

TDM-CP Certification Candidate Handbook



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INTRODUCTION

Thank you for your interest in the Association for Commuter Transportation's (ACT's) TDM-Certified Professional (TDM-CP) program. This handbook details the policies and procedures for candidates seeking to obtain the credential. This certification recognizes a professional's knowledge of Transportation Demand Management (TDM) and experience in planning, developing, administering, implementing, and evaluating TDM programs and services. To attain certification, candidates must meet established eligibility standards before taking the certification exam. Certification is intended to support TDM professionals throughout their careers; encouraging continuous learning, leadership, and contributions of knowledge to the field.

The certification was developed in accordance with international best practices. ACT undertook a full-scale jobs analysis study to understand the roles and responsibilities of a TDM professional. This included a detailed survey collecting information on key knowledge, skills, and abilities from over 500 TDM professionals in the field.

The certification program is governed by the Certification Board of Trustees (CBOT), an independent body within ACT. The CBOT is empowered to have complete oversight and management of the certification program, including the establishment of the certification program's policies and procedures, exam structure and questions, educational resources, and marketing. The independent status of the CBOT reflects ACT's commitment and understanding of the importance of impartiality in carrying out its certification program.

The goal of the certification program is to provide TDM professionals with a whole host of benefits, including:

- Demonstration of proficiency in all aspects of the TDM profession
- Demonstration of commitment to continued personal and professional growth
- Industry recognition
- Opportunity to maintain competence through ongoing professional development and leadership

ACT recognizes certification as the highest achievement within the field of TDM. TDM-CPs are expected to represent and advance the field of TDM through this achievement. Certification signals that a candidate has demonstrated a professional competence in the key content domains that have been identified through the comprehensive jobs analysis study. Professionals who hold the certification will be included in a register on the ACT website and will be permitted to use the TDM-CP designation.

To ensure professionals receiving certification continue at the highest level of the profession, recertification, comprising of professional development and industry leadership is required every two years.

FUTURE JOBS ANALYSIS STUDIES

Jobs analysis studies for the TDM-CP credential will be conducted every five years or sooner, if determined necessary by the CBOT. An independent third-party consulting firm, with expertise in performing these studies as part of a professional certification program, will conduct each study. The Jobs Analysis Study process includes certified TDM-CP volunteers. These volunteers discuss the specific roles of TDM professionals and the tasks that are associated with the profession. They also refine and develop additional exam questions to accurately reflect the knowledge and skills of a TDM professional.

ELIGIBILITY REQUIREMENTS

To become a candidate for the TDM-CP credential, applicants must meet the following education and experience criteria.

Education		Experience
Master's Degree	and	1 year of experience in TDM profession
Bachelor's Degree	and	2 years of experience in TDM profession
Associate/Technical/Vocational 2-year degree	and	5 years of experience in TDM profession
High School Diploma or GED	and	8 years of experience in TDM profession

CERTIFICATION FEES

	ACT Member Rates	Non-ACT Member Rates
TDM-CP Application	\$80	\$80
TDM-CP Exam	\$490	\$595
Recertification Fee	\$195 (every two years)	\$295 (every two years)

APPLICATION PROCESS

The TDM-CP exam is offered in partnership with Prolydian, a leading virtual credential platform, and remote proctoring by Examity. Applicants and subsequent certified TDM-CPs will only need one log in throughout the entire process. The link to create your Prolydian account and start your application for the TDM-CP credential is available on the ACT website.

The application process requires candidates to assert and describe their education, training, and experience. Candidates should fully review and understand eligibility requirements prior to submitting their application. If a candidate has questions regarding their eligibility, they are encouraged to contact the CBOT (see Contact section) prior to submitting their application. Application deadlines for each exam will be noted on the certification website.

Candidates must provide the following information:

- Your name exactly as it appears on a current approved government-issued photo ID (this will be used to verify your identity when taking the exam).
- Highest level of education achieved.
- Number of years of TDM experience.
- Current resume that includes:
 - Professional Experience: List of work demonstrating required years of experience, including position titles and dates of work. Education: Name of the institution attended for your highest level of education, name/area of degree received, dates of attendance and graduation.
 - A letter of recommendation from a professional supervisor or colleague with first-hand knowledge of your professional work. The letter should detail evidence supporting your current position, years of experience, and interest and commitment to the field of TDM. Independent consultants may submit a letter outlining their work in the field along with a list of the five most recent projects and clients directly related to the TDM profession.

The application form must be filled out in its entirety and must include accurate contact information. Please follow online prompts to upload the required documents. The application fee is collected at the time of a candidate's application and each candidate will receive an email copy of their payment receipt. Applications are typically reviewed within three business days. Following application review, candidates will receive an email notifying them of their status. Approved applications will be directed to their Prolydian account to complete the final steps to sit for the exam.

The examination fee is collected prior to scheduling your exam. **An exam fee discount is provided for current ACT members.** To receive this member discount, ensure your membership is current and select the ACT member application option. Candidates who are uncertain of their membership status should confirm with ACT prior to applying. Otherwise, additional charges may be incurred, and additional payment may be required prior to a candidate's test date.

To initiate the application process, candidates will:

1. Go to <https://app.prolydian.com/organizations/ACT>
2. Click "Create account" to establish a new account using your email address
3. Complete your account set up using the verification link from support@prolydian.com (be sure to check your spam folder if you don't see it)
4. Log into Prolydian
5. Click "Apply now"
6. Locate the ACT TDM-CP application, select the application matching your ACT membership status, and complete the application steps.

The CBOT reserves the right to review and verify the accuracy of all information provided by candidates seeking certification. This includes contacting employers and educational institutions. The CBOT may also request additional documentation from the candidate. Failure to provide accurate information will result in the forfeiture of the registration fee, access to take the exam, and/or TDM-CP certification.

Candidates may appeal an application denial decision by submitting a written request to the CBOT. The request must describe in detail and include pertinent evidence why the denial was made in error. The CBOT will review the application and make a final decision within sixty (60) days of receipt of the appeal.

EXAM REGISTRATION & ADMINISTRATION

Following application approval and exam fee payment, approved candidates will receive an email notifying them of their authorization to schedule the computer-based test during the exam window. Both the CBOT and Prolydian recommend approved candidates complete this step immediately to secure a time and date that works best.

Approved candidates will have one year from the date of their application approval to pass the exam. Re-submittal of a new application is required if the candidate does not pass the examination within the time allowed.

