HANDOUTS

from previous meeting

Commuter Operations Center

December 19, 2006

COMMUTER CONNECTIONS®
A SMARTER WAY TO WORK

November 14, 2006

Ms. Kristin Haldeman
Chair, Bicycle and Pedestrian Subcommittee
National Capital Region Transportation Planning Board
777 North Capitol Street, NE
Suite 300
Washington DC 20002

Dear Ms. Haldeman:

Thank you for your October 27, 2006 letter regarding the addition of a bicycle route-finding capability in the regional Commuter Connections Transportation Demand Management Software System currently under development.

A major component of the project will be a GIS based utility that will allow for bicycle facilities and infrastructure to be incorporated into the software system. Currently, there are three phases for the project. The first phase commenced this fiscal year and is focused on the software platform design, implementation, and testing as well as data migration for the regional ridematching and Guaranteed Ride Home programs. Next, reporting modules will be developed along with the development of the overall GIS functionality.

It is expected that the more customized applications of the project will be developed during the second and third phases of the project schedule. Those phases will be implemented in FY 2008 and 2009 respectively. I anticipate the bicycling component to fall into Phase three of the project. Having this project implemented in Phase 3 of the project will also allow ample time for COG/TPB staff and the consulting team to investigate web sites such as BYcycle.org for platform compatibility and to develop a scope of work and costs for adding the bicycle-route module.

I appreciate the Bicycle and Pedestrian Subcommittee's input into the Commuter Connections Regional Transportation Demand Management Software System project and will ensure that a bicycle route-finding capability be incorporated into the new software system. I also look forward to adding members from the Bicycle and Pedestrian Subcommittee to the project's Advisory Panel for this phase of the project.

DRAFT

MEMORANDUM OF UNDERSTANDING

BY AND

BETWEEN

THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS

AND

_____

(JURISDICTION, TMA, FEDERAL AGENCY OR EMPLOYER)

SECTION I
PURPOSE OF THE MEMORANDUM

The purpose of this Memorandum of Understanding (MOU) shall be to establish mutually agreeable policies and procedures for the operation of the Commuter Connections Operations Center, the use of Commuter Connections Ridematching/TDM Software, and to define and assign the proper responsibilities of each of the participants.

SECTION II
PERIOD OF PERFORMANCE

This MOU shall be effective as of _____, 200_ and shall continue annually unless terminated as shown in Section V below until new ridematching software is implemented.

SECTION III
PARTICIPATION REQUIREMENTS FOR USAGE OF THE COMMUTER CONNECTIONS
RIDEMATCHING SOFTWARE

A.   Current and new members in this collaborative arrangement shall be required to sign this MOU as a condition for use of the Commuter Connections ridematching software. This document will detail system rules and costs. System rules will apply to all client members, and costs are detailed by COG and non-COG membership as shown if Schedule B.

B.   It is specifically agreed by all parties to this MOU that the only permitted use of information provided by any persons applying for ridematching through any client site that uses the Commuter Connections Ridematching Software shall be for the provision of

free ridematching services and that the confidentiality restrictions enumerated in COG's Rules of Procedure will be observed.

SECTION IV
RESPONSIBILITIES OF COG AND COMMUTER CONNECTIONS RIDEMATCHING SOFTWARE USERS

A. COG, in administering the Commuter Connections software and database, shall:

1. Provide client members the Commuter Connections software for ridematching purposes and provide access to the master database resident on the server at COG, except when software or hardware maintenance is necessary.

2. Notify software users in advance of upcoming maintenance on the COG server.

3. Notify all software users when the server or master database in not accessible or online application on the Commuter Connections website in not functional.

4. Staff the 1-800-745-RIDE and 202-783-POOL lines for a minimum of 7 1/2 hours per day Monday through Friday, excluding COG holidays. An answering machine will be used to answer the telephone after hours and during staff breaks.

5. Maintain the Commuter Connections website ridematching application, process applications received on a daily basis, and provide daily notifications of applications received to clients for their follow up.

6. Forward calls and hard copy applications received from the public to the local client serving the home jurisdiction of the caller.

7. Check for duplicate records quarterly and notify the appropriate client member when duplicates are found.

8. Enter into the ridematching system requests for ridematching received by telephone at the time of the call, and from applications received by mail within 1 business day from receipt. Produce and mail or email match letters for each applicant on the following day following applicant data entry, unless a member requests that no mailing take place.

