

COMMUTER CONNECTIONS TDM 2.0

Progress Updates & Admin Overview

Michael Hemry
President, Media Beef

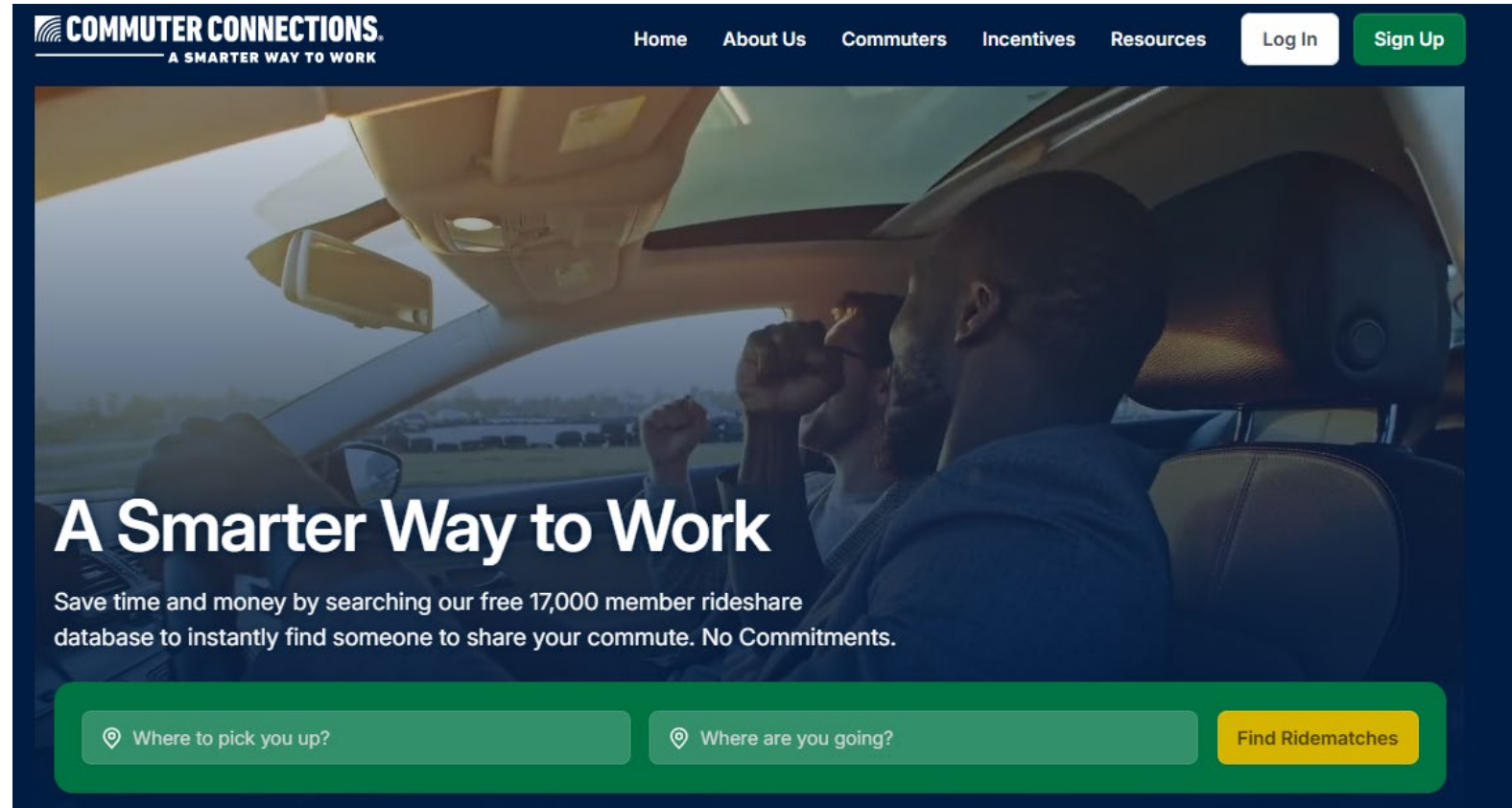
Stacey King
Commuter Connections Program Manager

Commuter Connections Ridematching Committee Meeting
September 15, 2026

Revised Timeline

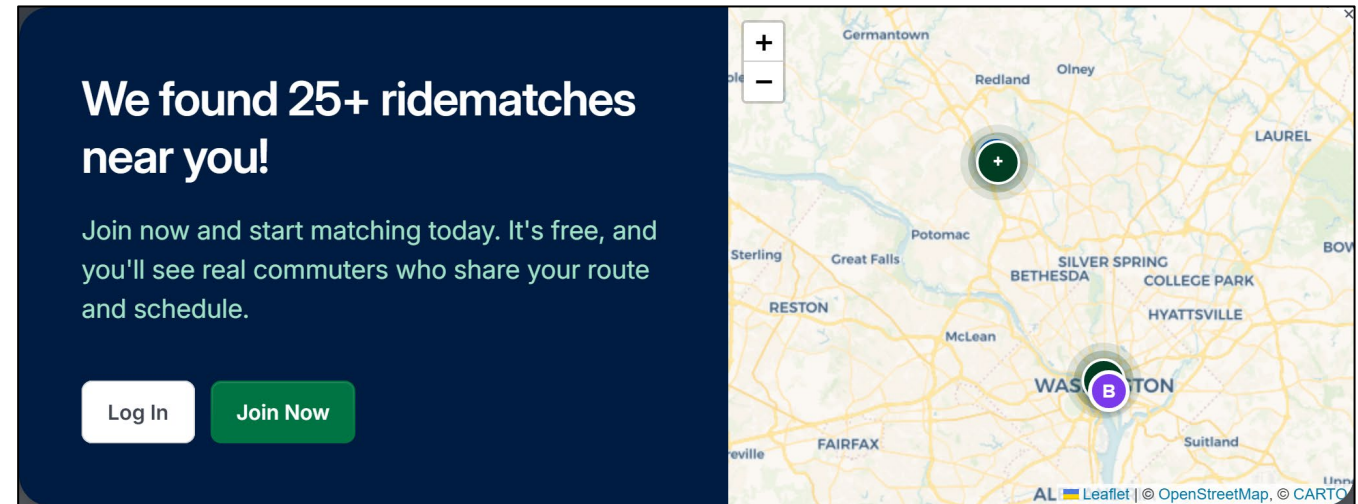
- Summer 2026:
 - Completed Create Account process
 - Finalized Ridematching process
 - Finalized admin, GRH, and vanpool roles
 - Beta tested site as commuters
- September-October:
 - Commuter account prep and QC
 - Finalize GRH admin and onboard GRH dispatchers
 - Local admin onboarding
 - Beta Test Carpool Bonus
 - URL redirects and communications
- September-December (and beyond):
 - GRH full migration
 - Build reports
 - Vanpool data cleanup
 - Launch Carpool Bonus
 - Revamp Commuter Connections mobile app
 - TDM 2.0 platform enhancements
 - Close out legacy TDM system

Welcome to TDM 2.0: The Admin Edition



Commuter POV: Matches Before You Sign Up

- Visitors can search for ridesharing matches from the homepage without creating an account.
- They enter a start and end point and see how many matches are already in the database.
- Seeing the value first lowers the barrier to registering.



