

COMMUTERCASH UPDATES

CommuterCash and Carpool Bonus

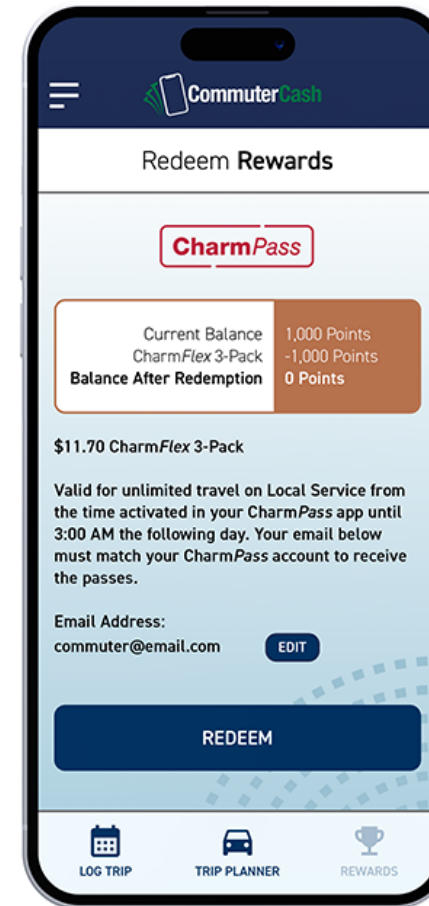
Michael Hemry
President, Media Beef

Stacey King
Commuter Connections Program Manager

Commuter Connections Ridematching Committee Meeting
September 15, 2026

CommuterCash Updates: New Reward!

- CharmPass reward is now live!
- CharmFlex 3-pack of passes
- Must provide email address for CharmPass account to redeem
- Passes loaded on/around the 1st of the month



Reminder: Creating Accounts in CommuterCash

- Partial account, automatic email reminders, enroll in other programs

The image displays five sequential smartphone screens from the CommuterCash app, illustrating the account creation process:

- Screen 1: ACCOUNT DETAILS** - Fields for Email (*), Username (8-24 alphanumeric characters), Password (*), and Confirm Password (*). Includes a checkbox for "I wish to receive additional commute-related communications" and a checked checkbox for "I agree to the Commuter Connections Terms of Use and Privacy Policy *". A note at the bottom states: "If you had a Commuter Connections account in the past, DO NOT create a new account. Contact Commuter Connections at 800-745-7433 to reactivate your account."
- Screen 2: PERSONAL DETAILS** - Fields for First Name, Last Name, Home Address, Current Commute Mode (Please select one), and How did you learn about us? (Please select one). Progress indicator shows Step 2 of 4.
- Screen 3: RIDESHARING and GUARANTEED RIDE HOME** - Options for RIDESHARING and GUARANTEED RIDE HOME, each with a "LEARN MORE" button. Fields for Commute Days (MON, TUE, WED, THU, FRI, SAT, SUN), Work Start (09:00 AM), Work End (05:00 PM), Personal Phone, Flexible Schedule (30 minutes), and Carpool Preference (Rider checked, Driver unchecked). Progress indicator shows Step 3 of 4.
- Screen 4: EMPLOYER DETAILS** - Search Employer Name or Address * (Mwcog), Your Employer: MWC06, 777 N CAPITOL ST NE, WASHINGTON, DC, 20002. Buttons for SAVE AND EXIT and SUBMIT. Progress indicator shows Step 4 of 4.
- Screen 5: Welcome Screen** - Shows "Only 500 more points to Bronze Tier rewards!", Balance: 500, goDMV logo, and a "Congratulations You earned a Welcome Bonus Badge!" message. Buttons for JOIN NOW IT'S FREE! and VIEW INFO.

Reminder: Accounts Created in CommuterCash

New Automated Emails for Incomplete Accounts:

- 24 hours after starting to create an account
- 2 weeks reminder if they still haven't finished
- 30-day close-out – account deactivation email

Important details for you:

- Accounts created through the app appear in Sentence Case (not UPPER CASE) in your queue
- Partially completed accounts are placed in the commuter queue; they have the CommuterCash app Ad Source but may be missing information depending on what stage in the process they dropped out

PERSONAL INFO | **COMMUTE INFO** | EMPLOYER INFO | WORK SCHEDULE | CHANGE PASSWORD | INFO REQUESTS

ACCOUNT INFORMATION APP FORM: 21000

Commuter Id: 794449
GRH Registration Id: 794449
Commuter CCRS Id: 794449
Commuter Status: New Registrant
Date of Original Entry: 03/30/2026
Date Last Updated: 03/30/2026

Site Id: 10001
Site Name: COMMUTER CONNECTIONS

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

☐ Share my name with other registered commuters

First Name: Valentina * MI:
Last Name: Idore *

HOME ADDRESS

PERSONAL INFO | **COMMUTE INFO** | EMPLOYER INFO | WORK SCHEDULE | CHANGE PASSWORD | INFO REQUESTS

COMMUTER INFORMATION APP FORM: 21000

Commuter Id: 794449
GRH Registration Id: 794449
Commuter CCRS Id: 794449

Commuter Name: Valentina Idore

EMPLOYER INFORMATION

We maintain the information of employers in the metropolitan region that you may search by employer name, street address, city, state, zip code, or jurisdiction and add to your profile.

