MEETING NOTES
COMMUTER CONNECTIONS
RIDEMATCHING COMMITTEE

Tuesday, September 20, 2011
2:00 p.m. - 4:00 p.m.

Metropolitan Washington Council of Governments
777 North Capitol Street, N.E.
COG Board Room
Chairperson: Dawn Bodden, Fairfax County DOT
Vice Chairperson: Lillian Bunton, BMC

COG Staff Contact: Stephen Finafrock, 202/962-3385 or sfinafrock@mwcog.org

1. **Introductions**
   Dawn Bodden, FCDOT, called the meeting to order by introducing herself. Attendees were then asked to introduce themselves and sign the attendance sheet.

2. **Minutes of the June 21, 2011 Meeting**
   Approval was sought for the June 21, 2011 Commuter Connections Ridematching Committee meeting minutes. The meeting minutes were approved as written.

3. **Announcement of New Vice Chair**
   Dawn Bodden, FCDOT, announced that Lillian Bunton, BMC will assume the Ridematching Committee Chairperson. Stephen Finafrock, COG/TPB staff, announced Geralyn Taylor, City of Alexandria, will assume Ridematching Committee Vice Chairperson. Ms. Bodden was then presented with a certificate of appreciation plaque for Chairing the Ridematching Committee for the past year.

4. **Introduction of New Rideshare Coordinators**
   Stephen Finafrock, COG/TPB staff, introduced new Rideshare Coordinators. The introductions included: Ginny Hargadon with ARMTA and Alan Doran with Harford Commuter Assistance Program.

5. **Upcoming Fairs and Promotions**
   The following Rideshare Coordinators shared details of recent or upcoming Transportation fairs or promotions that they have attended:

   Lillian Bunton (BMC): 9/24 & 9/25 - Harvest Festival in Carroll County, 9/22 - Car Free Day, School Pool follow up mailing and GRH follow up mailing

   Dawn Bodden (Fairfax County): 9/22 - TTW/CFD, BRAC event at Fort Belvoir and Benefits Fair at Goodwin House in Baileys Crossing

   Dotty Dalphon (TransIT Services of Frederick Co.): 8/17 – Arc of Frederick County presentation, 9/10 – In the Street Festival, 9/25 – Latino Festival, 9/26 – Business Appreciation Week visits, 92/7 – Frederick Chamber Business Expo, and 10/6 – Alzheimer's Association Caregiver

NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
777 NORTH CAPITOL STREET, N.E., SUITE 300, WASHINGTON, DC 20002-4239

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WWW.COMMUTERCONNECTIONS.ORG   1-800-745-RIDE

Conference

Lisa DuMetz (DRPT): 9/22 – CFD, Try Transit week

Holly Morello (PRTC): 9/27 - Booz Allen event, 9/29 - SSA event

Allison Kemp (Bethesda Transportation Solutions): 9/22 – Car Free Day, Walk and Ride, Commuter Information Day

Darlene Nader (North Bethesda TMD): Macy's CID, ARC – CID, 9/22 – Car Free Day event at Twinbrook Metro, October – Walk-N-Ride, HHS – Vanpool Organizational Meetings, Whole Foods – Outdoor event and Residential survey follow up meetings at 6 facilities

Stephen Finafrock (COG/TPB): 7/18 - Four Seasons Health & Wellness Fair, 7/27 - Navy Yard Commuter Workshop, 7/29 – Customer Service Training, 8/2 – Fort Belvoir Commuter Fair, 9/13 - Vanpool Follow-up meeting at HHS and 9/29 - SSA Transit Commuter

6. **SchoolPool Application Update**
    Stephen Finafrock, COG/TPB staff, reviewed previous meeting details concerning the SchoolPool program. This including a re-distribution of SchoolPool marketing material, providing the SchoolPool URL (commuterconnections.org/schoolpool) and another request for any questions that could be listed on a SchoolPool FAQ. To date, no FAQ's have been provided to COG/TPB staff.