The TDM-CP exam is offered through Prolydian and remote proctored by Examity. To learn more about the remote proctoring experience or how to schedule your exam, please visit the Prolydian FAQs page here: <https://www.prolydian.com/test-taker-faqs>

BEFORE YOUR REMOTE PROCTORED EXAM

Taking a remote proctored exam gives candidates the freedom and convenience to take the exam at the most convenient time and location. Remote proctored exams are provided by Prolydian and Examity. Remote proctoring requires candidates to complete a few steps before they take the exam.

Candidates **MUST** complete their Examity profile setup and computer requirements check prior to their exam. All of this can be accessed from the candidate's Prolydian account. Which means candidates only ever need one log in.

Candidates will be directed to update their account and upload a photo of their government issued ID and other security details to verify identity. The government issued photo ID will also be shown to the proctor when starting the exam.

On the day of the exam, candidates are encouraged to log in 10-15 minutes prior to their scheduled exam time. When a candidate is ready to start their exam, they will be connected with an Examity proctor, who will verify the candidate's identity and check their surroundings. Prior to the day of the exam, make sure the room is free of people, pets, and clutter. Each candidate will complete a 360 degree sweep of the room to make sure it's free of anything that might get in the way of the testing experience and then the test will begin. Candidates have to stay on screen for the duration of the exam otherwise the proctor may have to pause or stop the session.

No breaks are permitted once the exam has begun. Candidates are responsible for ensuring they are prepared to sit for the full 3-hour exam period before starting. This includes bathroom breaks unless there is a medical accommodation agreed to in advance. See the subsequent section for Reasonable Accommodations for Examination.

It is recommended that all candidates review these FAQs on what to expect:

<https://www.prolydian.com/test-taker-faqs>

TECHNICAL REQUIREMENTS

The exam must be taken on a desktop or laptop. Tablets and mobile devices are not supported. Please review all technical specifications and make sure the computer you plan to use for the exam meets the requirements. Failure to follow technical specifications and computer requirements prior to your exam will result in additional fees to reschedule your exam. You may complete the computer requirements from this link at any time: <https://prod.examity.com/systemcheck/check.aspx>.

Requirements include:

- Desktop computer or laptop (tablets, Chromebook and cell phones do not meet the proctoring requirements).

- Browser: Google Chrome or Mozilla Firefox with popup blocker disabled. Other browsers are not supported and may not work as expected.
- A working built-in or external webcam and microphone.
- Laptops must remain connected to a power source for the duration of the exam.
- macOS X 10.5 or higher, Windows Vista or higher. Examity does not support Linux or Chrome.
- Internet must be at least 2 Mbps download and 2 Mbps upload. Hot spots not recommended.

EXAM FORMAT

The certification exam is conducted in English and is computer-based therefore exam questions and answer options will be displayed on the screen. The exam contains 120 randomly delivered multiple choice questions and must be completed within three (3) hours. The exam includes both scored and unscored questions. Candidates will not know of a question's status, so they should respond to all questions on the exam. Unscored questions on the exam are used to gather performance data to inform the exam development committee on whether the question should be scored in future exams.

The computer records your responses and times your exam. Candidates are able to change answers, skip questions, and flag questions for later review. Upon exiting the exam, all selected answers are final.

REASONABLE ACCOMMODATIONS FOR EXAMINATION

Reasonable accommodations will be granted for candidates with documented disabilities in compliance with the Americans with Disabilities Act. Candidates must request accommodation during the application process and prior to the exam deadline. The request may require official documents supporting the accommodation. Supporting documents may include records, reports, evaluations, and assessments by a qualified physician or psychologist. Submitted documents must not be more than six months old for psychiatric and recent physical disabilities, or five years old for long-term or other disabilities.

RESCHEDULING & CANCELLING EXAMS

Candidates who wish to reschedule or cancel their exam must do so at least fifteen (15) days prior to the exam date to receive a full refund. Only requests for the reason of a verifiable medical emergency or death of an immediate family member will be permitted within fifteen (15) days of the exam.

LATE ARRIVAL & NO-SHOW

Candidates who arrive more than 15 minutes after their scheduled appointment time will only be allowed to take the exam at the discretion of the testing center. If the testing center is unable to accommodate a late arriving candidate, the candidate will be unable to take the exam and will be recorded as a no-show.

Candidates who do not arrive on time to take the exam, and/or who do not cancel or withdraw their registration within the time permitted, will forfeit their registration fee. Should the candidate wish to take the exam at a later date, they would need to register and pay the registration fee again.

RETESTING

Candidates who do not successfully complete the exam the first time may retake the exam one (1) additional time within six (6) months from their original approval date for candidacy. Candidates will receive a link within their exam results notification email that will take them to an exam retake registration form. There is a \$150 processing fee for retaking the exam. Once payment is received, a candidate will be able to schedule their exam. Should a candidate fail both times, they must wait a minimum of six (6) months before re-submitting a new application to be reconsidered for candidacy to the program.

NON-DISCRIMINATION POLICY

ACT does not discriminate in the participation of the TDM-CP certification program and prohibits discrimination against its applicants, certified persons, employees, and volunteers on the bases of race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation.

PRIVACY & CONFIDENTIALITY POLICY

CBOT abides by a strict privacy/confidentiality policy demonstrating its firm commitment to privacy of each TDM-CP candidate and certified professional. The policy applies to all aspects of the credential, including the secure handling and storage of application materials, examinations, scores, and candidate and certified professional records. CBOT and its agents shall keep confidential all applicants' and certified professionals' information (including name, address, telephone numbers, examination scores, and other confidential records) unless authorized for release by the applicant, candidate, or certified professional.

It is the policy of CBOT that Non-Disclosure protected information may NOT be released to or shared with:

- Any member of the public unless there is applicable statutory exception or written release from the TDM-CP candidate or certified professional.
- Any member of ACT unless the recipient has a legitimate interest for the use of that protected information to perform a service (i.e. committee work).

Furthermore, staff with access to protected information is expected to protect that information from unauthorized disclosure. This includes, as appropriate:

- Computer Systems and Applications Security: Central processing units, peripherals, portable storage devices, operating system, applications software and data.
- Physical Security: The premises occupied by ACT or contractors using computer equipment storing or having access to Protected Information.
- Operational Security: Environmental control, power equipment, operational activities related to operations.
- Procedural Security: Established and documented security processes for information technology staff, vendors, management, and individual users of Protected Information.
- Network Security: Communications equipment, transmission paths, switches, terminals and adjacent areas.

