

## **COMMUTER CONNECTIONS RIDEMATCHING COMMITTEE MEETING HIGHLIGHTS JANUARY 20, 2026**

### **1. INTRODUCTIONS**

The meeting was brought to order by George Clark, Ridematching Committee Chair. In-person attendees and all first-time attendees were asked to introduce themselves.

### **2. SEPTEMBER 16, 2025 MEETING HIGHLIGHTS**

Dan Sheehan, Commuter Connections Director, reviewed the meeting highlights document from the September 16, 2025 committee meeting.

### **3. COMMUTER CONNECTIONS DASHBOARD PRESENTATION**

Tas Hossain, COG/TBP staff, and Sal Zahedi, Senior Transportation Planner and Data Scientist, and Daniel Ritter, Transportation Planner and Data Scientist with Foursquare ITP, gave an in-depth overview and demonstration of the Commuter Connections program dashboard. A request was made for volunteers from the group to help test the dashboard and provide feedback on ease of use, layout and appearance, and confidence or observations of data results.

### **4. COMMUTERCASH AND TDM 2.0 SYSTEM UPDATES**

Mike Henry, Media Beef President, and Stacey King, COG/TPB staff, reviewed the ongoing progress with the new TDM system, focusing on the new Create Account process (rolling out first in CommuterCash), Ridematch searching, and the Carpool Bonus feature in CommuterCash. Committee members were also briefed on the 2026 goDMV Commuter Competition.

### **5. DIGITAL GRH CARDS**

Stacey King, COG/TPB staff, reviewed the new process of accessing the Guaranteed Ride Home card in a digital format, and changes to the new registration welcome email, phasing out the weekly printed welcome letters with perforated cards.

### **6. UPDATING RIDEMATCH RENEWAL LETTER AND MATCH LETTER TEXT**

Stacey King, COG/TPB staff, briefed the committee on an effort to update and standardize the template of the email and printed letter that are sent to commuters to encourage them to renew their ridesharing registration, and asked committee members for their input.

### **7. BEST PRACTICES ROUNDTABLE: MANAGING RIDESHARE ACCOUNTS**

Stacey King, COG/TPB staff, opened the floor for discussion based on a committee member's question regarding best practices on handling purge list follow-ups. Other committee members

shared their approach to encouraging commuters to renew their registrations through email, phone calls, and printed communications.

## **8. COMMITTEE MEMBER UPDATES**

Committee members were asked to provide updates.

## **9. OTHER BUSINESS**

Committee members were invited to share other business.

## **10. ADJOURN**

The next meeting of the Commuter Connections Ridematching Committee will be held on September 15, from 11:00am – 12:30pm.