    Stephen Finafrock, COG/TPB staff, accessed the SchoolPool site as an administrator to display the functionality of administrative rights. The SchoolPool system will have tiered access levels: System Admin (full access to all schools and ability to create users), District Admin (access to specific schools) and School Admin (access to one school). With each access level, various SchoolPool options will or will not be displayed. As a System Admin, Stephen Finafrock ran a Match Request and displayed the new schools that have been added to the SchoolPool database.

    Darlene Nader, North Bethesda TMD, asked if the SchoolPool system could be used for nursery schools. Nicholas Ramfos, COG/TPB staff, indicated that the SchoolPool system will not be altered from its current functionality, which does not support nursery schools.

    Lillian Bunton, BMC, requested notification once the schools she has submitted for the SchoolPool program are added to the system.

7. **Reach A Ride Update**
    Stephen Finafrock, COG/TPB staff, indicated that the Regional TPB Clearinghouse developed the Reach A Ride program/website, which is an information source for users who require transportation assistance. This includes users who are disabled, elderly, Spanish speaking and physically impaired.

    Nicholas Ramfos, COG/TPB staff, indicated that the Reach A Ride program is not a Commuter Connections program but support will be provided by Commuter Connections staff which is part of COG/TPB's Commute Alternative team. Call center support is provided from 9:00am-5:00pm M-F. The Reach A Ride program pulls together service providers for a "one stop shop" level of service. COG utilized its data collection group to obtain provider data. Additionally, the website was built and maintained by COG.

Ross Edgar, COG/TPB staff, provided a click by click demo of how to use the Reach A Ride site. This included a search using the "simple search" fields as well as a search using the Advanced Search fields. Additional details were provided on how the data collection process was completed for the program.

Lisa DuMetz, DRPT, asked what the coverage area is for the Reach A Ride program. Nicholas Ramfos, COG/TPB staff, indicated it is the COG MSA. Ross Edgar, COG/TPB staff, displayed the Reach A Ride FAQ page which displays a map of the coverage area.

8. **TDM System Suggest Improvements Review**
Stephen Finafrock, COG/TPB staff, reviewed the changes mentioned from previous Ridematching Committee meetings. Some of the changes included:
- Reworded the "Register Here" button to read "Create Account"
- Replace the "Submit" button off of the account creation page with a "Next Page" button
- Added the text "Your Commuter Connections account has been created. Which programs would you like to register for?" to Account Creation page

Lillian Bunton, BMC, suggested added bullet points for each program option off of the Program Registration page. Lisa DuMetz, DRPT, suggested the addition of images to the Program Registration page.

Stephen Finafrock, COG/TPB staff, indicated that the contract renewal with Base Technologies has been completed and additional changes can commence. Additional features for the TDM system include:
- Email module that allows Rideshare Coordinators to send emails via the TDM system.
- A customized Ridematching letter is being considered for CY2012.
- Required contact information for Rideshare registrants
- JBOSS and Oracle updates

Lisa DuMetz, DRPT, mentioned that other Rideshare members are not being notified of COG updates. Stephen Finafrock & Nicholas Ramfos, COG/TPB staff, strongly encouraged those members' participation in the Ridematching Committee meetings. Additionally, COG updates are provided with each mailed green bar report.

9. **Client Site Status/Roundtable**
Tammy Bowles, Montgomery County, requested additional information on a follow-up module or report. Ross Edgar, COG/TPB staff, indicated that he would work with Tammy Bowles on this request.

Darlene Nader, North Bethesda TMD, asked that the Quarterly Report include Table 2. Nicholas Ramfos, COG/TPB staff, mentioned that a written request for the change would be required since state funding agencies approve changes.

10. **Other Business/Upcoming Agenda Items**
The next meeting of the Commuter Connections Ridematching Committee will be held on December 20th, 2011 from 10:00am to 12:00pm.