

# UPDATING RIDEMATCH TEMPLATES

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## Email and Letter Text Review

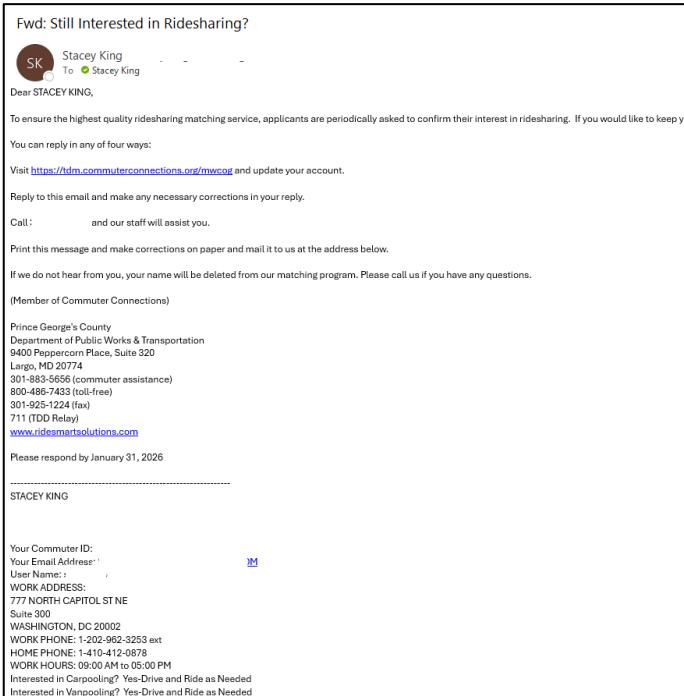
Stacey King  
TDM Program Manager

Commuter Connections Ridematching Committee Meeting  
January 20, 2026

# Ridematching Communication Templates

- Ridematch Annual Renewal Email

- Sent from [ridematching@mwcog.org](mailto:ridematching@mwcog.org) to rideshare registrants whose registration expires at the end of the month. These commuters were on your previous month's PurgeApp report and have not renewed.



Are you still interested in ridesharing? If you want to remain in the COMMUTER CONNECTIONS car/vanpool file, please review the information below, and reply to us by the date shown below.

The effectiveness of our community's Rideshare Program depends greatly on the accuracy of the information in our commuter database. For this reason, we contact all participants in the program from time to time to confirm their interest in staying in the rideshare program.

- If you DO NOT want to remain in the commuter database, no action is required. If we don't hear from you by the deadline indicated on this message, your name will be removed from the list.

- If you DO want to stay active in the rideshare database, please review your record's information below, make any necessary corrections to it, and respond by the deadline indicated on this message by one of these methods:

Thank you for participating in the Commuter Connections rideshare program. If you would like future opportunities to make ridesharing arrangements, please take a moment to review and update your record. Doing so also allows us to provide accurate information to you and other commuters seeking rideshare opportunities. Please review your information and indicate changes by the date below.

If you do not respond, your record will be deleted.

You can make changes by:

To ensure the highest quality ridesharing matching service, applicants are periodically asked to confirm their interest in ridesharing. If you would like to keep your application in the database file, please review the information below, and reply to us by the date shown below.

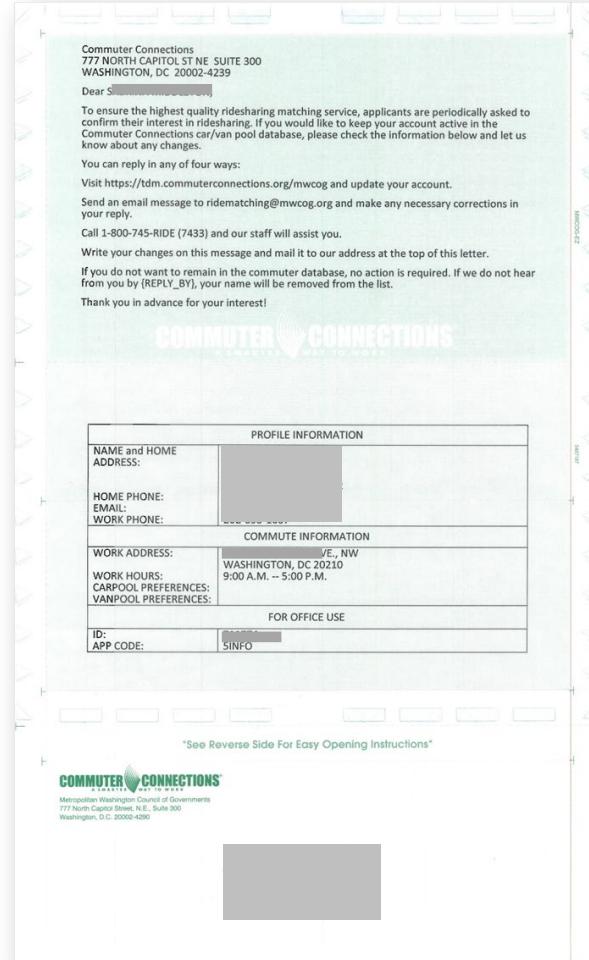
You can reply in any of four ways:

Are you still interested in ridesharing? If you want to remain in the COMMUTER CONNECTIONS car/vanpool file, please review the information below, and reply to us by the date shown below.

You can reply in any of four ways:

# Ridematching Communication Templates

- Ridematch Annual Renewal Printed Letter
  - Physical letter sent from Commuter Connections to rideshare registrants whose accounts are expiring but there is no email address on file.



# Ridematching Communication Templates

- Ridematch Results Letter
  - Generated through the TDM site from ridematch searches.

[Print Match Letter](#)

 **COMMUTER CONNECTIONS.**  
A SMARTER WAY TO WORK

 **Ride Smart**  
COMMUTER SOLUTIONS

Hello STACEY KING

Welcome and thank you for using Commuter Connections to request a ridematch based on the home and work locations identified below:

HOME	WORK
STACEY KING 	COUNCIL OF GOVERNMENTS 777 NORTH CAPITOL ST NE WASHINGTON,DC,20002

We suggest the following commute options for you:

**POTENTIAL RIDEMATCHES**

# What to Review

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- Ridematch Renewal Email and Letter:
  - Text for both formats should match
  - Departmental name and contact information
  - Body text changes – **cannot exceed current length!**
  - **PLEASE use shared/general contact information** rather than individual staff phone/email
  - Standardized commuter reply options:
    - Visit <https://tdm.commuter....>
    - Reply to this email (will send to [ridematching@mwcog.org](mailto:ridematching@mwcog.org))
    - Call (your general program number)
    - Print and mail corrections (your program address)
- Ridematch Results Letter:
  - Any updates to header logo

# When to Review

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- Please email any updates by COB Friday, January 30.

**Stacey King**

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**commuterconnections.org**

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