COMMUTER CONNECTIONS TDM 2.0

Welcome to Your New Platform and Mobile App!

Stacey King
Commuter Connections Program Manager

Commuter Connections Subcommittee Meeting
November 17, 2026

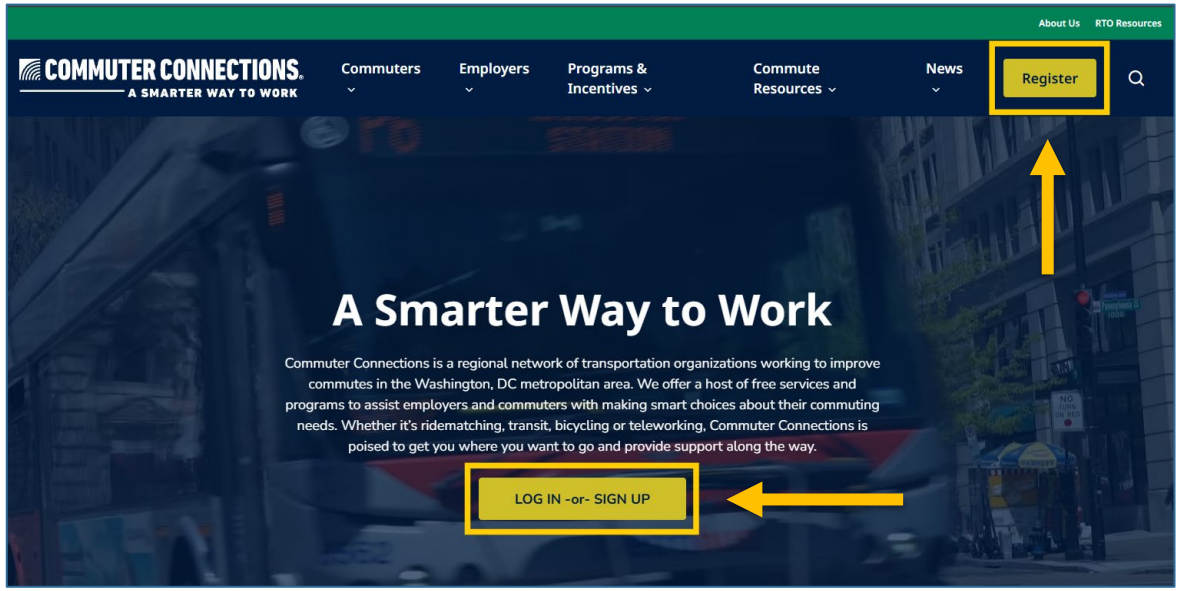
Agenda Item #6

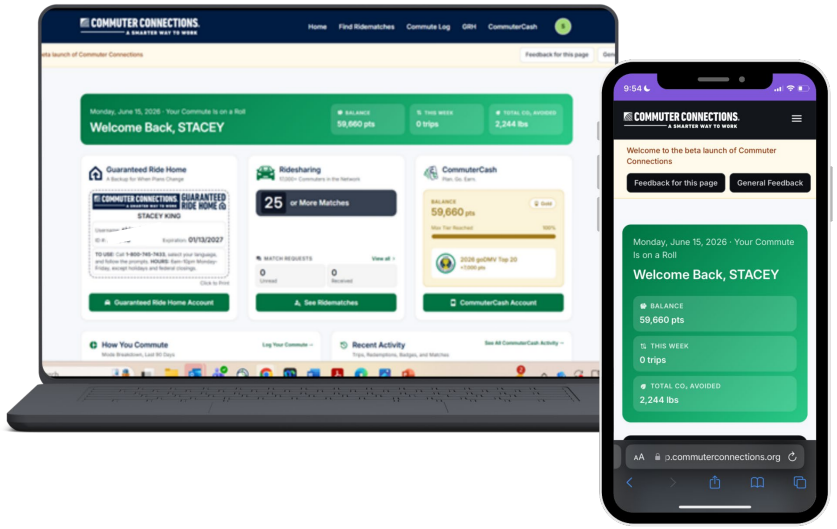
COMMUTER CONNECTIONS | A SMARTER WAY TO WORK

A New Commuter Connections Experience is Here!

my.commuterconnections.org goes public this week!

- Log in or register from any page on commuterconnections.org
- Mobile-friendly design