Commuter POV: Creating an Account Online

- Email address is required!
- Once Step 2 is reached, end queue is established and automated reminders for incomplete accounts will be activated.

The screenshot shows the 'Account Details' step, which is the first of four steps in the process. The progress bar at the top indicates that Step 1 is complete, while Steps 2, 3, and 4 are pending. The form includes fields for 'EMAIL *' (with the example 'CommuterEmail0926@test.org'), 'PASSWORD *', and 'CONFIRM PASSWORD *'. A note specifies that passwords must be 8-24 alphanumeric and/or special characters and must match. There is also a checkbox for 'I wish to receive additional commute-related communications' and a checkbox for 'I agree to the Commuter Connections Terms of Use and Privacy Policy *'. A yellow warning box states: 'If you had a Commuter Connections account in the past, DO NOT CREATE a new account. Contact Support to reactivate your account.' At the bottom, there are 'Cancel' and 'Next Step' buttons.

The screenshot shows the 'Personal Details' step, which is the second of four steps. The progress bar indicates that Step 2 is complete, while Steps 1, 3, and 4 are pending. The form includes fields for 'FIRST NAME *' (with the example 'Commuter'), 'LAST NAME *' (with the example 'Test'), and 'HOME ADDRESS *' (with the example '777 NORTH CAPITOL ST NE, WASHINGTON, DC, 20002'). A note specifies that the home address should be the full street address, city, state, and zip code. There is a dropdown menu for 'CURRENT COMMUTE MODE *' (with 'Walk' selected) and a dropdown menu for 'HOW DID YOU LEARN ABOUT US? *' (with 'Word of Mouth' selected). At the bottom, there are 'Save and Exit' and 'Next Step' buttons.

Commuter POV: Creating an Account Online

- Required information changes based on program selection.

The screenshot shows the 'Program Details' step (3) of a 4-step process. The steps are: 1. Account Details, 2. Personal Details, 3. Program Details, and 4. Employer Details. The 'Program Details' section includes three options: 'JOIN RIDESHARING' (checked), 'JOIN GUARANTEED RIDE HOME' (unchecked), and 'JOIN CARPOOL BONUS' (unchecked). Below these are fields for 'COMMUTE DAYS' (MON, TUE, WED, THU, FRI, SAT, SUN), 'WORK START' (8:00 AM), 'WORK END' (5:00 PM), 'PERSONAL PHONE', 'FLEXIBLE SCHEDULE' (30 Minutes), and 'CARPOOL PREFERENCE' (Ride as Passenger, Drive (I have a car)). A 'Save and Exit' button and a 'Next Step' button are at the bottom.

This screenshot is similar to the previous one but includes a yellow highlight box around the 'SUPERVISOR'S FULL NAME' and 'SUPERVISOR'S PHONE' fields. The 'Program Details' section includes the same three options as the previous screenshot. Below these are fields for 'COMMUTE DAYS' (MON, TUE, WED, THU, FRI, SAT, SUN), 'WORK START' (8:00 AM), 'WORK END' (5:00 PM), 'PERSONAL PHONE', 'FLEXIBLE SCHEDULE' (30 Minutes), and 'CARPOOL PREFERENCE' (Ride as Passenger, Drive (I have a car)). A 'Save and Exit' button and a 'Next Step' button are at the bottom.

Commuter POV: Creating an Account Online

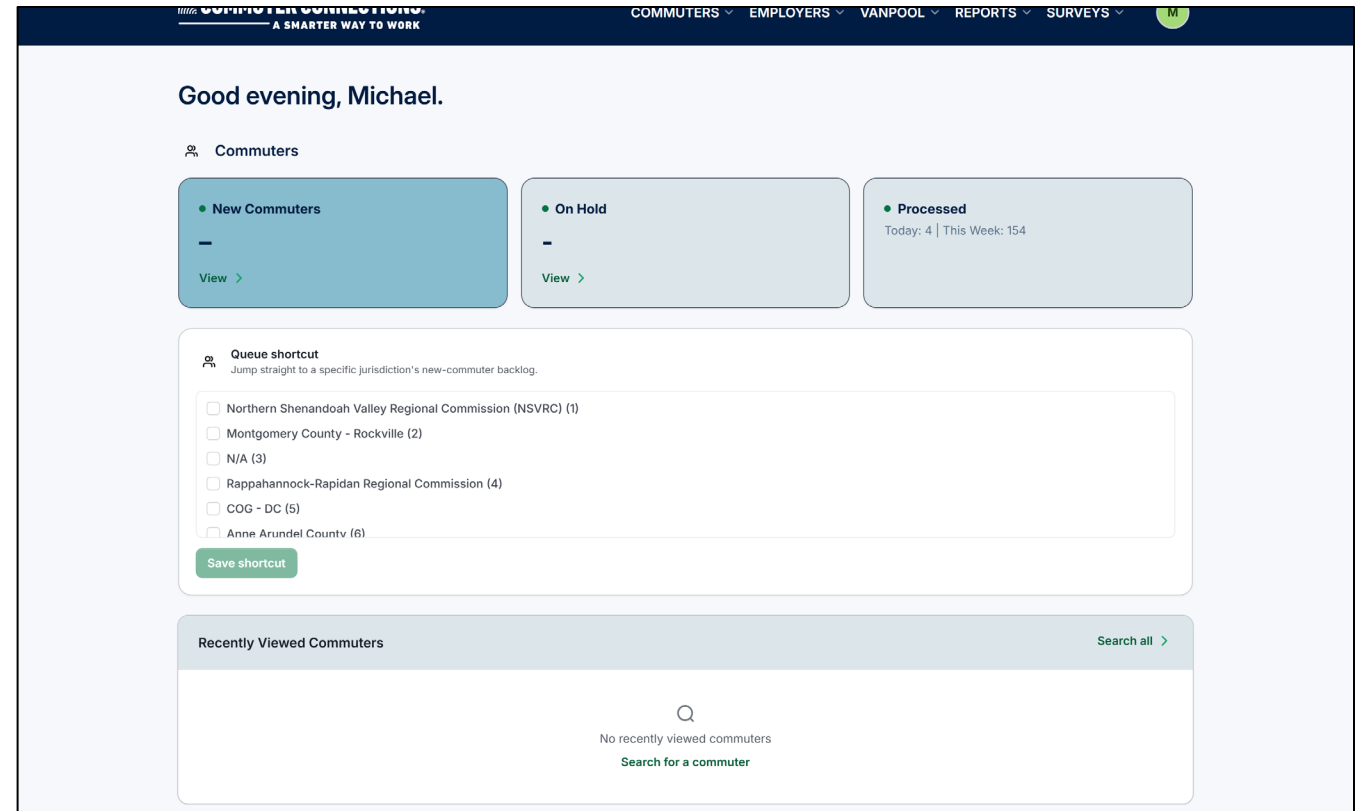
- Select employer or add if not already in the system.