9. Each month, purge the database on the COG server of applicants whose expiration date has been reached. At least 15 days prior to the purge, a letter will be mailed or emailed to each commuter with an expiration date in the purge month offering to update the commuter's record.A listing of commuters with expiring records will be sent to each client site 30 days prior to the purge, or sooner than requested. Purged applicants will be kept in an archive file at COG for survey and evaluation purposes.

10. COG will retrieve a purged commuter record within 2 business days after receipt of a written request to re-instate the commuter record from a client.

11. Within 15 days from the beginning of each quarter , mail to each client member a tabulation of the prior quarter's activity, including: total applicants entered by each client member, the number of purge candidates for each client member who were either updated or purged, the end-of-quarter total applicants in the database sorted by client member, and the end of the quarter total applicants in the database sorted by origin and destination characteristics.

12. Bi-weekly, at most, provide each client member with an alphabetized, detailed listing of all current applicants in the database that have the client's Application Code.

13. Provide software training to software users within 30 days of request and as needed to cover specific software functions.

14. Provide staff support for the Commuter Connections Ridematching Committee, which comes under the umbrella of the Commuter Connections Subcommittee and the Transportation Planning Board Technical Committee. Support includes sending an e-mailed announcement two weeks before the meeting, posting the agenda, meeting notes from previous meeting, handouts, and presentations on the COG website, providing a reserved meeting room, providing audio/visual and computer equipment and support as needed, taking meeting notes and providing these notes to the Committee members prior to the next meeting, and providing food and refreshments as needed. Each Commuter Connections ridematching software user shall have the right to participate on the Ridematching Committee. The frequency, time and agenda of the meeting, and the selection of a chairman and vice chairman shall be determined by the Committee.

15. Provide and update a CCRS Ridematching Software Users Manual that explains the current procedures of the program, the Commuter Connections software, policies, and the rules of procedure.

16. Provide client members with reports from the applicant database, including mailing labels, within five business days from request.

17. Provide technical support to software users as detailed in Schedule A. By signing this MOU all parties agree to follow the CCRS Technical Support Policy and Procedures detailed in Schedule A, and to make every reasonable attempt to meeting the time and schedule deadlines shown in Schedule A.

18. Provide other support for client members, as detailed in the annual Commuter Connections Work Program.

B. Each Client Member shall:

1. Perform regular uploads and downloads to the master database resident on COG's server, these may be on a daily or weekly basis.

2. Check to see if the applicant is already in the database prior to entering a new record for that commuter and not enter applicants who already exist in the database.

3. Enter into the ridematching system requests for ridematching received by telephone at the time of the call, and from applications received by mail within 1 business day from receipt. Produce and mail or email match letters for each applicant on the following business day following applicant data entry, unless a member requests that no mailing take place.

4. Ensure that each applicant has an appropriate application form code.

5. Not change another program's application form code without consulting COG and the program that generated the application form code.

6. Only delete applicants from the database to purge duplicates, upon request from the applicant, and when it is determined that the commuter's information is not valid.

7. At least once a month, check for duplicate records and delete duplicates as necessary.

8. Request technical support as detailed in Schedule A. By signing this MOU all parties agree to follow the CCRS Technical Support Policy and Procedures detailed in Schedule A, and to make every reasonable attempt to meeting the time and schedule deadlines shown in Schedule A.

9. Notify COG when calls cannot be answered at client site.

10. Enter all applicants for ridesharing matching into the Commuter Connections software only if the applicants live or work within the client member's jurisdictional boundary. Forward any application for a commuter that does not live or work in client's jurisdiction to the appropriate client.

11. Ensure that all employees at the client member site who use the Commuter Connections software receive formal training in the software.

SECTION V

TERMINATION

This Memorandum of Understanding may be terminated by COG upon provision of a 60 day written notice to each of the parties. Any party may withdraw from this agreement upon provision of 60 days written notice to COG.

SECTION VI
COSTS

Certain COG costs will be billed to client members according to the attached Schedule B. The costs on this schedule may be amended periodically with 60 days advance notice.

SECTION VII

This Memorandum of Understanding shall supersede any and all previous MOUs regarding policies and procedures of the Commuter Operations Center and ridematching software. However, this MOU does not take precedence over any other contract between any of the signatory members.

_____

Executive Director

Metropolitan Washington Council of

Governments

_____

Title:_____

Organization:_____

CCRS Technical Support
Policy and Procedures

This policy and procedures are to be followed by MWCOG and all other Commuter Connections network members that provide ridematching services. These procedures are for the purposes of reporting problems and providing technical assistance for software and database issues relating to the Commuter Connections Ridematching Software (CCRS).