TDM-CP Registry and Publication of Status

ACT maintains a Registry of TDM-CPs in good standing on the website. Applicants have the option of opting in/out of participation in the Registry. Stakeholders may contact ACT either in writing or by phone to ask if a professional is a TDM-CP in good standing. No other information will be provided.

EXAM SECURITY

To ensure exam security, candidates are required to sign a Non-Disclosure Agreement (NDA) before taking the exam.

PREPARING FOR THE EXAM

TDM-CP EXAM CONTENT ORGANIZATION

The TDM-CP professional examination was developed through a thorough process, following international best practices for certification development. An initial Jobs Analysis survey collected information on key skills, knowledge, and abilities of a diverse mix of professionals in the field. Through the study, ACT's certification committee identified a base level of professionalism and skills representing the point of demarcation between the competent practitioner and those who are not.

The exam has been developed and is refined by industry experts serving on an Exam Development Committee. Committee members are selected to provide a diverse representation of experience and knowledge within TDM. Committee members are provided with training from ACT's certification exam contractors on techniques for effective question-writing. All exam questions are reviewed and approved by a pool of committee members. All approved questions are pre-tested prior to inclusion as a scored item.

The exam content is organized around the knowledge, skills, and abilities identified through the jobs analysis survey. Jobs analysis surveys will be performed at a minimum every five years to ensure the exam remains up to date.

The following provides information on the weighting of each domain area and the potential type and number of questions that form each exam.

Domain I: Foundations of Transportation Demand Management

(23% of exam)

- A. Applying fundamental concepts
 - Transportation planning (e.g., parking requirements, integration of land use, access requirements)
 - Transportation engineering (e.g., signalization, level of service, road design, complete streets)
 - Behavior change
 - Marketing and sales
 - Current transportation issues, trends, demographic, and planning processes
 - Traffic management and operations (e.g., live public transport information, ride matching, connected vehicles, ITS, wayfinding)
 - Travel options (e.g., vanpooling, public transit, biking, walking)
 - Economic development
 - Sustainability (e.g., social, financial, and ecological)
 - Delivery mechanisms (e.g., non-profits, in-house, universities, employers, private/public partnerships, Transportation Management Associations)
- B. Recognize impact of Federal Transportation Policy
 - Relevant legislation (e.g., Clean Air Act, NEPA, transportation authorization, ADA)
 - Tax benefits of TDM programming (e.g., pre-tax elections)
 - Role of federal government (e.g., USDOT, EPA, Congress)

Domain II: Program Planning and Development

(26% of exam)

- A. Select relevant data sources for needs/gap analysis
 - Observational data collection (e.g., manual counts, journey mapping, consumer feedback)
 - End user surveys (e.g., employer, student, residential, commuter, patron)
 - Data capture metrics (e.g., passenger counters, bus stop monitoring, traffic studies, parking surveys)
 - Engineering/planning studies
 - Geographic Information Systems (GIS)
 - Demographic data (e.g., census, municipal/county/state population data)
 - Benchmarking and evidence-based case studies

- B. Interpret data collected for needs analysis/gap analysis
- C. Perform cost/benefit analysis (e.g., ROI, triple bottom line)
- D. Create programming proposals/plans (e.g., scope, target market, deliverables, goals)
- E. Select sources for program funding/resources (e.g., grant funding, revenue streams)
- F. Participate in Requests for Proposals (RFPs)
 - Proposal submission and award process
 - Service contracting

Domain III: Program Management

(26% of exam)

- A. Manage Finances
 - Budgeting
 - Fee setting
 - Accounting
 - Reporting
- B. Manage Relationships
 - Stakeholders
 - Customers and potential customers
 - Vendors
- C. Maintain program records (e.g., database, CRM, meeting minutes, program participation)
- D. Implement communication and outreach including:
 - Printed program materials
 - Publications (e.g., reports, press releases, articles)
 - Digital communications (e.g., interactive, social media, blog posts, e-blasts, website, mobile applications)
 - Personal outreach (e.g., transportation fairs, presence at community events, site visits)
 - Presentations to municipal departments, outside agencies, and other joint-venture stakeholders

Domain IV: Program Performance Monitoring

(25% of exam)

- A. Assess program using multi-source performance metrics
 - Mode split
 - Air quality
 - Parking
 - Ridership
 - Employer benefits
 - Customer satisfaction

- B. Create and present program performance reporting to stakeholders and customers
- C. Develop compliance reporting
- D. Perform ongoing quality control/quality assurance
- E. Recommend program changes based on assessments

STUDYING FOR THE EXAM

The TDM-CP exam is intended to test for base competency of TDM professionals. With this in mind, each candidate's preparations for the exam will vary depending on their own knowledge, skills, and experience within the field.

To assist candidates with their studies in preparation for the exam, the CBOT provides the following list of resources. This list is not intended to be inclusive of all materials and documents that may provide reference to the major domains tested within the exam; however, it reflects many reference materials used by the Exam Development Committee in the development of the test. Candidates may find additional resources beneficial to their studies on the TDM-CP website.

The CBOT does not endorse any particular text, organization, or author.

The CBOT does not recommend that candidates attempt to memorize the suggested resources.

Suggested Resources

- [2017 Commuter Benefits - Implementing Commuter Benefits as Part of Best Workplaces for Commuters, University of South Florida/National Center for Transit Research](#)
- [American Community Survey, US Census](#)
- [ASAE Handbook of Professional Practices in Association Management, American Society of Association Executives](#)
- [Economics of Travel Demand Management: Comparative Cost Effectiveness and Public Investment, University of South Florida/CUTR](#)
- [Employers Guide to Fringe Benefits, Internal Revenue Service](#)
- [FASAB Handbook of Federal Accounting Standards and Other Pronouncements as Amended](#)
- Federal Highway Administration
 - [Active Transportation and Demand Management \(ATDM\) Analytical Methods for Urban Streets](#)
 - [Casual Carpooling Focus Group Study](#)
 - [Contemporary Approaches to Parking Pricing: A primer](#)
 - [Funding Federal-Aid Highways](#)
 - [Interim Program Guidance Under MAP-21](#)

- [Moving Ahead for Progress in the 21st Century ACT \(MAP-21\)](#)
- [The Congestion Mitigation and Air Quality \(CMAQ\) Improvement Program Under the Moving Ahead for Progress in the 21st Century Act](#)
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- Federal Transit Administration
 - [Access Services ADA Paratransit Compliance Review](#)
 - [Statewide Transportation Improvement Program \(STIP\)](#)
 - [Transportation Improvement Program](#)
- [Getting the Prices Right: An evaluation of pricing parking by demand in San Francisco, Donald Shoup](#)
- [Highway Capacity Manual 2010](#)
- [Incorporation of Transportation Demand Management \(TDM\) into the Development Review Process](#)
- [Integrating TDM into Transportation Planning Process: A Desk Reference](#)
- [NACTO Urban Streets Design Guide](#)
- [Parking Cash Out, Donald Shoup](#)
- [Robert's Rules of Order](#)
- [The Standard for Program Management, 3rd Edition](#)
- [The Triple Bottom Line: What is it and how does it work?](#)
- [TMA Handbook: A Guide to Successful Transportation Management Associations](#)
- [Walking Distance by Trip Purpose and Population Subgroups](#)
- [Writing & Reporting for the Media, 11th Edition](#)

Exam preparation classes may also be provided as pre-conference workshops at ACT's International Conference. These workshops are typically 3 hours in length and may provide focused learning on one or more domains within the exam.