The screenshot shows the 'Employer Details' step in a four-step process. The steps are: Account Details (checked), Personal Details (checked), Program Details (checked), and Employer Details (active, indicated by a green circle with the number 4). Below the progress bar, the title 'Employer Details' is followed by the instruction 'Fields marked with * are required'. A search bar is labeled 'SEARCH EMPLOYER NAME OR ADDRESS *' and contains the text 'nationals stadium'. Below the search bar, a message says 'Start typing your employer's name or address. Choose the best match from the list.' A dropdown menu shows the result 'WASHINGTON NATIONALS, 1500 S CAPITOL ST SE, WASHINGTON, DC, 20003'. At the bottom, there is a link that says 'Cannot find your employer? Click here to add them manually.'

The screenshot shows the 'Employer Details' step in a four-step process. The steps are: Account Details (checked), Personal Details (checked), Program Details (checked), and Employer Details (active, indicated by a green circle with the number 4). Below the progress bar, the title 'Employer Details' is followed by the instruction 'Fields marked with * are required'. Under the heading 'YOUR EMPLOYER', a green box displays a checkmark, the text 'WASHINGTON NATIONALS', and the address 'WASHINGTON NATIONALS, 1500 S CAPITOL ST SE, WASHINGTON, DC, 20003'. To the right of this box is a link that says 'Change Employer'. At the bottom left is a button labeled 'Save and Exit', and at the bottom right is a green button labeled 'Submit'.

Admin Overview: Your Dashboard

- Your landing page opens on the work waiting for you, not a blank menu.
- New commuters, accounts on hold, and how many you have processed today and this week.
- Save a queue shortcut for your jurisdiction so your backlog is one click from login.



**COMMUTER
CONNECTIONS®** | **A SMARTER
WAY TO WORK**

WELCOME STACEY

COG/TPB STAFF

CLIENT MEMBERS

A. COG/TPB staff, in administering the Commuter Connections TDM Software System shall be for the provision of free

1. Provide client members the Commuter Connections TDM Software System shall be for the provision of free
2. Notify software users in advance of any changes to the system.

COMMUTER ADMINISTRATION

You have 12 new registrations. Please [click here](#) to process them or [click here](#) to view the report.

Welcome to the Commuter Connections TDM Software System Administrative Pages.

By accessing these pages on behalf of your agency or organization, you agree and are being made aware of the following:

The only permitted use of information provided by any persons applying for ride-matching through any client site that uses the Commuter Connections TDM Software System shall be for the provision of free ride-matching services and that the confidentiality restrictions enumerated in COG's Rules of Procedure with regards to re-distribution or copying of data will be observed.

SYSTEM ADMIN

COMMUTER ADMIN

POOL ADMIN

GRH ADMIN

SPECIAL EVENTS

EMPLOYER ADMIN

REPORTS

COMMUTER ADMINISTRATION - MANAGE COMMUTER - SEARCH COMMUTER

SEARCH COMMUTER

Select Commuter from List:

Please select one

{

85

{

29

[

Commuter Id:

User Name:

First Name:

Last Name:

Email Address:

Home Phone Number:

Zip Code:

Review Commuter Info

Back to Search

COMMUTERS
▼
EMPLOYERS
▼
VANPOOL
▼
REPORTS
▼
SURVEYS
▼
5

Good morning, Stacey.

Commuters

New Commuters
2,900
View

On Hold
View

Processed
Today: 1 | This Week: 120

Queue shortcut
Jump straight to a specific jurisdiction's new-commuter backlog.

Baltimore City (7)
COG - DC (5)
COG - Outer PA, WVA & VA (C)
COG for Maryland Transit Administration (MTA) (R)
COG for Arlington County (W)
335 new waiting
View backlog

COMMUTERS
EMPLOYERS
VANPOOL
REPORTS
SURVEYS
5

New Commuters

Review and process new commuter registrations within your jurisdiction.

All Commuters
New
Recently Processed

Filter this view by name, ID, or email...

Filter by queue
Narrowed to 5 of 35 queues in your scope. 335 new waiting.

Northern Shenandoah Valley Regional Commission (NSVRC) (2)
Montgomery County - Rockville (2)
NIA (2)
Reggiohennock Regional Commission (R) (3)
COG - DC (R) (3)

Azeo Anneti County (R) (2)
Baltimore City (3)
North Bethesda Transportation Center (TAP) (R) (4)
Harford County (R) (4)
US Food & Drug Administration (FDA) (A) (7)

Bethesda Transportation Solutions (R) (2)
COG - Outer PA, WVA & VA (R) (17)
US Department of Defense (DOD/WDG) (R) (224)
Howard County (R) (24)

Montgomery County - Friendship Heights (P)
NIA (R) (4)
C&W&CConnect (R) (228)
NIA (R)
Dulles Area Transportation Association (DATA) (L)
Prince George's County (R) (768)

Fairfax County (R) (R)
Montgomery County - Countywide West (R) (40)
Frederick County (R) (64)
Montgomery County - Countywide East (R) (1)

Potomac & Regiohennock Transportation Commission (PRTC) (P) (355)
NIA (R)
COG for Maryland Transit Administration (MTA) (R)
Montgomery County - Silver Spring (R) (12)

Ty-Cority County for Southern Maryland (T) (12)
Leesville County (R) (48)
Montgomery County - Shady Grove (R) (7)
COG for Arlington County (R) (14)
City of Alexandria (R) (64)

National Institutes of Health (NIH) (T) (4)
Baltimore Metropolitan Council (BMC) (R) (548)

335 commuters

New Registrations

Name	Email	Step	Status	Queue	Registered	Days Waiting	VIEW
👤 "sancok"	gmail.com	🟢	New Reg	COG - DC (S)	2020-09-11	(2)	🔍
👤 DAJON M...	td@gmail.com	🟢	New Reg	COG - Outer PA, WVA & VA (C)	2020-09-11	(2)	🔍
👤 MARIA LISA	td@gmail.com	🟢	New Reg	COG - Outer PA, WVA & VA (C)	2020-09-11	(2)	🔍

Admin Overview – Commuter Account Management

- Easily see if a commuter has completed their registration or dropped off mid-process.
 - Commuters with incomplete registrations get reminders 24 hours and 2 weeks after they started; then purged after 4 weeks.

New Registrations							
Name	Email	Step	Status	Queue	Registered	Days Waiting	VIEW
Kailani	...@u.edu	3	New Reg	COG - Outer PA, WVA & VA (C)	2026-09-09	2d	VIEW
Ryan MediaBeef	ryan@mediabeef.com	3	New Reg	COG - DC (5)	2026-09-10	1d	VIEW
Amanda	...7@gmail.com	4	New Reg	COG for Maryland Transit Administration (MTA) (R)	2026-08-29	13d	VIEW
Dylan	@yahoo.com	4	New Reg	COG - Outer PA, WVA & VA (C)	2026-09-07	4d	VIEW
QUINCY		✓	New Reg	COG for Arlington County (W)	2008-09-17	6568d	VIEW
JONELLE		✓	New Reg	COG for Arlington County (W)	2009-09-25	6195d	VIEW
ANETTE							

Admin Overview – Commuter Account Management

- Weekly email digests will be sent to local admins if there are any accounts in the queue that need to be reviewed.

