

# TDM SYSTEM UPDATES

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## Overview of Recent Modifications and their Impacts to Commuter Workflows

Dan Sheehan  
Transportation Operations Program Director

Commuter Connections Ridematching Committee  
March 18, 2025

Find matches and resources in your area:

start

destination

LET'S GO!

### Ridesharing



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

[Learn More](#)

### Guaranteed Ride Home



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

[Learn More](#)

### CommuterCash



Earn cash while you commute! CommuterCash rewards commuters who use the app to find optimal commuting options. Use the app to explore carpooling, transit, biking and multimodal travel options.

[Learn More](#)

### goDMV (Mar 3-May 31)



A friendly contest that rewards commuters for traveling sustainably. You can win tons of exciting prizes and incentives as you climb the leaderboard! Best of all, it's free to participate.

[Learn More](#)

# CREATE ACCOUNT - NEW ACCOUNT FORM

1

Account Credentials

2

Personal Details

3

Commute Details

4

Employer Details

If you have had a Commuter Connections account in the past, DO NOT CREATE a new account. Contact Commuter Connections to reactivate your account at 800-745-7433.

\* EMAIL OR USERNAME

\* PASSWORD

Must be over 8 to 24 alphanumeric characters

\* CONFIRM PASSWORD

Must be same as Password

\* Required Fields

Next

Complete your **free** Commuter Connections registration to enroll in one of our many programs, including:

- godMV Commuter Competition
- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards

Removed Ridesharing and GRH boxes under registration page



## MEMBERSHIP INFORMATION

User Name: deleteme@cog.com  
Commuter Name: DELETE ME

## CONTACT INFORMATION

E-mail Address: DELETEME@COG.COM  
Home Phone Number: --  
Cell Phone Number: 555-899-8789  
Work Phone Number: --  
Contact Address: 1600 PENNSYLVANIA AVE NW WASHINGTON DC 20500

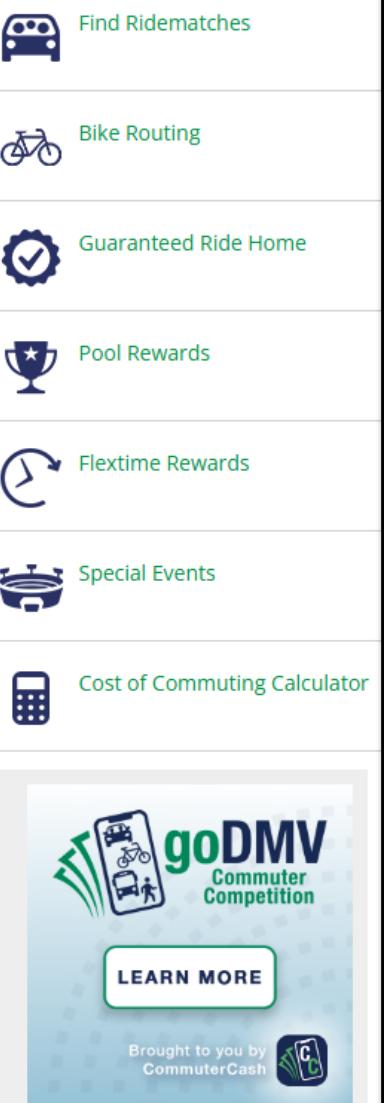
Your *Commuter Connections* account has been created. Which programs would you like to register for?

Ridesharing helps commuters who are interested in sharing the ride to and from work in joining carpools or vanpools, or find pool partners. In order to receive carpool/vanpool information, you MUST "Join Ridesharing."

[Join Ridesharing](#)

Guaranteed Ride Home provides commuters who regularly carpool, vanpool, bike, walk, or take transit to work with a free and reliable ride home when one of life's unexpected emergencies arise. In order to apply to the Guaranteed Ride Home Program, you must "Join GRH."

[Join GRH](#)



## Account Creation Confirmation Page

- Highlights CommuterCash and goDMV
- Registration opportunity for each program

Dear [REDACTED]

Welcome to Commuter Connections — **a smarter way to work!**

An account has been created for you based on information you provided.