It is highly recommended that candidates attend ACT's International Conference and other events to learn about the latest trends, case studies, reports, and data within the field, which may enable you to better prepare for the certification exam. However, unless noted within the program as an approved study course, the CBOT cannot guarantee that all information provided by speakers is accurate or in line with the questions approved for the exam.

EXAMINATION SCORING & REPORTING

At the end of the testing session, a computer-generated preliminary score report will be issued. This score is provisional, pending statistical verification that will take place within seventy-two (72) hours. If

applicants do not hear from the ACT or its testing provider within that time period, they may assume the score stands as reported. At certain times within the test development process, scores may be withheld pending test/question statistical review. In that case official scores are sent via USPS from ACT. Examination scores will be provided only to the candidate, and will NOT be provided over the phone, fax, or internet.

Applicants passing the examination will receive notification of passing but will not receive a numeric scaled score. Failing applicants will receive a scaled score, along with a diagnostic report indicating content areas of weakness. The report is designed to provide a tool for study preparation for retaking the examination.

The examination score is based upon the total number of correct responses that represent competence. Scores are unrelated to the performance of other applicants taking the examination. If all applicants taking the test are competent, all will pass. If none are competent, none will pass.

APPEALS & DISCIPLINARY ACTIONS

ACT is committed to providing a fair process for appeals and disciplinary action for any applicant or certified professional. The CBOT shall consider all appeals and complaints and take action according to the following rules and regulations.

GROUNDINGS FOR EXAMINATION APPEAL

Examination applicants have the right to appeal examination results within the following specified criteria established by the CBOT. Applicants may appeal examination results in situations restricted to extraordinary circumstances that were properly reported to the CBOT and:

- Arise coincidentally with the examination administration
- Are outside the control of the applicant
- Made the applicant's experience different from other candidates' (related to the examination administration) and/or affected the applicant's ability to receive credit for a test question (related to the examination content)
- Were severe enough to account for examination failure

Unless all of the above circumstances are met, no circumstance will be considered grounds for appeal. If written documentation of the extraordinary circumstances is not received by the CBOT within five (5) working days of a computer-administered examination, applicants forfeit the right to appeal. To maintain the security of the examinations, candidates are not able to review the examination, nor have access to the examination key or performance information on individual questions.

Procedures for Examination Appeals

An appeal shall be submitted to the CBOT within five (5) working days of a computer-administered examination. The appeal must be in writing and detail the nature and events of the appeal. Mail or courier the appeal along with a non-refundable \$50 fee to:

ACT Certification Board of Trustees
Examination Appeal
210 North Main Street, #3
Sharon, MA 02067

A representative of the ACT staff and a minimum of two members of the CBOT (the “Appeals Committee”) shall determine the validity of the appeal based upon the submitted documentation.

Notification will be sent by mail within ten (10) business days of receipt of the appeal whether the appeal has been accepted or denied. All communication from ACT will be mailed to the address stated on the submitted appeal. Accepted appeals will be brought to consideration by the CBOT. Only appeals brought forth for consideration by the CBOT Appeals Committee will be reviewed. The review will take place within thirty (30) days of receipt of the appeal. The Committee shall review the following:

- The statement of appeal
- A statement from the ACT representative concerning the exam process relative to the appeal
- Testing Center reports and comments submitted at the time of the examination

The applicant will be notified of the decision by registered mail within fifteen (15) business days of the Committee meeting. No member of the CBOT will communicate directly with a certified professional or the party filing the complaint. Communication concerning the appeal will be made between the ACT staff representative and the applicant.

Examination Appeal Decisions Options

The Committee may put forth the following decisions based upon evidence presented:

- Grant the appeal
- Deny the appeal
- Deny the appeal and grant the applicant an attempt at the next examination administration without additional cost

All decisions of the Committee are final. A passing score is required for award of credentials in all instances. Failure to pass the examination may not be appealed.

GROUNDS FOR CERTIFICATION REVOCATION

The CBOT may, at its discretion, suspend or revoke a certificate for cause. When the CBOT has evidence that charges against a certification holder are valid, the CBOT shall notify the certification holder by certified mail at his or her last known address. The certification holder will have the opportunity to present his or her defense to the CBOT in writing according to the terms outlined in the policy. The suspension or revocation shall remain in effect until the CBOT reviews the case. The CBOT has the right to revoke certification if it has substantiated that a TDM-CP has conducted, including but not limited to, any of the following acts:

- Falsified information on the TDM-CP candidate application
- Misappropriated examination questions or materials
- Provided fraudulent information on the certification examination or assisted other applicants with taking their exam
- Misused or misrepresented the TDM-CP credential
- Violated the policies, rules, or requirements of the TDM-CP program as identified within this Handbook
- Failed to recertify

PROCEDURES FOR DISCIPLINARY ACTION

Anyone may submit a complaint about a certified professional. A complaint should be submitted to the CBOT as soon as possible but no later than thirty (30) days after the incident. The complaint must be in writing and detail the nature and events of the complaint. Mail or courier the complaint to:

ACT Certification Board of Trustees
210 North Main Street, #3
Sharon, MA 02067

The Appeals Committee shall determine the validity of the complaint based upon the submitted documentation. Notification will be sent by mail within ten (10) business days of receipt of whether the complaint will go before the whole CBOT for a decision. All communication from the CBOT will be mailed to the address on file for the certified professional. Complaints brought forth for consideration by the CBOT will be reviewed within thirty (30) days.

The professional will be notified of the decision by registered mail within fifteen (15) business days of the CBOT meeting. No member of the CBOT will communicate directly with a certified professional or the party filing the complaint. All communication concerning the complaint will be made by ACT staff.