Commuter Connections - new registrations awaiting activation

ridematching@mwkog.org

To playwright.jurisdiction@mediabeef.com

Cc Commuter Connections



Mon 8:00 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



New registrations awaiting activation

Hello playwright,

The following **257** new commuter registrations have completed sign-up in your queue but are still pending activation. Please review and activate them from the New Commuters page in the admin portal.

Commuter ID	Name	Queue	Days Waiting
63:	MARY TI	R	5842
63:	BRETT I	R	5752
69:	CHRISC	R	4499
69:	MICHE/	R	4382
79:	John Hu	R	11
61:	ANNETI	C	6165
62:	JEFFERY	C	6073
62:	ANTHO...	C	6062

Admin Overview – Commuter Account Management

“Legacy” TDM System

EDIT PROFILE - UPDATE INFORMATION ABOUT YOU

PERSONAL INFO | COMMUTE INFO | EMPLOYER INFO | WORK SCHEDULE | CHANGE PASSWORD | INFO REQUEST

ACCOUNT INFORMATION

Commuter Id: 794248
GRH Registration Id: 794248
Commuter CCRS Id: 794248
Commuter Status: Deleted
Date of Original Entry: 03/27/2026
Date Last Updated: 05/28/2026

Site Id: 10001
Site Name: COMMUTER CONNECTIONS

Ad Source: APPCC1 - Account Created Through CommuterCash app
Reg Type: Internet

☐ Share my name with other registered commuters

First Name: S MI:
Last Name: K

HOME ADDRESS

☐ Share my home address with other registered commuters

Street Address: 1 TEST RD Apt #:
City: HANOVER
State: PENNSYLVANIA Zip Code: 17331
Home Jurisdiction: YOR - York (PA)

MAILING ADDRESS

Mailing Address:
City:
State: Zip Code:
Ext:

CONTACT INFORMATION

☐ Share my email with other registered commuters

E-mail Address: SKTESTSRGRH@TEST.ORG

Select the check boxes to share phone numbers with other registered commuters

☒ Home or Cell Phone: 410 - 867 - 5309
☒ Work Phone: 014 - 867 - 5309
☐ Cell Phone:
Ext:

SYSTEM ADMIN

COMMUTER ADMIN
POOL ADMIN
GRH ADMIN
SPECIAL EVENTS
EMPLOYER ADMIN
REPORTS
FLEXTIME ADMIN
COMMUTERCASH ADMIN
VMT REPORTS

COMMUTER ADMINISTRATION

MANAGE COMMUTER
REVIEW MEMBER INFO

MEMBER INFORMATION

COMMUTE INFORMATION
EMPLOYER INFORMATION
PROGRAM ASSOCIATION
INFORMATION REQUEST
RIDESHARING
FIND RIDEMATCHES

TDM 2.0 System

DASHBOARD > COMMUTERS > S K

S K 794248 Deleted YOR

Personal Info | Addresses | Employer Info | Commute Log | Commute Info | Notes | Emails

Account Information Edit

Title: - First Name: S Middle Initial: - Last Name: K

Email: sktestsrgrh@test.org Username: sktestsrgrh@test.org

Home Phone: (410) 867-5309 Cell Phone: -

Account Scope Edit

Status: Deleted Date Registered: 03/27/2026 Marketing Opt-In: No

APPFORM: CIPFO Commuter Queue: C Ad Source: APPCC1 (Account Created Through CommuterCash app)

Registration Channel: CommuterCash App

ACTIONS

Update Email
Reset Password
Impersonate User

PROGRAMS

CommuterCash	●	>
GRH	●	>
Ridematching	●	>
CarpoolNow	×	>
CC Mobile	×	>
Vanpool	×	>
Carpool Bonus	×	>

Admin Overview – Finding Commuters

- 1 search bar, many search options.

Commuter Search

Search all commuters within your jurisdiction scope.

All Commuters

New

Recently Processed

Show Advanced Filters

4 commuters

Search Results

Name ↑	Email ↕	Step ↕	Status ↕	Queue ↕
MEDIAIBEEF MEDIAIBEEF 794964	cr0008@mediabeef.com	✓	Deleted	COG - Outer PA, WVA & VA (C)
MEDIAIBEEF MEDIAIBEEF 797366	ryan+2026-06-15@mediabeef.com	✓	Inactive	Tri-County Council for Southern Maryland (T)
MEDIAIBEEF MEDIAIBEEF 797367	ryan+2026-06-15b@mediabeef.com	4	Inactive	US Department of Defense (DOD)/WH (D)
MEDIAIBEEF MEDIAIBEEF 797414	ryan+2026-06-17@mediabeef.com	4	Inactive	US Department of Defense (DOD)/WH (D)

+ Add New

Commuter Search

Search all commuters within your jurisdiction scope.

All Commuters

New

Recently Processed

Show Advanced Filters

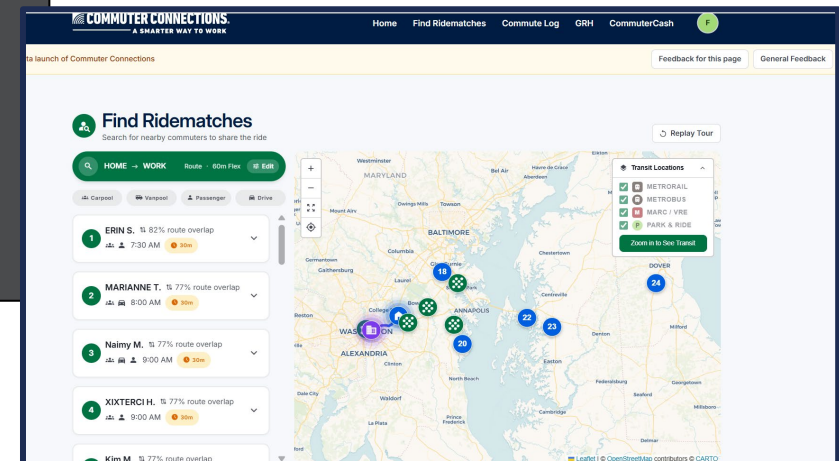
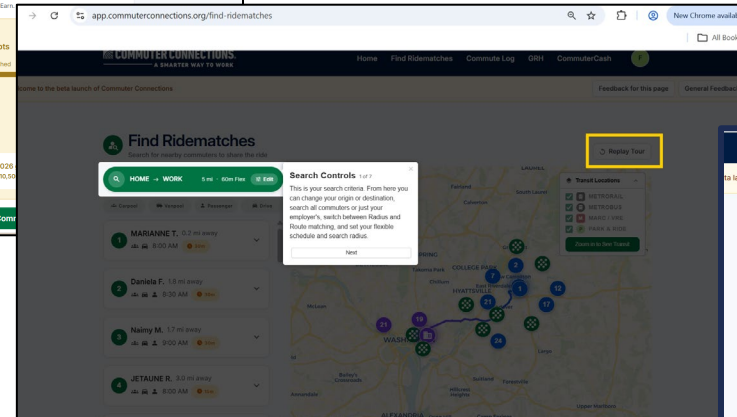
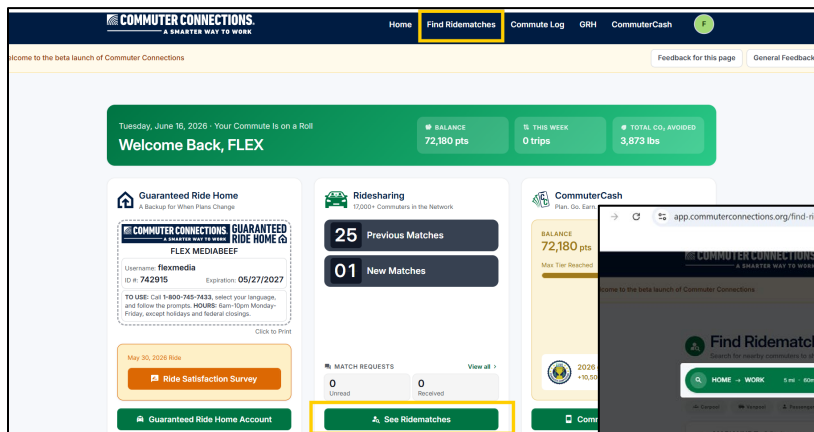
170 commuters