To search employer, click here >>

SUPERVISOR INFORMATION

Supervisor First Name: *
Supervisor Last Name: *
Supervisor Phone: - - * Extn:

* Required Fields

Carpool Bonus Incentive

- Replaces existing 'Pool Rewards carpool incentive as a feature in CommuterCash
 - Register, invite carpoolers, log trips, complete post-incentive survey
 - Transparent tracking of progression and earnings
 - Still a 90-day, one-time program
 - Still \$2.50 per trip (\$5/day)
 - Incentive runs exclusively through CommuterCash, but new registrants may sign up for Carpool Bonus when creating a new account online

The screenshot shows a multi-step registration process for the Carpool Bonus incentive. At the top, a progress bar indicates four steps: 1. Account Details (completed), 2. Personal Details (completed), 3. Program Details (current step), 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' (a row of buttons for MON, TUE, WED, THU, FRI, SAT, SUN), 'WORK START' (8:00 AM), 'WORK END' (5:00 PM), 'PERSONAL PHONE' (empty), 'FLEXIBLE SCHEDULE' (30 Minutes), and 'CARPOOL PREFERENCE' (Ride as Passenger selected, Drive (I have a car) unselected). At the bottom are 'Save and Exit' and 'Next Step' buttons.

Account Details

Personal Details

3 Program Details

4 Employer Details

Program Details
Fields marked with * are required

☒ JOIN RIDESHARING

☐ JOIN GUARANTEED RIDE HOME

☐ JOIN CARPOOL BONUS

Match Up! Save time and money by searching our 17,000-member rideshare database to instantly find someone to share your commute.

Ride Free! Commuters who rideshare or take transit are just a phone call away from being home in the case of an emergency.

The Carpool Bonus program provides financial incentives to life-long solo drivers who try carpooling.

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

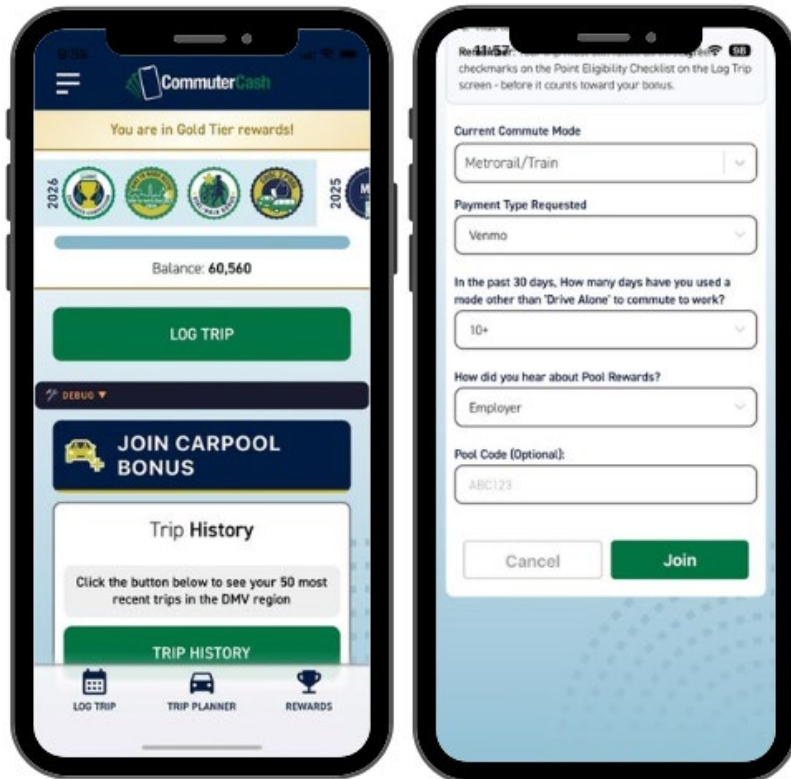
CARPOOL PREFERENCE *

☒ Ride as Passenger ☐ Drive (I have a car)