Disciplinary Decisions Options

The CBOT may put forth the following decisions based upon evidence presented:

- Reprimand
- Reprimand with a corrective action plan
- Revocation of certification

All decisions of the Appeals Committee are final.

RECERTIFICATION

RECERTIFICATION OVERVIEW

As the TDM industry continues to develop and evolve, a TDM professional is expected to keep up to date with the latest policies and practices, and to contribute to the advancement of the industry through knowledge sharing and leadership. To maintain and renew certification, a TDM-CP must earn a minimum number of Continuing Education Credits (CECs) per 2-year period:

- In the Industry Leadership Category, **a minimum of 30 credits per 2-year period is required.** As an example, serving on an ACT Chapter Board for the full 2-year period is equivalent to meeting the criteria. When serving in roles that do not cover the entire 2-year period, credits will be awarded based on their monthly incremental value that is applicable to the period.
- In the Professional Development Category, **a minimum of 30 credits per 2-year period is required.** As an example, attending the ACT International Conference each year is equivalent to meeting the criteria.

Industry Leadership Category	CECs Awarded per Year
Serve as an elected/appointed leader on the ACT National Board of Directors or CBOT	20 credits
Serve as an officer for an ACT Chapter Board	20 credits
Serve on an ACT Chapter Board (not an officer)	15 credits
Serve as a Chair, Vice Chair, or Secretary for an ACT Council or National Board Committee	20 credits
Serve as a Committee Chair for an ACT Council (not an officer)	15 credits
Serve as an appointed member of an ACT National Board Committee (not an officer)	10 credits
Serve as a member of a national planning committee for an ACT conference or event	10 credits
Serve as a member of a local or regional planning committee for an ACT conference or event	5 credits
Serve as a mentor in ACT's Peer Advisory Leaders (PALs) program	15 credits
Serve as a mentee in ACT's Peer Advisory Leaders (PALs) program	10 credits
Serve as a judge or reviewer for ACT conference session proposals or awards	5 credits
Serve on exam development committee as an item writer	15 credits

Write an article or thought piece that is published in ACT's Connections Newsletter or Public Policy Newsletter	5 credits
Meet with members of Congress or Congressional staff to advocate for support of TDM	10 credits
Meet with legislative representatives in your State to advocate for support of TDM	10 credits
Have an article/opinion piece/letter to the editor of newspapers and other industry newsletter published on the value, impacts, or benefits of TDM programs or policies	5 credits
Conduct an approved certification workshop or training course	15 credits
Write/Co-author authorized study material for certification exam – topic and final content must be approved by CBOT	20 credits for initial endorsement ¹
Actively participate in a demonstrated local, regional, or state TDM organization other than ACT	5 credits

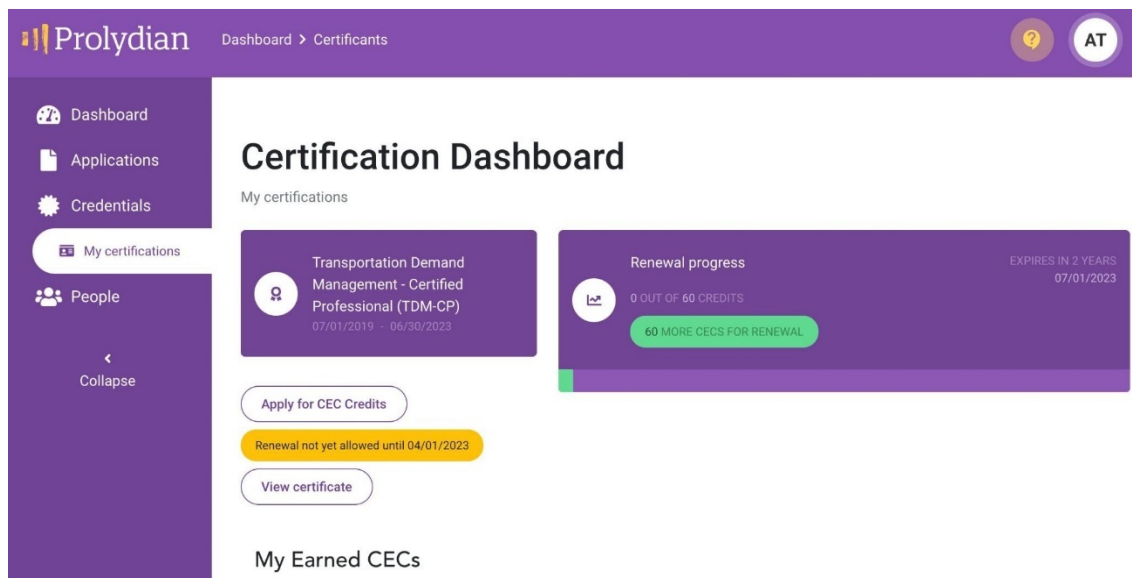
Professional Development Category	CECs Awarded per Year
Attendance at ACT International Conference	20 credits
Attendance at ACT TDM Forum or Emerging Mobility Summit	15 credits each
Attendance at ACT-sponsored policy event or fly-in	10 credits
Attend an approved certification workshop or training course	Varies by course (15 credits max)
Graduation from ImpACT! Leadership program	15 credits
ImpACT! Leadership program Instructor	20 credits
Receive an ACT National Award	5 credits
Attendance in ACT-hosted webinar	1 credit (10 max)
Conduct and publish original research endorsed by the Center for TDM	15 credits
Write and publish a case study or fact sheet for publication on the ACT website	5 credits (10 max)
Present at an ACT conference, summit, forum or webinar	10 credits (20 max)
Attendance at a professional event hosted by an ACT Chapter	5 credits (10 max)
Attendance at an approved professional event or training outside of ACT	5 credits (10 max)

¹ 10 credits for years 2 and 3, and 5 credits for each subsequent year the material is endorsed

Participation in an academic course from an accredited institution directly related to the field of TDM (planning, marketing, communications, business, etc.). Courses should be submitted for approval prior to taking to ensure acceptance.	5 credits (10 max)
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CERTIFICATION DASHBOARD

1. Login to your Prolydian account at <https://app.prolydian.com/organizations/act>
2. Navigate to Credentials > My certifications
3. Your certification information will appear on the top left of the page
4. Renewal progress is displayed on the top right of the page showing how many credits you have earned, how many you need for renewal, and how many years until your certification expires.
Please note, that the progress bar does not yet know how these credits are split between Industry Leadership and Professional Development. To tally credits by category, refer to the “My Earned CECs” section at the bottom of the Dashboard.