Search Results

Name ↑	Email ↕	Step ↕	Status ↕	Queue ↕
ADFAS AEDEFWRF 796473	ryan+2026-05-14@mediabeef.com	2	Deleted	COG - Outer PA, WVA & VA
FASDFE ASDFEWRF 796558	ryan+2026-05-17c@mediabeef.com	2	Deleted	COG - Outer PA, WVA & VA
PLAYWRIGHT COMMUTER	playwright.commuter@mediabeef.com	✓	Inactive	COG - Outer PA, WVA & VA

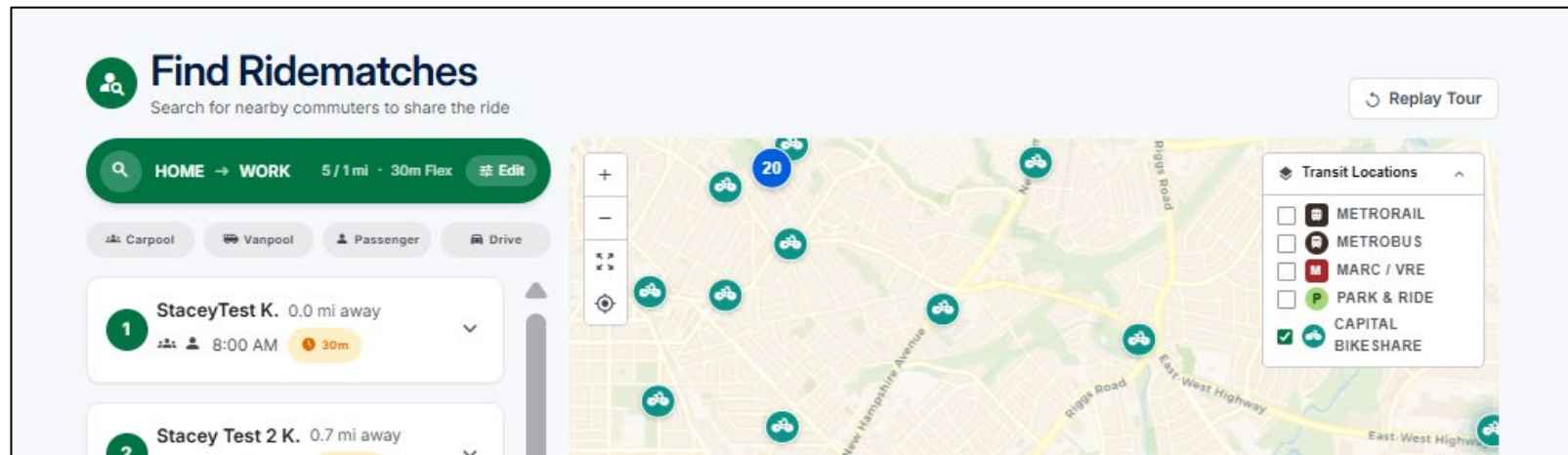
Commuter POV: Ridematching

- Find Ridematches in header and on Ridematching card, site tour, adjust search criteria.



Commuter POV: Ridematching Results Map

- New results feature: Capital Bikeshare (integrates with CaBi app).
- In development: adding local transit GTFS feeds.



Commuter POV: Joining a Vanpool

- Vanpools appear alongside carpool matches, sorted to the top of a commuter's results.
- The card opens to the route, the schedule, the days it runs, and the seats available.
- Request a Seat passes the commuter's details to the vanpool coordinator to follow up.

Find Ridematches
Search for nearby commuters to share the ride

HOME → WORK 20 / 20 mi · 0m Flex

1 Vanpool DEMO-VP-001 0.1 mi away

ORIGIN RIVERDALE PARK PARK & RIDE

DESTINATION LANHAM COMMUTER LOT

MON TUE WED THU FRI SAT SUN

Leave 6:20 AM → Arrive 7:15 AM

COORDINATOR Vanpool Coordinator

EMAIL ridematching@mwco.org

PHONE 1-800-745-7433

TOTAL SEATS 15

Join This Vanpool

2 LAKSHMI PRIYANKA K. 0.3 mi away

8:20 AM

Request a Seat

Send a request to join DEMO-VP-001. The coordinator will follow up with next steps.



Vanpool DEMO-VP-001

Riverdale Park to Lanham

SCHEDULE 6:20 AM → 7:15 AM

COORDINATOR Vanpool Coordinator

Your name, email, and phone will be shared with this vanpool's coordinator so they can follow up.

Cancel

Send Request

Commuter POV: Contacting Ridematches

- In-site messaging system
 - Pick a pre-selected message
 - Choose what info to share
 - Send!
- Once you contact a match, they drop to the bottom of your results list, and you cannot contact them again for 60 days.

Send a Match Request ✕

Send this match a quick pre-written message and choose which of your contact details to share so they can get in touch.

StaceyTest K.
BRENTWOOD, MD 20722

CHOOSE A MESSAGE

- ☐ Hi! I'm looking for someone to share the commute with a few days a week. Our schedules seem to line up - would you be interested in setting something up?
- ☐ Hi there! Sharing a ride could cut down on traffic and costs for both of us. Since we matched, I wanted to see if you're interested in commuting together.
- ☐ Hello! We came up as a match on Commuter Connections. I'm flexible on days and times and would love to find a reliable carpool partner. Want to chat?

CONTACT DETAILS TO SHARE

- ☒ Email
- ☒ Home phone
- ☒ Work phone

Saved as your default. You can change this in Edit Profile.

Cancel Send

*Why have pre-selected messages?
Here's an actual ridematch message
sent using the current system.*

Would you like to share the ride to work? Inbox ☆

ridematching Jul 4
to ridematching, bcc: me

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

Commuter [FEED-81-BALLETS@ICLOUD.COM](#) is searching for individuals who share similar commute routes and work hours and has sent you the following message. Please forward any responses to [FEED-81-BALLETS@ICLOUD.COM](#).

