

TDM-CP Certification Candidate Handbook



Upgrade your
~~business card~~
credentials.



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INTRODUCTION

Thank you for your interest in Association for Commuter Transportation's (ACT's) TDM-Certified Professional (TDM-CP) certification 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. Starting in 2017, ACT undertook a full-scale jobs analysis study to understand the roles 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. Certified professionals 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

APPLICATION FOR CERTIFICATION

The application registration for TDM-CP credential is available on the ACT website. The process is administered by ACT’s certification exam contractor, Schroeder Measurement Technologies, Inc. (SMT) and its subsidiary ISO Quality Testing, Inc.

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:

- 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.

To initiate the application process, candidate will select “Register for Exam” on the ACT website and then follow the prompt to “Create New Login.” Once logged in, the candidate should complete all personal information on the “candidate” tab and then select the option to “Create an Application for Certification” on the “Application” tab. 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 and exam fees are collected at the time of a candidate’s registration. A discount is provided for current ACT members. Candidates who are uncertain of their membership status should confirm with ACT prior to submitting payment. Otherwise, additional charges may be incurred, and additional payment required prior to a candidate’s test date.

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 the completion of a qualifying application and payment, approved candidates will receive an immediate email notifying them of their right to register to take the exam, and instructions on how to do so. If you do not receive an email, please check your spam filters as this email does not come from ACT. The application approval notification will include a username and password to be used on the ISO Quality Testing website to register for a testing date. Candidates can also return at a later date to schedule an exam.

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 at over 250 testing centers in the United States, Puerto Rico, and US Territories. These centers are operated by ACT's testing contractor, Schroeder Measurement Technologies, Inc. (SMT) and its subsidiary ISO Quality Testing, Inc. Information about the location of testing centers may be found at www.isoqualitytesting.com.

During pandemic conditions, SMT will provide the option for proctored in-home, web-based testing. Candidates selecting this option will be required to have a computer with a web cam and internet access. The proctor will serve as a remote monitor and candidates will be required to adhere to specific requirements that include providing proper identification, a view of the testing space and browser control. Additional in-home testing details and specific requirements will be provided by SMT.

The certification 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 exam is computer-based. Exam questions and answer options will be displayed on the screen. The computer records your responses and times your exam. You are able to change your answers, skip questions, and identify questions and answers for later review. Upon submission of your exam, all selected answers are final.

The exam is conducted in English.

EXAM DAY

You should arrive 30 minutes prior to your scheduled exam time. Please review the testing center location information in the exam confirmation email sent to you. Check-in procedures include verifying your identification and eligibility status.

ID Requirements: You are required to present one form of valid (not expired), government issued ID, which includes full name as listed on the TDM-CP application form, photograph, and signature. If you are not able to present a valid ID, you will be marked as a no-show.

Examples of acceptable forms of ID include:

- Government-issued driver's license
- Passport
- State identification card
- Military identification card
- Alien registration card (e.g., Green card, permanent visa)

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.

APPLICATION & EXAM FEES

Special introductory rates have been established for the initial exam in 2020. Regular rates will be implemented in 2021.

	ACT Member	Non-ACT Member
	Intro Rate/Regular Rate	Intro Rate/Regular Rate
TDM-CP Application	\$80	\$80
TDM-CP Exam	\$295/\$495	\$495/\$595
Recertification Fee	\$195 (every two years)	\$295 (every two years)

Note: The application and exam fees are due at time of application submittal.

RETESTING

Applicants who fail the exam the first time may retake the exam one (1) additional time within six (6) months from their original approval date for candidacy. To retest, candidates must fill out the TDM-CP Exam Retest Form (which will be on the website) and pay a \$150 processing fee. Upon receipt of the \$150 fee, candidates will receive an email from the testing center with a new password to schedule a date and time to take the 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 the exam begins. Testing centers may utilize security measures to ensure that all exams are conducted and taken in the same manner. Security measures may include video and audio recordings. Exam questions and answers are the exclusive property of ACT. It is forbidden to copy, reproduce, record, distribute, or display exam questions by any means, in whole, or in part. Failure to comply with the agreement will prevent you from testing.

The following items are not allowed to be taken into the testing room:

- Cell phones
- Laptops
- Cameras
- Smart watches

- Backpacks, briefcases, large purses, or other bags
- Notes and other study materials
- Pens or pencils
- Food or drinks
- Water bottles

Grounds for Dismissal from the Testing Center: Any candidate who engages in misconduct or fails to comply with instructions provided by the testing center may be dismissed from the test site. Dismissal for any reason may invalidate your exam results or other penalties.

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 contractor, SMT, 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](#)
 -
- 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.

GROUNDINGS 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

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 points per 2-year period:

- In the Industry Leadership Category, a minimum of 30 points 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.
- In the Professional Development Category, a minimum of 30 points 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	Points Awarded per Year
Serve as an elected/appointed leader on the ACT National Board of Directors or CBOT	20 points
Serve as an officer for an ACT Chapter Board	20 points
Serve on an ACT Chapter Board (not an officer)	15 points
Serve as a Chair, Vice Chair, or Secretary for an ACT Council or National Board Committee	20 points
Serve as a Committee Chair for an ACT Council (not an officer)	15 points
Serve as an appointed member of an ACT National Board Committee (not an officer)	10 points
Serve as a member of a national planning committee for an ACT conference or event	10 points
Serve as a member of a local or regional planning committee for an ACT conference or event	5 points
Serve as a mentor in ACT’s Peer Advisory Leaders (PALs) program	15 points
Serve as a mentee in ACT’s Peer Advisory Leaders (PALs) program	10 points
Serve as a judge or reviewer for ACT conference session proposals or awards	5 points
Serve on exam development committee as an item writer	15 points
Write an article or thought piece that is published in ACT’s Connections Newsletter or Public Policy Newsletter	5 points
Meet with members of Congress or Congressional staff to advocate for support of TDM	10 points
Meet with legislative representatives in your State to advocate for support of TDM	10 points
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 points
Conduct an approved certification workshop or training course	15 points
Write/Co-author authorized study material for certification exam – topic and final content must be approved by CBOT	20 points for initial endorsement ¹
Actively participate in a demonstrated local, regional, or state TDM organization other than ACT	5 points

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

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

Certified professionals must submit their recertification form to the CBOT 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.

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 to the program rules. The CBOT will review all petitions and notify each 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.

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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