The screenshot shows the Prolydian Certification Dashboard. The top navigation bar is purple with the Prolydian logo, a breadcrumb trail 'Dashboard > Certifications', and user profile icons. A left sidebar contains navigation links: Dashboard, Applications, Credentials, My certifications (selected), and People. The main content area is titled 'Certification Dashboard' and 'My certifications'. It features a card for 'Transportation Demand Management - Certified Professional (TDM-CP)' with a validity period of 07/01/2019 to 06/30/2023. Below this card are buttons for 'Apply for CEC Credits', a yellow warning banner stating 'Renewal not yet allowed until 04/01/2023', and a 'View certificate' button. To the right is a 'Renewal progress' section showing '0 OUT OF 60 CREDITS' and a green progress bar labeled '60 MORE CECs FOR RENEWAL'. It also indicates an expiration date of 07/01/2023. At the bottom, a section titled 'My Earned CECs' is partially visible.

Viewing and Downloading Your Certificate

1. From your Certification Dashboard click on **View certificate**

2. Your certificate will open in a new tab and you can either right click and select **Save as** or click on your browser's **Download** button to save it to your computer

Your Earned CECs (Continuing Education Credits)

CEC is an abbreviation for Continuing Education Credits in the Prolydian dashboard. Applying for CECs is how you will demonstrate your actions to earn credits for recertification. The bottom half of your Certification Dashboard lists your earned recertification credits, showing a description, date completed, and the credits awarded.

My Earned CECs

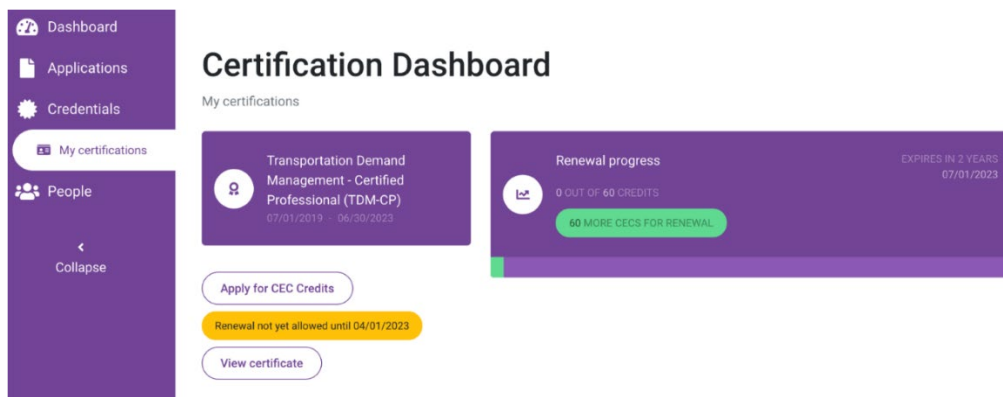
9 Records found

Items per page 15 Sort by

CATEGORY	ACTIVITY	TITLE	DESCRIPTION	COM
Industry Leadership	ACT Chapter Board Position - not an officer (15 credits)	secretary	ACT Chapter Board Position - not an officer (15 credits)	Dec
Industry Leadership	ACT Chapter Board Position - not an officer	secretary 2	ACT Chapter Board Position - not an officer	Febr

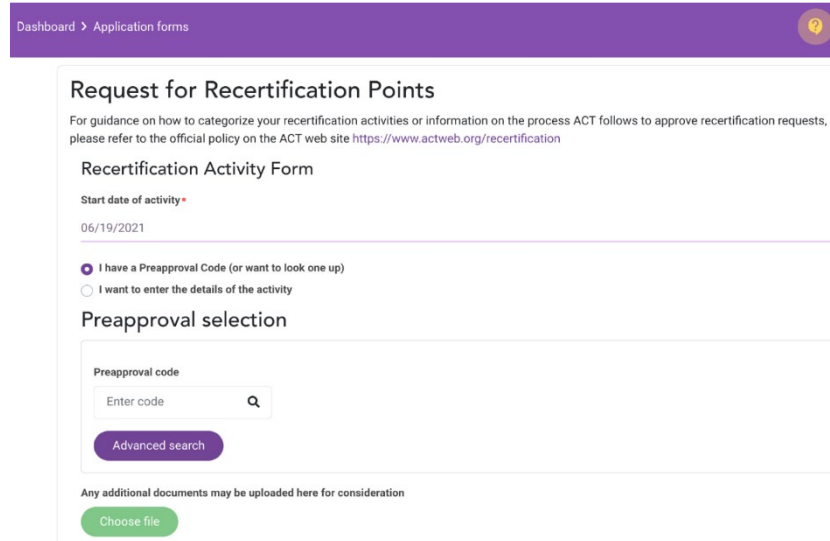
APPLYING FOR RECERTIFICATION CREDITS

1. Navigate to Credentials > **My certifications**

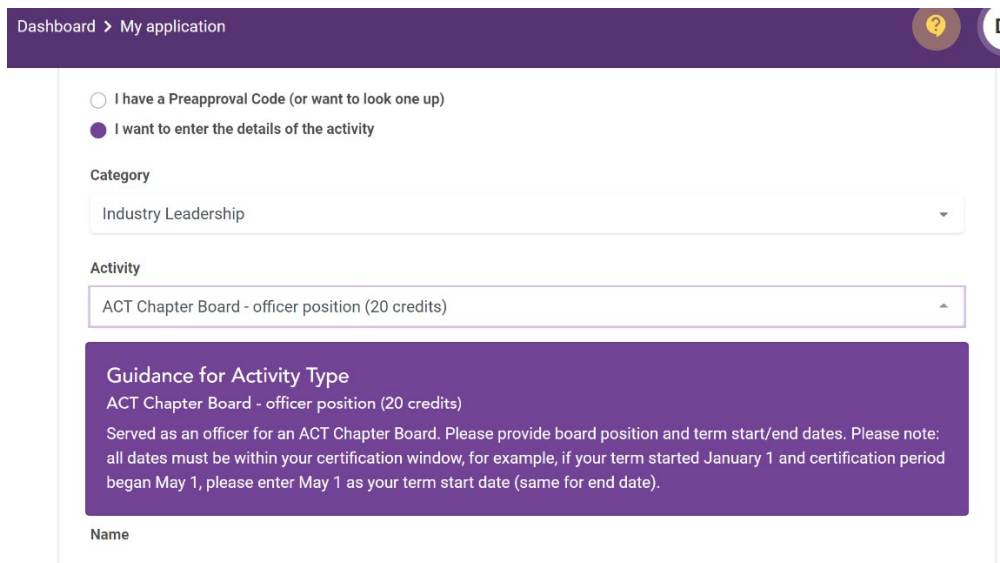


2. Click on **Apply for CEC Credits** to open the application.

3. **Enter the start date** and select either “I have a Preapproval Code” or “I want to enter the details of the activity” (most common). Reminder the dates of leadership roles will be awarded in increments based on the amount of time during the 2-year window that are applicable.