Yo wassup man, was wondering if you were taking this route on Monday, I can give some cash too

If you need help at anytime please email ridematching@mwco.org or call 1-800-745-RIDE (7433).

Commuter Connections maintains a strict [privacy policy](#). All personal information provided to Commuter Connections will

← Reply all → Forward 🗑️

Commuter POV: Ridematch Notifications

- Account notifications
- Email

The image displays the Commuter Connections website interface and a mobile email notification. The website header includes the logo and navigation links: Home, Find Ridematches, Commute Log, GRH, and CommuterCash. A notification icon with a red '2' is highlighted in the top right. The main content area shows a welcome message for 'STACEY' and three summary cards: 'Guaranteed Ride Home' (with a 'GUARANTEED RIDE HOME' badge for STACEY KING), 'Ridesharing' (showing 40 or more matches), and 'CommuterCash' (showing a balance of 59,410 pts and a 2026 goDMV Top 20 award). A 'MATCH REQUESTS' section is highlighted with a yellow box, showing 2 new unread requests and 3 received requests. To the right, a 'Notifications' sidebar lists match requests from 'StaceyTest K.'. Below the website, a mobile email notification is shown, containing the same match request details and contact information for StaceyTest K. (Email: sktest0626@erols.net).

Commuter Connections
A SMARTER WAY TO WORK

Home Find Ridematches Commute Log GRH CommuterCash

Wednesday, July 8, 2026 · Your Commute Is on a Roll

Welcome Back, STACEY
Live or work in the Washington DC region?
Use this site to manage and support your commute.

BALANCE
59,410 pts

THIS WEEK
7 trips

TOTAL CO₂ AVOIDED
2,339 lbs

Guaranteed Ride Home
A Backup for When Plans Change

COMMITTEE CONNECTIONS GUARANTEED RIDE HOME
STACEY KING

Username: t ID #: Expiration: 01/13/2027

TO USE: Call 1-800-745-7433, select your language, and follow the prompts. HOURS: 6am-10pm Monday-Friday, except holidays and federal closings.

Click to Print

Guaranteed Ride Home Account

Ridesharing
17,000+ Commuters in the Network

40 or More Matches

MATCH REQUESTS View all >

2 NEW Unread 3 Received

See Ridematches

CommuterCash
Plan. Go. Earn.

BALANCE
59,410 pts

Max Tier Reached 100%

2026 goDMV Top 20
+7,000 pts

CommuterCash Account

Notifications
Match requests and account updates. Notifications are archived after 90 days.

All Unread

StaceyTest K. sent you a match request
Hello! We came up as a match on Commuter Connections. I'm flexible on days and times and...
06/26/2026

Stacey Test 2 K. sent you a match request
Hi there! Sharing a ride could cut down on traffic and costs for both of us. Since we matched...
06/23/2026

Stacey Test K. sent you a match request
Hi there! Sharing a ride could cut down on traffic and costs for both of us. Since we matched...
06/23/2026

Hello,

StaceyTest K., a commuter you were matched with on Commuter Connections, has sent you a match request. For privacy, we only show their first name and last initial.

THEIR MESSAGE

Hello! We came up as a match on Commuter Connections. I'm flexible on days and times and would love to find a reliable carpool partner. Want to chat?

HOW TO REACH StaceyTest K.
They chose to share the following contact details so you can connect directly:

- Email: sktest0626@erols.net

Please do not reply to this email -- contact them directly using the details above. This

Reply Forward

Admin Overview: Ridematch Letters

- Admins can run ridematches, adjust criteria, and generate match letters for commuters

Ridematching Active

Run a Match

RENEWAL DATE: 05/31/2027

Ridematch Preferences

Your Ridesharing enrollment is active through 05/31/2027.

COMMUTE DAYS
MON TUE WED THU FRI SAT SUN

WORK START: 8:00 AM WORK END: 5:00 PM

FLEXIBLE SCHEDULE: 30 min

I AM INTERESTED IN:
☒ Carpool ☒ Vanpool

CARPPOOL PREFERENCE:
☒ Drive (I have a car) ☒ Ride as Passenger

Save (Admin)

Recent match history

DATE	ORIGIN	DESTINATION	MATCHES	MATCH TYPE	SCHEDULE FLEX	RUN BY	LETTER SENT
07/08/2026	Home 5 mi radius	Work 5 mi radius	25	Radius	● +30 min	Commuter	Not sent
07/08/2026	Home 5 mi radius	Work 5 mi radius	25	Radius	● +30 min	Stacey King	Not sent
07/06/2026	Home 2 mi radius	Work 2 mi radius	8	Radius	● +30 min	Stacey King	Not sent
07/06/2026	Home 2 mi radius	Work 2 mi radius	25	Route	● +30 min	Stacey King	Not sent
07/06/2026	Home 2 mi radius	Work 2 mi radius	8	Radius	● +30 min	Stacey King	Not sent

Deactivate Enrollment

DASHBOARD > COMMUTER > RUN A MATCH

Back to commuter **Run a Match - STACEY KING**

HOME → WORK 5 / 1 mi · 30m Flex **Edit**

EDIT SEARCH

ORIGIN: PARK AND RIDE, NEWPORT NEWS, V...

Choose Origin: Start typing an address...

DESTINATION: WORK 777 N CAPITOL ST NE, WASHI...

Radius Route Search All My Employer

Start radius: 5 mi End radius: 1 mi

Flexible Schedule: 30 min

Search

Preview & Send Letter

Preview Match Letter

The exact letter that will be emailed to STACEY KING (25 matches).

COMPUTER CONNECTIONS **RideSmart**

Prince George's County RideSmart

Hello STACEY KING,

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

HOME **WORK**

777 N CAPITOL ST NE
WASHINGTON, DC 20001

We suggest the following commute options for you:

POTENTIAL RIDEMATCHES

For your privacy and the privacy of matched commuters, names are partially redacted and contact details are not shown in this email. Sign in to view full match details and message a commuter.