Your username is: [REDACTED]

Your password is: \*\*\*\*

Accessing your Commuter Connections account is quick and easy. Simply visit [our website](#) or the [CommuterCash app](#) and use the login information supplied above.Commuter Connections offers free programs and commuter incentives to help optimize your commute. For a limited time, Commuter Connections is also hosting the [goDMV Commuter Competition!](#) Use your new account to enroll in one of our programs or visit the links below to learn more about the amazing free services we offer to commuters in our region.

### Ridematching

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

[Learn More / Request Assistance](#)

### Guaranteed Ride Home

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

[Learn More / Request Assistance](#)

### CommuterCash

Earn cash while you commute! Explore your commute options and track your trips to earn points that you can redeem for cash rewards. Download the CommuterCash app from your [Apple App Store](#) or [Google Play](#) and log in using your Commuter Connections information.

[Learn More / Request Assistance](#)

### goDMV Commuter Competition

The goDMV Commuter Competition takes place from March 3 to May 31, 2025. If you commute to an employer in the DC Metro region, your trips will automatically count towards the Commuters leaderboard. If you have joined an employer team, your trips will also count towards the Employers leaderboard! Track your trips using the CommuterCash app or the Commute Log feature on our website to participate.

[Learn More / Request Assistance](#)

# Welcome Letter

- New text
- Added goDMV & CommuterCash
- Mobile link changed to CommuterCash

**Top Commuters**

Ranking	Commuter	Trips
1	781293	39
2	780828	38
3	777589	38
4	780473	37
5	780569	35
6	781276	34
7	781336	33
8	762844	33
9	780832	31
10	778121	30
11	DAN S	13

**Guaranteed Ride Home**


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

[Learn More](#)
 EDIT PROFILE

 FIND RIDEMATCHES

 GUARANTEED RIDE HOME

 LOG YOUR COMMUTE

 BIKE ROUTING

 'POOL REWARDS

 COMMUTE COST CALCULATOR

**CommuterCash**


Earn cash while you commute! CommuterCash rewards commuters who use the app to find optimal commuting options. Use the app to explore carpools, transit, biking and multimodal travel options.

[Learn More](#)
**goDMV (Mar 3-May 31)**


A friendly contest that rewards commuters for traveling sustainably. You can win tons of exciting prizes and incentives as you climb the leaderboard! Best of all, it's free to participate.

[Learn More](#)

**Vanpool**
**'Pool Rewards**

# Login Landing Page

- New widgets
  - CommuterCash
  - goDMV + Leaderboard
- Updated Menu
- Removed defunct programs

Welcome back to Commuter Connections!

To continue with your password reset request please click on the link below:

**RESET PASSWORD**

The link will expire automatically within the next 24 hours so you can safely ignore this email if you did not make this request. If you have any questions feel free to reach out to our team at 1-800-745-RIDE or [ridematching@mwcog.org](mailto:ridematching@mwcog.org)

Metropolitan Washington Council of Governments National Capital Region Transportation Planning Board

777 North Capitol Street, NE, Suite 300, Washington, DC 20002-4290  
[www.commuterconnections.org](http://www.commuterconnections.org) 800-745-RIDE

The Commuter Information Source for Maryland, Virginia, and the District of Columbia