4. **Enter the activity details (most common)** or preapproval code if you were given one. Review the “Guidance for Activity Type” box for specific instructions regarding information and documentation to be provided. Follow prompts in the system for your submissions.

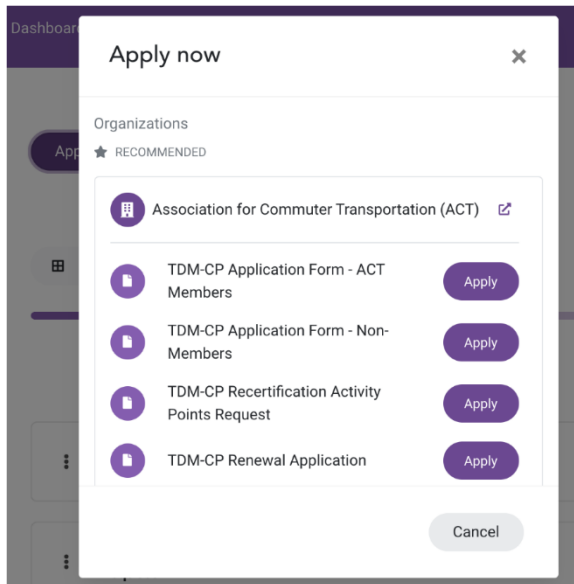


5. Click **Submit** to send in your application for CECs or Click **Save** to save your work and [return to your application](#) later.

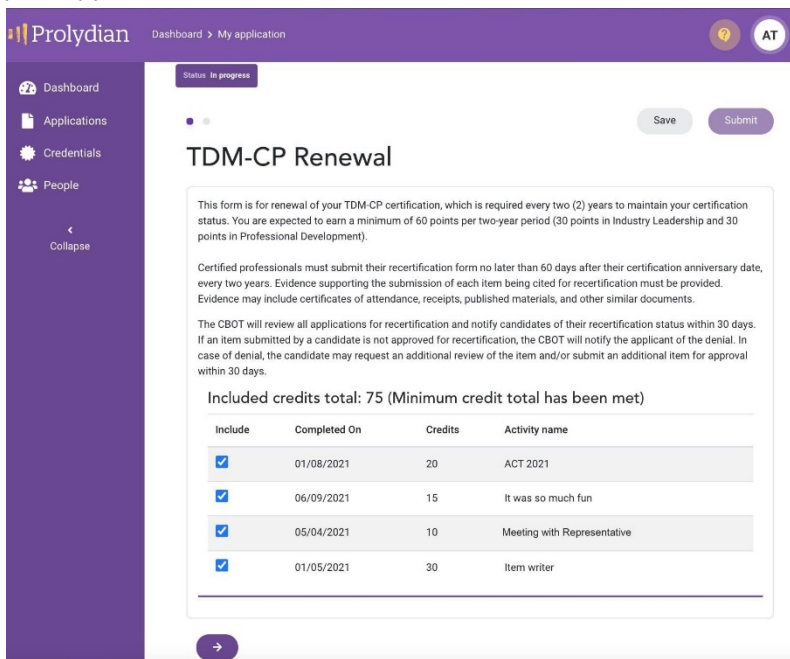
APPLYING TO RENEW YOUR TDM-CP CERTIFICATION

Certified professionals must submit all their recertification details and fee to their Prolydian account **no later than 60 days after their certification anniversary date, every two years.**

1. Navigate to Applications > **My applications**
2. Click on **Apply now**
3. Select **TDM-CP Renewal Application**



4. Review the list of credits earned click the checkbox to select each one you want to include with your application



TDM-CP Renewal

This form is for renewal of your TDM-CP certification, which is required every two (2) years to maintain your certification status. You are expected to earn a minimum of 60 points per two-year period (30 points in Industry Leadership and 30 points in Professional Development).

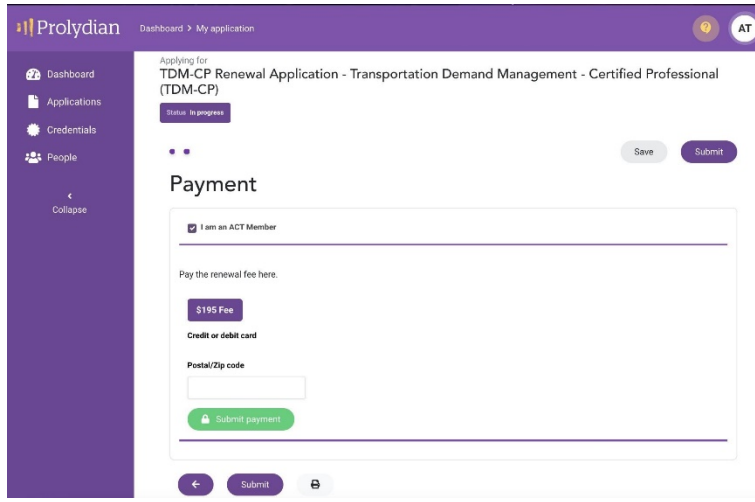
Certified professionals must submit their recertification form no later than 60 days after their certification anniversary date, every two years. Evidence supporting the submission of each item being cited for recertification must be provided. Evidence may include certificates of attendance, receipts, published materials, and other similar documents.

The CBOT will review all applications for recertification and notify candidates of their recertification status within 30 days. If an item submitted by a candidate is not approved for recertification, the CBOT will notify the applicant of the denial. In case of denial, the candidate may request an additional review of the item and/or submit an additional item for approval within 30 days.