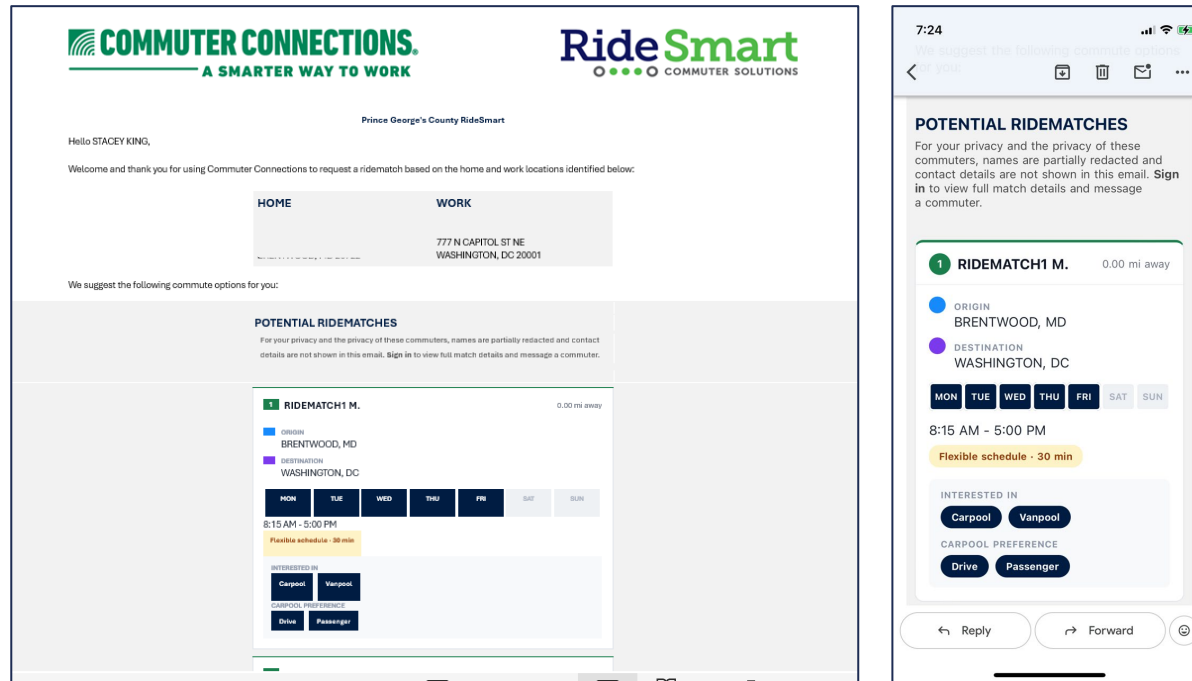
1 StaceyTest K. 0.04 mi away

ORIGIN: BRENTWOOD, MD
DESTINATION:

Cancel **Save PDF** **Send to Commuter**

Admin Overview: Ridematch Letters

- Admins can run ridematches and generate match letters for commuters.
- Match details but not contacts are shared – commuters are encouraged to sign into their account to contact the individual matches.



Admin Overview: Match Letter Templates

- Each agency's match letter is now configurable in the admin site, with no developer involved.
- Choose which sections appear, and which programs are promoted alongside the matches.
- Pin the agencies that should be listed first in the footer.
- The panel on the right renders the real letter as you edit it.

COMPUTER CONNECTIONS. A SMARTER WAY TO WORK

COMMUTERS EMPLOYERS VANPOOL REPORTS SURVEYS M

PROGRAM MANAGEMENT > MATCH LETTER TEMPLATES > K

[← Back to templates](#)

K - Prince George's County RideSmart

Identity

Agency Name

Reply-To

Blank uses the deployment default reply-to.

Logo

Custom

template-images/appform50003_3223482713536442457.png

Upload custom logo

Use theme default

PNG or JPEG, up to 1MB; wide images auto-resize. Served from the tenant CDN and renders live in the preview. Applies to TDM2-sent letters (the legacy admin site keeps its old image until retirement).

Letter Sections

☒ Park & Ride

☒ Transit

☒ Bus Stops

Display Programs

Programs rendered as sections in the letter.

☒ Ridematching

☒ GRH

☒ CommuterCash

☒ Pool Rewards

Closest Agencies

Agencies listed in the letter footer. Selected agencies pin to the top.

☐ iRide Baltimore

☐ LINK

☐ Loudoun County Commuter Services

☐ Montgomery County Commuter Services

☐ National Institutes of Health (NIH)

☐ North Bethesda Transportation Center

☐ NORTHERN NECK PLANNING DISTRICT COMMISSION

☐ Northern Shenandoah Valley Regional Commission

☐ Potomac & Rappahannock Transportation Commission

Letter Preview

COMPUTER CONNECTIONS

RideSmart

Prince George's County RideSmart

Hello Alex Sample,

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

HOME

Alex Sample
123 Main Street
Anytown, ST 12345

WORK

Sample Employer Inc.
456 Office Park Drive
Anytown, ST 12345

We suggest the following commute options for you:

COMPUTER CONNECTIONS

RideSmart

Prince George's County RideSmart

Hello Alex Sample,

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

HOME

Alex Sample
123 Main Street
Anytown, ST 12345

WORK

Sample Employer Inc.
456 Office Park Drive
Anytown, ST 12345

We suggest the following commute options for you:

POTENTIAL RIDESHARE MATCHES

For your privacy and the privacy of matched commuters, names are partially redacted and contact details are not shown in this email. Tap to view full name, phone and email address.

Jordan T.

1.2 mi away

Location

Rockville, MD

Location

Washington, DC

5:00 AM - 5:00 PM

Flexible schedule. Tap to view.

Cancel

Accept

Live render of the full letter (header to footer) with sample commuter data - scroll inside the preview. Updates as you edit.