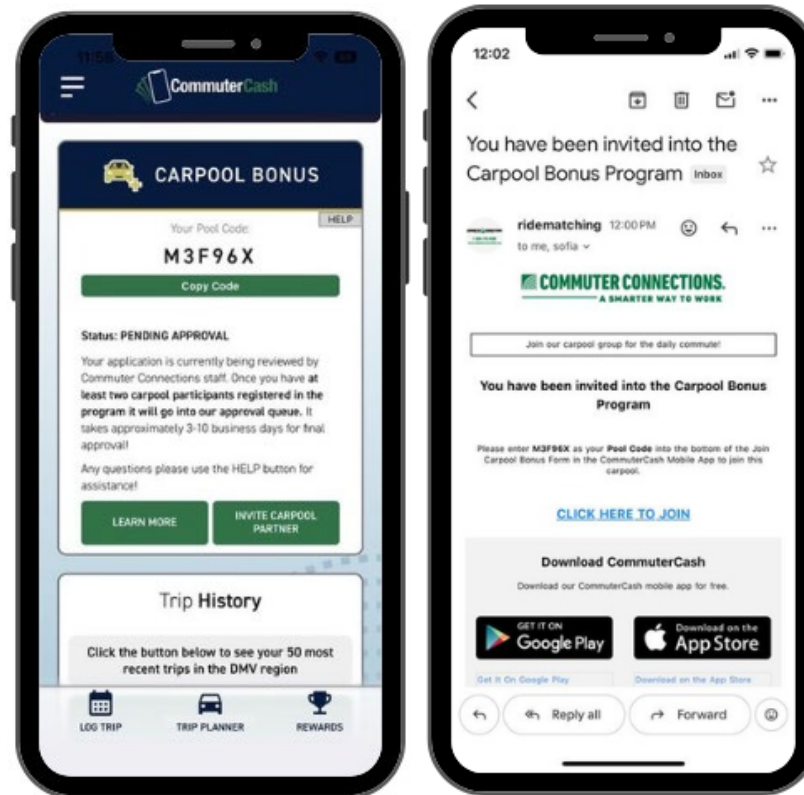
Save and Exit Next Step

Carpool Bonus Incentive

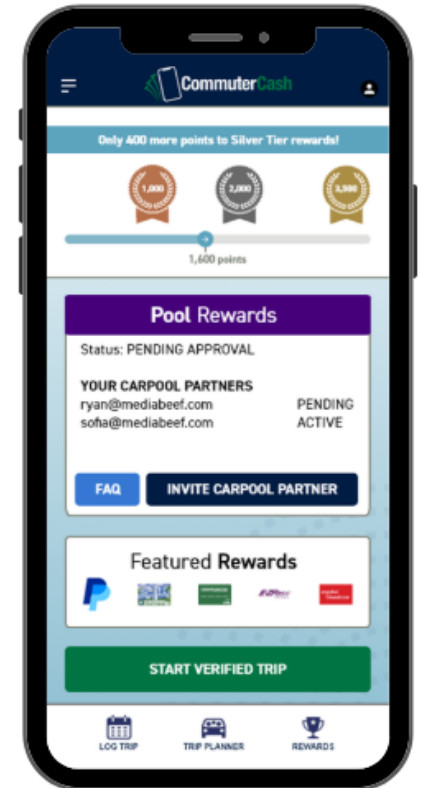
Initiate a carpool



Generate a code and invitations

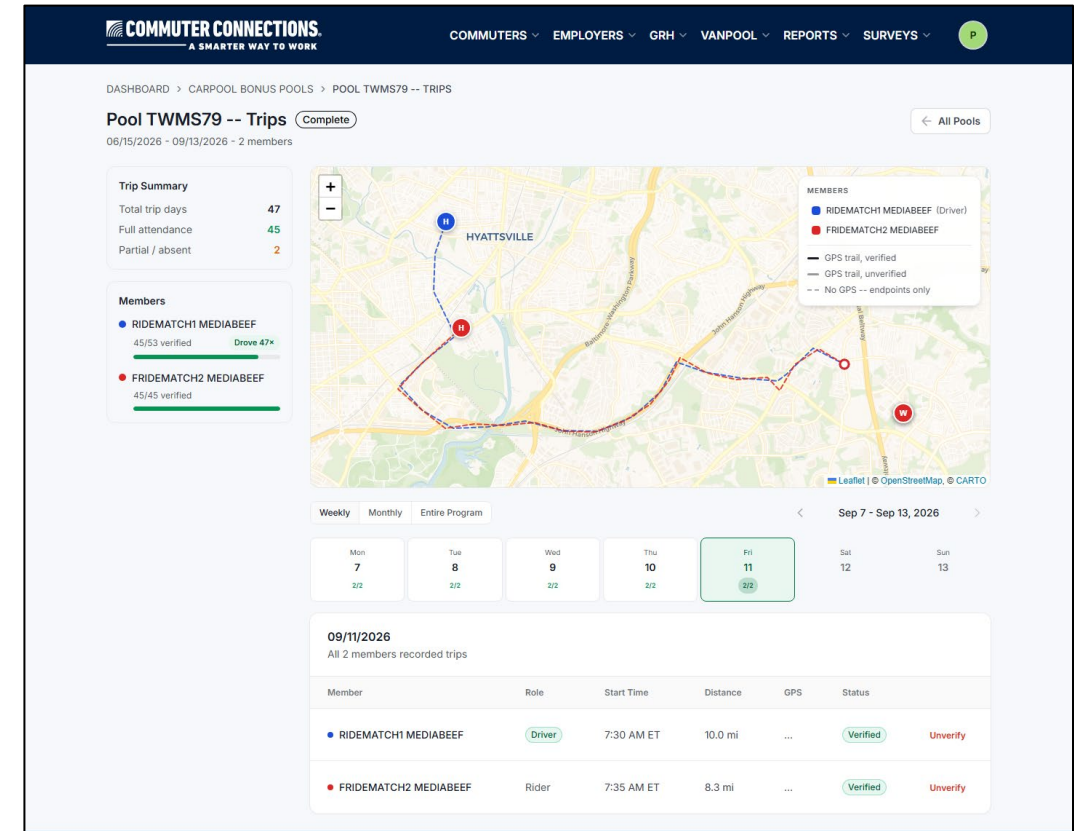


Monitor progress



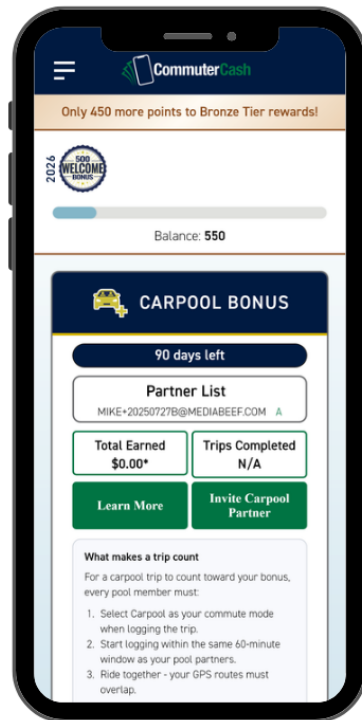
Carpool Bonus Incentive

- Trip verification
 - Carpool mode selected by all participants
 - 50% or more distance overlap (GPS-verified)

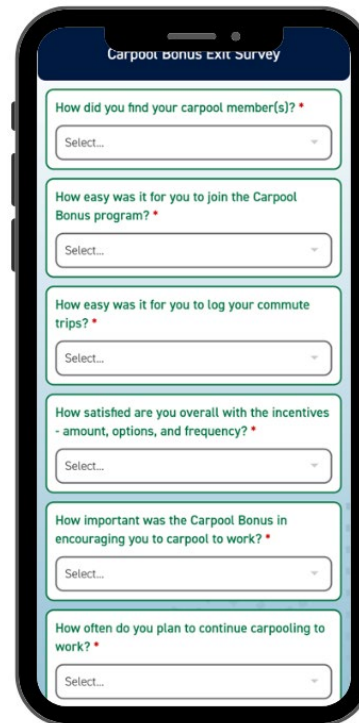


Carpool Bonus Incentive

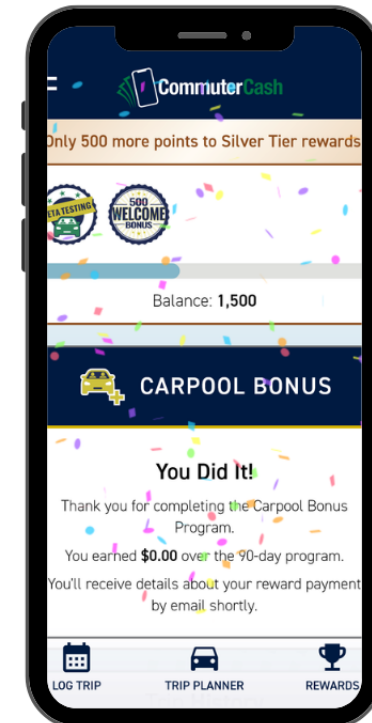
Progress Tracking



Exit Survey

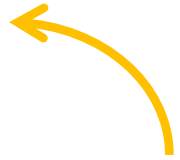


Badge!



Anticipated Carpool Bonus Timeline

- Mid-September through October:
 - COG staff testing and developing resources (updated guidelines and triplogging instructions)
 - Recruit beta testers from previous participants
 - Two-week beta testing window in exchange for CommuterCash points
- October-November:
 - Adjust materials and software based on participant feedback
 - Additional testing if needed
 - Determine soft and full public launch dates



(We would love to have you join our beta testing group!)

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