Report Ridematching Software and Database Problems to:

>   **Email: commutersupport@mwcog.org**

>   **Telephone Help Line: 202-962-3333**

Messages should **not** be left on MWCOG staffs' personal voicemail. Copying MWCOG staff on an email to commutersupport@mwcog.org is acceptable.

Note for Network Members: Copy appropriate VDOT , DRPT, MDOT and MTA staff on emails.

All voicemail and email messages to report problems should contain the following:

> ➤ Name and agency of Network Member
> ➤ Contact phone number and email of Network Member
> ➤ Brief description of problem.
> ➤ Include print screen image or exact wording of any error message in the email to commutersupport.
> ➤ A brief description of what action was being performed when the error or problem occurred.
> ➤ Statement of whether or not ridematching assistance can be provided to customers. Specifically identify any services that cannot be performed (i.e, matching, matchletter generation, matchletter printing, enter new applications, edit existing applications, search records, generate reports, etc.)

MWCOG will provide technical support via telephone, email and site visits to troubleshoot and repair reported problems.

Roles and Responsibilities

MWCOG
- Provide live technical support for 8 hours per day, Monday through Friday (except holidays) from 8:30am to 4:30pm.
- Help Line and commutersupport email messages will be checked throughout the day.
- For Help Line voicemail messages, MWCOG staff will place a return telephone call or an email message to acknowledge the receipt of the request to the Network Member:
   o within 2 hours if message left prior to 3:00pm, or

- o by 10:00am the next business day for messages left after 3:00pm.
- For commutersupport email messages, MWCOG staff will send an email reply to acknowledge the receipt of the request:
  - o within one hour if message left prior to 4:00pm, or
  - o by 9:30am the next business day for messages left after 4:00pm.
- Provide an update email that provides a detail of the status and work performed on the reported problem to the Network Member every 48 hours.
- Work directly with the Network Member staff person that reported the problem and only contact other Member staff when given permission to do so by the person that reported the problem.
- For technical problems that require troubleshooting beyond the scope of a Network Member's daily CCRS operations, MWCOG will visit the Member's site to troubleshoot the problem.
- Maintain documentation of communication between MWCOG and the Network Member and technical assistance and work performed to fix the problem. At a minimum, such documentation will include the text described below in the section entitled "Documentation."

Network Members
- Provide as much detail about the technical problem as possible.
- Specifically identify any services that cannot be performed (i.e, matching, matchletter generation, matchletter printing, enter new applications, edit existing applications, search records, generate reports, etc.)
- Provide a print screen image of error message or an exact written duplication of the error message.
- Do not leave a voicemail message on MWCOG staffs' personal voicemail, unless directed to do so by MWCOG staff.
- Respond to questions or requests for additional information from MWCOG within 1 business day.
- Respond to final "Problem Resolution" email from COG (see "Documentation" below) within 1 business day
- Copy appropriate VDOT, VDRPT, MDOT and MTA staff on all emails.
- Be available to perform simple system and database checks as requested by MWCOG. These checks will be within the scope of normal CCRS operations and functions and should not be technical in nature. The Network Member has the option of conducting technical troubleshooting for MWCOG, if requested to do so by MWCOG.
- Should MWCOG determine that the cause of the problem is related to the Network Member's Internet access, computer operating system, local network or other problem at the Network Member site other than CCRS system (ArcView or CCRS software, the CCRS local or master database, or MWCOG server, etc.), the Network Member must request their own technical support staff to investigate the problem within 1 business day of such determination.

Documentation

The acknowledgement email reply from MWCOG to the Network Member will contain **"Acknowledgement of Receipt"** in the subject line. The message will read as follows.

> Thank you for contacting the Commuter Connections customer support service. A specialist from MWCOG will contact you within 24 business hours to follow up with you.
>
> This is a copy of the original message you submitted to Commuter Connections customer support.
> [Insert original email message or written documentation of the problem as reported in the voicemail message from Network Member]

Every 2 business days after the problem was reported MWCOG will send an update email with **"Problem Update"** in the subject line. The message will read as follows.

> We are working on the CCRS problem you reported on [Insert date of original telephone call, voicemail message, or email message.] Details of the progress made and the work conducted are as follows.
> [Insert details of work performed, troubleshooting conducted, testing, etc.]
>
> Thank you for your continued patience.
>
> This is a copy of the original message you submitted to Commuter Connections customer support. [Insert original email message or written documentation of the problem as reported in the voicemail message from Network Member]

Immediately after the reported problem has been resolved, MWCOG will send a resolution email with **"Problem Resolved"** in the subject line. The message will read as follows.

