

UPDATING RIDEMATCH TEMPLATES

Email and Letter Text Review

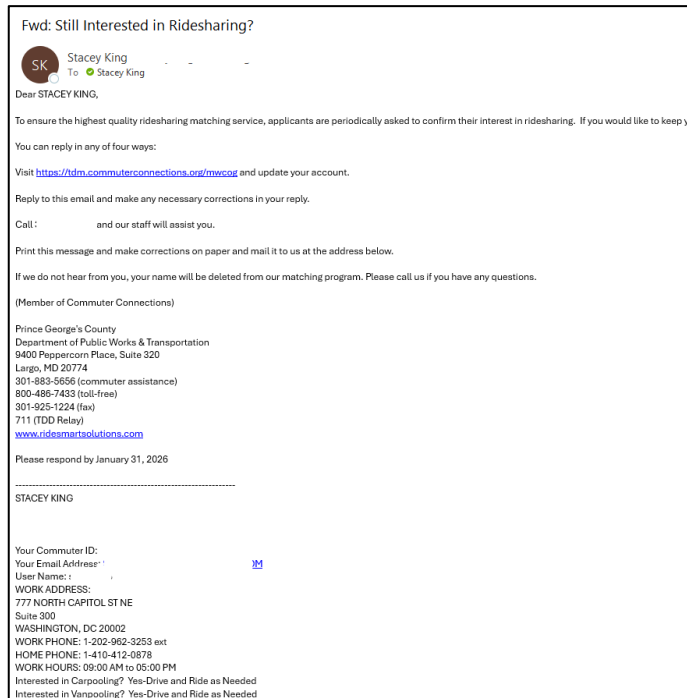
Stacey King
TDM Program Manager

Commuter Connections Ridematching Committee Meeting
January 20, 2026

Ridematching Communication Templates

- **Ridematch Annual Renewal Email**

- Sent from ridematching@mwkog.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.

Commuter Connections
777 NORTH CAPITOL ST NE SUITE 300
WASHINGTON, DC 20002-4239

Dear [Redacted]

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 account active in the Commuter Connections car/van pool database, please check the information below and let us know about any changes.

You can reply in any of four ways:
Visit <https://tdm.commuterconnections.org/mwcog> and update your account.
Send an email message to ridematching@mwcog.org and make any necessary corrections in your reply.
Call 1-800-745-RIDE (7433) and our staff will assist you.
Write your changes on this message and mail it to our address at the top of this letter.

If you do not want to remain in the commuter database, no action is required. If we do not hear from you by [REPLY_BY], your name will be removed from the list.

Thank you in advance for your interest!

COMMITTEE CONNECTIONS
A SMARTER WAY TO WORK

PROFILE INFORMATION	
NAME and HOME ADDRESS:	[Redacted]
HOME PHONE:	[Redacted]
EMAIL:	[Redacted]
WORK PHONE:	[Redacted]
COMMUTE INFORMATION	
WORK ADDRESS:	[Redacted] /E, NW WASHINGTON, DC 20210
WORK HOURS:	9:00 A.M. -- 5:00 P.M.
CARPOOL PREFERENCES:	
VANPOOL PREFERENCES:	
FOR OFFICE USE	
ID:	[Redacted]
APP CODE:	SINFO

See Reverse Side For Easy Opening Instructions



COMMITTEE CONNECTIONS
Metropolitan Washington Council of Governments
777 North Capitol Street, N.E., Suite 300
Washington, D.C. 20002-4239

[Redacted]

Ridematching Communication Templates

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

Print Match Letter



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 [REDACTED]	COUNCIL OF GOVERNMENTS 777 NORTH CAPITOL ST NE WASHINGTON,DC,20002

We suggest the following commute options for you:

POTENTIAL RIDEMATCHES

What to Review

- 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@mwkog.org)
 - Call (your general program number)
 - Print and mail corrections (your program address)
- Ridematch Results Letter:
 - Any updates to header logo

When to Review

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

Stacey King

TDM Program Manager

(202) 962-3253

sking@mwkog.org

commuterconnections.org

Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002