Included credits total: 75 (Minimum credit total has been met)

Include	Completed On	Credits	Activity name
<input checked="" type="checkbox"/>	01/08/2021	20	ACT 2021
<input checked="" type="checkbox"/>	06/09/2021	15	It was so much fun
<input checked="" type="checkbox"/>	05/04/2021	10	Meeting with Representative
<input checked="" type="checkbox"/>	01/05/2021	30	Item writer

- Click the arrow to continue to the **Payment** section



The screenshot shows the Prolydian application interface. The top navigation bar is purple with the Prolydian logo and a user profile icon labeled 'AT'. The left sidebar contains links for Dashboard, Applications, Credentials, and People. The main content area is titled 'Applying for TDM-CP Renewal Application - Transportation Demand Management - Certified Professional (TDM-CP)' and shows a status of 'In progress'. Below this, there is a 'Payment' section with a checkbox for 'I am an ACT Member', a text input for 'Pay the renewal fee here.', a '\$195 Fee' label, a 'Credit or debit card' label, a 'Postal/Zip code' input field, and a 'Submit payment' button. At the bottom of the form, there are 'Save' and 'Submit' buttons.

- Check the box if you are an ACT Member
- Enter your payment information and click **Submit Payment**
- Click **Submit** to send in your application or Click **Save** to save your work and return to your application later.

The CBOT will review all applications for recertification and notify candidates of their recertification status within 30 days. If an item submitted by a candidate is not approved for recertification, the CBOT will notify the applicant of the denial. In case of denial, the candidate may request an additional review of the item and/or submit an additional item for approval within 30 days.

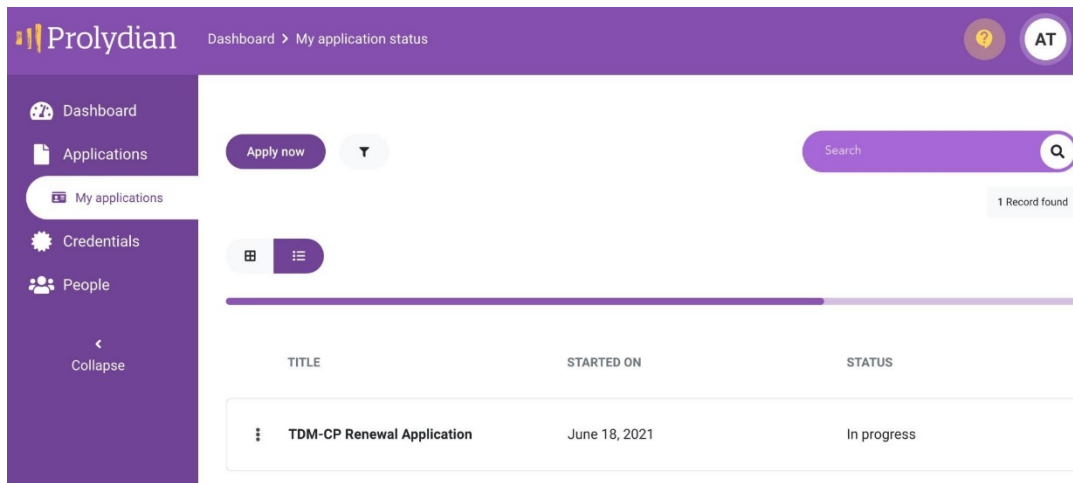
Failure to apply for recertification within the 60-day recertification window will result in the decertification of the certified professional. Upon decertification, a letter will be sent from the CBOT to the individual notifying them of the action along with requirements to refrain from any future use of the certification credential.

Prior to or within 30 days of decertification, a certified professional may petition the CBOT for an extension to recertify due to medical condition or other hardship that they feel inhibits their ability to apply for recertification in accordance with the program rules. The CBOT will review all petitions and notify the individual within 30 days of receipt of the petition. All reviews of the CBOT are final.

Individuals may reinstate their certification by registering and passing the certification exam.

RETURNING TO AN UNFINISHED APPLICATION

- Navigate to Applications > My applications
- Find your application, the status should read "In progress"
- Click on the application name to open it



4. Finish your application and click **Submit**
5. In the confirmation window that pops up click **OK**

REMOVING AN APPLICATION

1. Navigate to Applications > My applications
2. Click on the menu (three dots) to the left of the application title

TITLE	STARTED ON	STATUS	SUBMITTED ON
⋮ TDM-CP Renewal Application	June 18, 2021	In progress	June 18, 2021
Actions			
Continue application	ich fun (2021-06-01)	Approved	June 18, 2021
Remove application			
⋮ TDM-CP Recertification Activity Points Request	June 18, 2021	In progress	-

3. Select Remove application
4. In the confirmation window click Remove

USING YOUR CERTIFICATION

Now that you have earned your certification, you may use it to promote your accreditation as a certified professional for as long as your accreditation remains current. Failure to complete the recertification process within the time allowed will result in your certification being rescinded.

REGISTRY OF CERTIFIED PROFESSIONALS

ACT will maintain a public list of all certified professionals on its website. The listing will include the name of the individual, year of initial certification, and the opportunity to link their listing to a professional online listing (e.g., LinkedIn).

USE OF THE TDM-CP CREDENTIAL

The TDM-CP certification mark and logo are the property of ACT. Permission to use the certification mark and logo is granted to certified professionals at the discretion of ACT, for permissible uses only. A candidate who passes the examination will receive a certificate suitable for framing and will have the right to claim the mark of a certified TDM-CP.

Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited. ACT will take legal action to protect against the misuse of the TDM-CP mark.

NON-ASSIGNABILITY & NON-TRANSFERABILITY

Permission to use the certification mark is limited to the certified person, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

MARK & LOGO USE

The TDM-CP program mark and logo may not be revised or altered in any way. They must be displayed in the same form as produced by ACT and cannot be reproduced unless such reproduction is identical to the mark provided by ACT. The mark or logo may be used only on business cards, stationary, letterhead, and similar documents on which the name of the certified individual is prominently displayed.

The mark or logo may not be used in any manner that could bring ACT into disrepute or in any way be considered misleading or unauthorized. The mark or logo may not be used in any manner that would imply an invalid connection between ACT and the certified professional's business. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by ACT of a certified professional's business or any product or service thereof.

SUSPENSION OR REVOCATION OF PERMISSION TO USE MARK OR LOGO

ACT retains the right, at its sole discretion, to suspend or revoke any permission to use its certification mark or logo. In most circumstances, when ACT is informed that a person is misusing the certification mark or logo, ACT will provide the person a notice of the misuse and a reasonable opportunity to comply with ACT rules and guidelines. However, ACT retains the right to suspend or revoke privileges without notice and an opportunity to correct, particularly when the violation is of a gross nature and more immediate action is necessary to stop misuse.

Actions taken by ACT to suspend or revoke use of the certification mark shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected



by the decision. ACT may also publicize its actions and/or sanctions on its website and any other of its publications. Should any person continue to use the TDM-CP mark or logo after notice of suspension or revocation, ACT shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

CONTACT

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