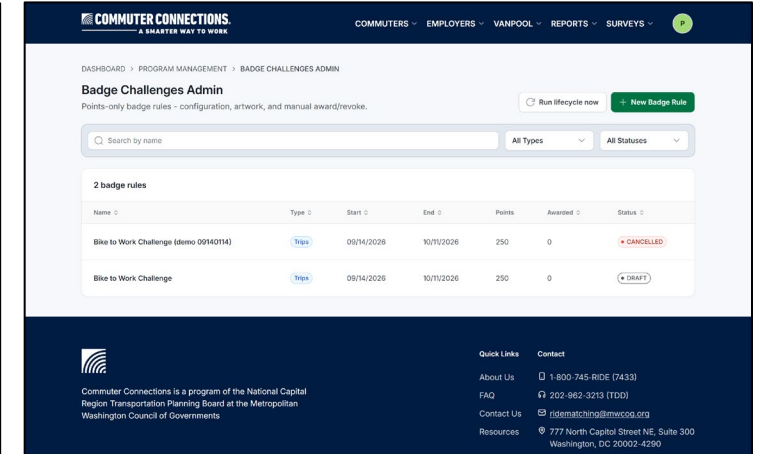
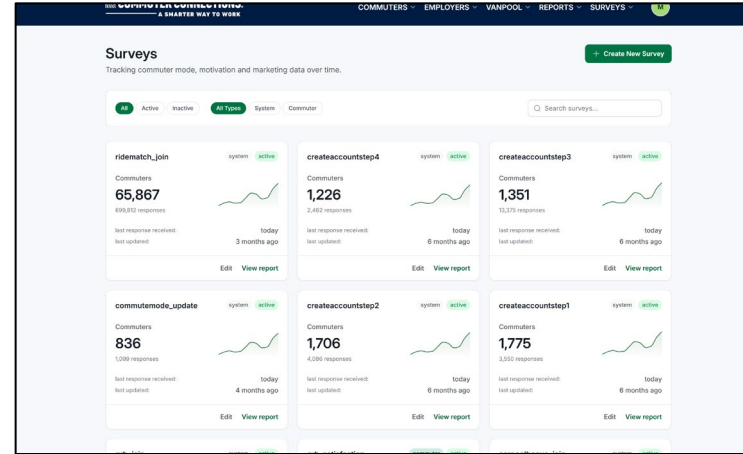
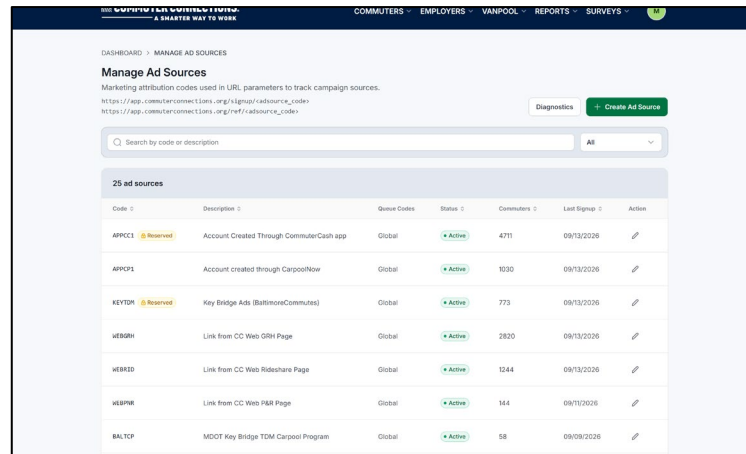
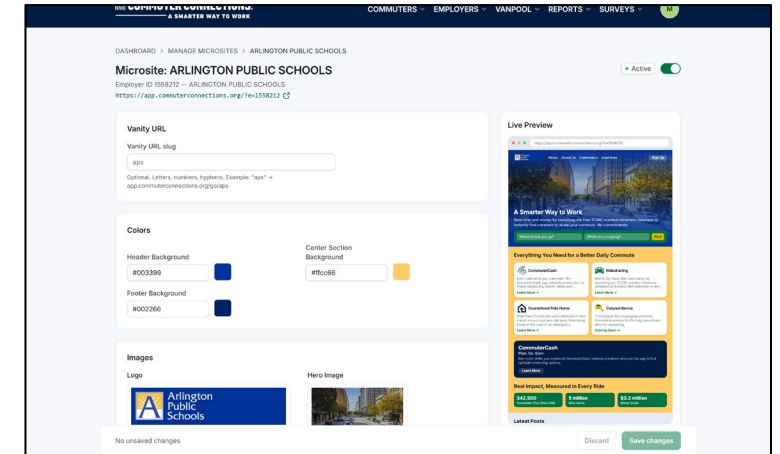
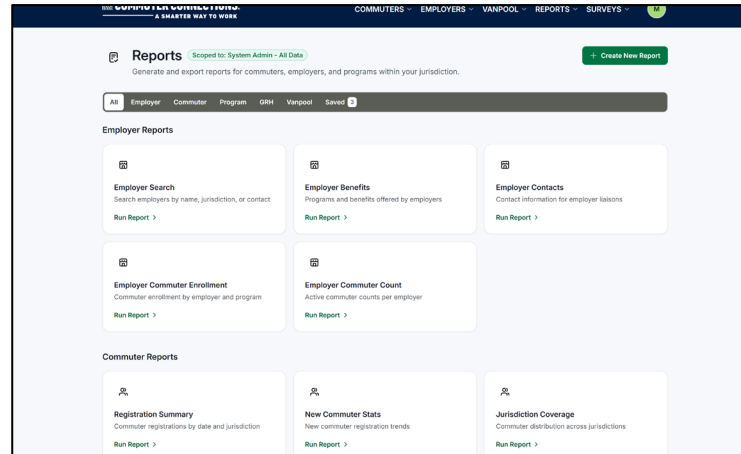
All changes saved [Cancel](#) [Save changes](#)

COMPUTER CONNECTIONS. | **A SMARTER WAY TO WORK**

Agenda Item #4: TDM System Updates
September 15, 2026

Near-Future Administrative Functions

- Reports
- Employer Microsites
- Marketing Attribution
- Surveys
- DIY Challenges/Badges



Discussion Item: Notes

- What elements of Notes do you use?
 - Follow up required by (date/time)
 - Contact Method
 - Status - *What is missing from this list?* (We will remove obsolete options)
 - Enter Notes (open text)

SYSTEM ADMIN
COMMUTER
POOL ADMIN
GRH ADMIN
SPECIAL EVENTS
EMPLOYER ADMIN
REPORTS
FLEXTIME ADMIN
COMMUTER
VMT REPORT

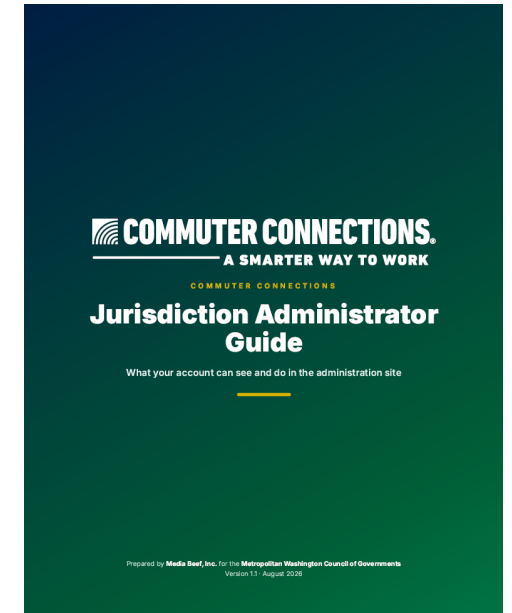
Date Entered: 09/11/2026
Commuter Id: 761648
Commuter Name: STACEY KING
Follow Up Required By: Date: (MM/DD/YYYY) Time:
Contact Method: Mail
Status: Mail
Enter Notes: Email, Phone, Other

Date Entered	Entered By	Follow up Required By	Contact Method	Status	Notes
06/30/2026	900340		Other	Other	Approved Redemption #3503 on 06/30/2026

Date Entered: 09/11/2026
Commuter Id: 761648
Commuter Name: STACEY KING
Follow Up Required By: Date: (MM/DD/YYYY) Time:
Contact Method: Mail
Status: Mail
Enter Notes: A - Sent Bicycle Information, B - Placed in Carpool, C - Placed in Vanpool, D - Placed in Transit (Bus/Rail/Biking), E - Sent Pending Letter, F - Sent MTA Information, G - Sent VRE Information, H - Sent Metro Information, I - Sent Telework Information, L - Sent Local Transit Information, M - Moved out of the Area (Home or Work), O - Other, P - Follow-Up/Match at a Later Date, R - Sent MARC Information, S - Follow-up Contact Performed, T - Still taking Transit, U - Sent Matchlist, W - Still Carpooling/Vanpooling, X - No Longer Interested, Z - Sent Transit Information (General)

Admin Onboarding: What to Expect

- Late September/Early October:
 - We will begin reaching out to individual admins/teams to start introducing you to the TDM2 system.
 - Once we activate your admin account, you will receive an auto-generated email to prompt you to log in and designate a new password.
 - We will provide a guide and develop additional resources as needed (shared to the Commuter Connections SharePoint) to help reinforce our virtual/in-person onboarding.
 - There will likely be some time where you have access to both commuter account systems; we'll provide clear guidance if it is necessary to use one system over the other.



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