# COMMUTER CONNECTIONS RIDEMATCHING COMMITTEE MEETING HIGHLIGHTS
## MARCH 18, 2025

## 1. INTRODUCTIONS

The meeting was brought to order by Dan Sheehan, COG/TPB staff. First time attendees were asked to introduce themselves.

## 2. TOPICS FORM THE CANCELLED DECEMBER 17, 2024 MEETING

Dan Sheehan, COG/TPB staff, reviewed a summary email with the committee that was distributed in lieu of the December 17, 2024 committee meeting. The meeting was cancelled due to the unexpected death of a team member.

## 3. COMMITTEE UPDATES

Dan Sheehan, COG/TPB staff, introduced Stacey King, COG/TPB staff, as the new staff lead for the Ridematching Committee. Ms. King started as the TDM Program Manager in late January, after first serving at MDOT Commuter Choice and Prince George's County.

## 4. GUARANTEED RIDE HOME REFRESHER

Stacey King, COG/TPB staff, provided a refresher on the Guaranteed Ride Home (GRH) program. The GRH program provides commuters who carpool, vanpool, take transit, bike, or walk to work with six free rides home per year in the event of personal illness, family/childcare emergency, carpool/vanpool emergency, and unexpected overtime. The program operates Monday through Friday from 6am-10pm, excluding federal holidays. Participants must be enrolled in Commuter Connections in order to receive their ride(s). Program administration is handled by COG/TPB staff. Ms. King informed the committee how COG/TPB staff manage program registrations in the TDM System and provided an overview of the participant experience.

## 5. STAFF GUIDANCE: APPFORM ASSIGNMENTS

Stacey King, COG/TPB staff, provided guidance on how appform codes help categorize commuter accounts in the Commuter Connections TDM System for customer service and reporting purposes. Ms. King reviewed assigned prefixes for all codes, and optional suffixes to help organize/classify commuter accounts based on a commuter's interests.

## 6. STAFF GUIDANCE: PROCESSING & ASSISTING COMMUTERCASH REGISTRANTS

Dan Sheehan, COG/TPB staff, reviewed a recently distributed Commuter Bulletin message that provide instructions and guidance on how to complete appform codes based on CommuterCash Ad Sources within a commuter profile. Stacey King, COG/TPB staff, then presented updates to CommuterCash key features and planned enhancements. Topics discussed included account creation, the trip explorer, trip tracking, and redeeming points for rewards in the app.

## 7. TDM SYSTEM UPDATES

Dan Sheehan, COG/TPB staff, briefed the committee on several recent updates to the Commuter Connections TDM System and their impacts on commuter workflows. Updated elements include the landing page, info panel when registering an account, welcome page, welcome message, and post-login landing page. Most updates were related to goDMV Commuter Competition messaging. Password reset functionality was overhauled and now uses a new service, increasing reliability. Microsite capabilities were expanded to include new custom content on a microsite landing page and a custom list of eligible worksite locations for the company.

## 8. Q2 FY2025 CCWP PROGRESS REPORT

Dan Sheehan, COG/TPB staff, briefed the committee on the Q2 FY2025 CCWP Progress Report. Major work items occurring during the quarter included the Commuter Connections 50th Anniversary Event, establishment and convening of the Regional Employer Commuter Competition Work Group, development work on the CommuterCash app, the fall regional umbrella marketing campaign, and the completion of an RFP for a TDM Evaluation consultant.

## 9. OTHER BUSINESS

No discussion.

## 10. ADJOURN

The next meeting of the Commuter Connections Ridematching Committee will be held on June 17, 2025 from 10:00 a.m. to 12:00 p.m.