> Your CCRS problem reported on [Insert date of original telephone call, voicemail message, or email message.] has been resolved on [Insert date the problem was resolved.]
>
> Please respond to this message to confirm that the problem has been resolved to your satisfaction so that we may close this problem case.
>
> This is a copy of the original message you submitted to Commuter Connections customer support. [Insert original email message or written documentation of the problem as reported in the voicemail message from Network Member]

SCHEDULE B

CHARGES FOR COMMUTER CONNECTIONS RIDEMATCHING SOFTWARE USERS)

Items	COG Members[1]	Non-COG Members[2]
Annual Membership Fees[3]	**$1,200.00**	**$2,700.00**
Bi-Annual Billings Purge Letters Mailed Match Letters Mailed New Applicants Re-applicants/Follow-ups 1-800-745-RIDE calls	39 cents each 39 cents each 39 cents each Based upon number of calls referred to each program.	39 cents each 39 cents each 39 cents each Based upon number of calls referred to each program.
One-time Start-up Installation Fee	$ 400.00	$ 400.00
Software Installations and Upgrades at Client Sites	Market price of software package(s).	Market price of software package(s).
Unscheduled site visits by COG staff for problems caused by client site member negligence [4]	$400.00 per visit	$400.00 per visit

Should you have further questions or need additional information, please feel free to contact me at (410)865-1308.

Sincerely,

Linda Stewart-Byrd
Chair
Commuter Connections

cc: Commuter Connections Subcommittee
        Commuter Connections Ridematching Committee

National Capital Region Transportation Planning Board

October 27, 2006

Linda Stewart-Byrd
Chair, Commuter Connections Subcommittee
Maryland Department of Transportation
Office of Planning and Capital Programming
7201 Corporate Center Drive
PO Box 548
Hanover, MD 21076

Dear Ms. Stewart-Byrd,

I understand that the Commuter Connections program is about to carry out a comprehensive upgrade of its commuter information system software. The Bicycle and Pedestrian Subcommittee of the Transportation Planning Board Technical Committee would like to propose and request that Commuter Connections incorporate a bicycle route-finding capability in this software upgrade.

A major deterrent to riding a bicycle to work, according to a survey of participants in the regional Bike to Work Day, is a lack of safe and direct routes. But because safe routes often follow minor streets, many people have difficulty finding the viable routes that currently exist. A Mapquest-style web-based software would enable a potential bicycle commuter to enter origin and destination addresses, and get a detailed cue sheet and a highlighted route on the map, together with the trip distance and estimated travel time.

Until recently, the cost of building an on-line bicycle route-finding capability has seemed prohibitive. However, the ByCycle.org trip planner has done it at a reasonable cost in a number of cities, including Portland, Oregon and Milwaukee, Wisconsin. The Bicycle and Pedestrian Subcommittee would like to see a web-based trip planner with the capabilities and features of ByCycle.org made available to the residents of the Washington region. We believe that Commuter Connections is the best place to host such a capability.

A web-based bicycle route-finding system should if possible have the following characteristics:

- Includes GIS street, path and facility data from entire COG region as available
- Allows users to enter in starting and ending addresses to determine routing
- Highlights route on a map
- Provides a turn-by-turn cue sheet
- Allows for share- use path, bike lane, and signed route availability to be used in prioritizing for route formulation
- Interface shows all streets
- Interface has ability to superimpose satellite photos for easy landmark identification
- Interface allows users to show official bicycle route networks
- Interface allows users to show other facilities (metro stops, bike shops, Washington Area Bicyclist Association office, etc.)
- Interface allows users to choose routes based on different criteria, such as shortest distance, or safest routes
- Interface allows users to plot crash locations to be collected by local DOT's and WABA
- Includes links to additional commuting resources(WABA mentor program, area maps, safety info, etc)
- Quarterly data updates

For maximum public awareness, a live version should be launched by April 1, 2007, in time for the May 2007 Bike to Work Day event.

The Bicycle and Pedestrian Subcommittee strongly recommends that the consulting team examine the ByCycle.org program, along with the data integration services of the Bicycle Federation of Wisconsin. Estimated cost for setting up a system similar to ByCycle.org for the Washington region is about $20,000, plus $15,000 per year in maintenance and license fees.

If the Commuter Connections Subcommittee agrees that incorporating a bicycle route-finding capability into Commuter Connections is a desirable goal, we would follow up with Commuter Connections staff to discuss feasibility and schedule. Members of the Bicycle and Pedestrian Subcommittee would be willing to serve as an advisory group to the software consultant.

Sincerely,

Kristin Haldeman, Chair, Bicycle and Pedestrian Subcommittee
National Capital Region Transportation Planning Board