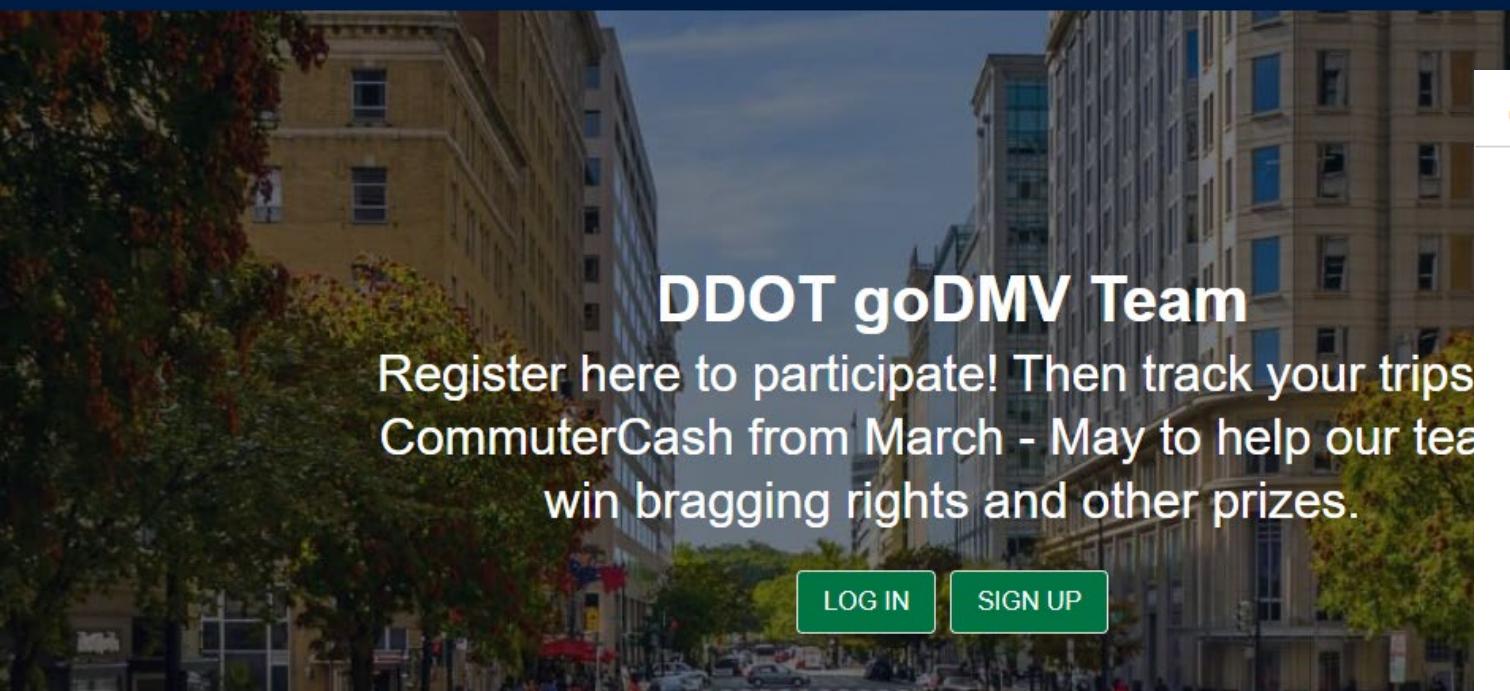
#### Download our Mobile Apps

You now have a choice! Download our CarpoolNow and Commuter Connections mobile apps for free at the iOS App Store or Android Google Play.



## Password Reset

- New message
- New flow
  - 24-hr window
- New email management system
- Greater % of messages delivered



## Microsite Expansion

- Custom content on landing page
- Custom list of eligible worksite locations

## CREATE ACCOUNT - NEW ACCOUNT FOR

### SELECT EMPLOYER

Search:

Employer Name	Address	Select
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - SHANNON PL 2235 SHANNON PLACE SE WASHINGTON DC 20020	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT HQ 250 M ST SE WASHINGTON DC 20003	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - REEVES 2000 14TH ST NW WASHINGTON DC 20009	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - BENNING RD 2550 BENNING RD NE WASHINGTON DC 20002	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - W ST YARD 1403 W ST NE WASHINGTON DC 20018	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - S CAPITOL 2860 S CAPITOL ST SE WASHINGTON DC 20032	<input type="radio"/>
DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)	DDOT - 21311 MLK JR AVE 2311 MARTIN LUTHER KING JR AVE SE WASHINGTON DC 20020	<input type="radio"/>

# Other Updates

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- URL updates for commuterconnections.org re-launch
- Removed username case sensitivity requirements
- Deactivated Rideshare Bot

# Pending Updates

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- Self-service account recovery for commuters
- Revamp program logic for program association

## Dan Sheehan

Transportation Operations Program Director

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**commuterconnections.org**

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