members will be notified with a **'Problem Resolved'** message that reads:
    - Thank you for taking the time to contact Commuter Connections Support. Your request has been processed and completed on June 12, 2006. If you have any questions or if the issue has not been resolved to your satisfaction please reply and request to speak directly to a specialist.

    - This is a copy of the message you submitted to Commuter Connections Support.
    (to include original email sent)

- So that we may be able to better assist you, please do not send messages for agents to their personal mailbox.
- There would be no Guarantee that a technical issue would be resolved if a personal message is sent to an agent's email address.