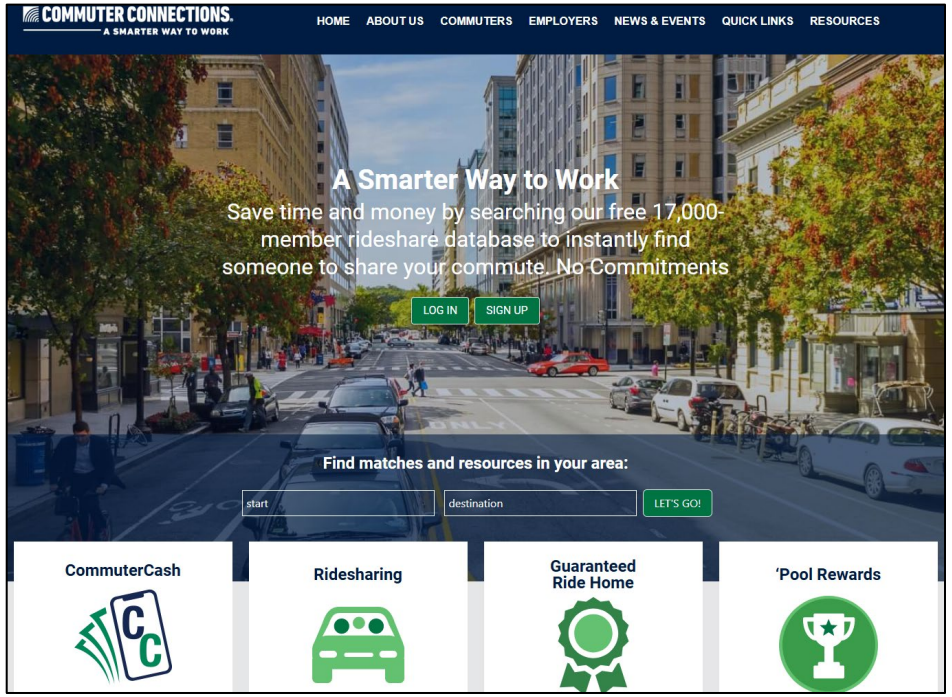
COMMUTER CONNECTIONS | A SMARTER WAY TO WORK

Before & After: Login Landing Page

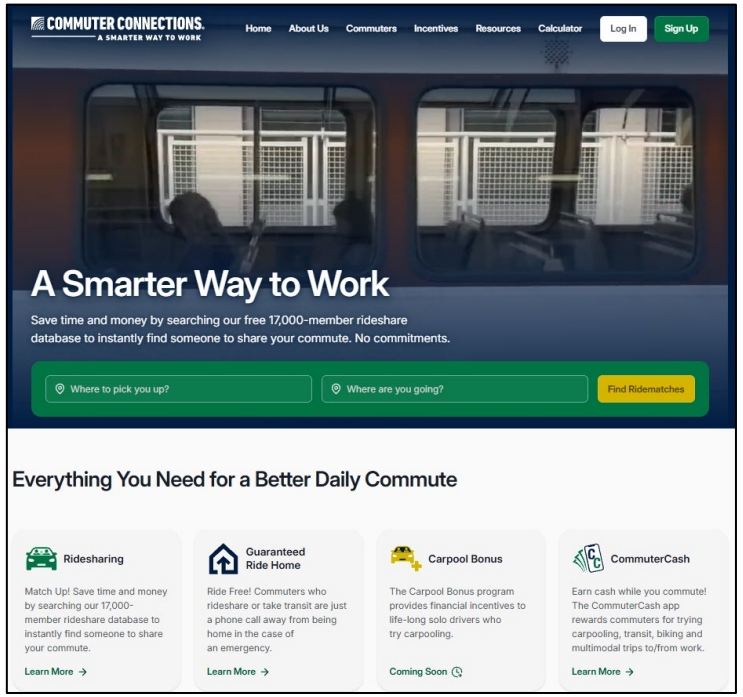
my.commuterconnections.org goes public this week!

- Redirects are in place for any bookmarks of the legacy tdm.commuterconnections.org login page

Legacy Site



New Site



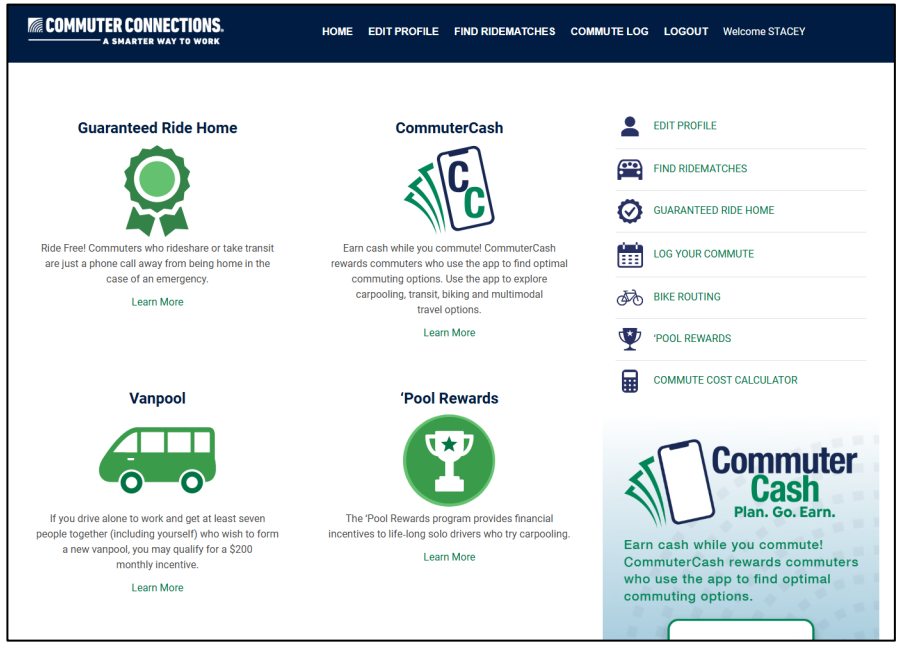
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Before & After: Commuter Dashboard

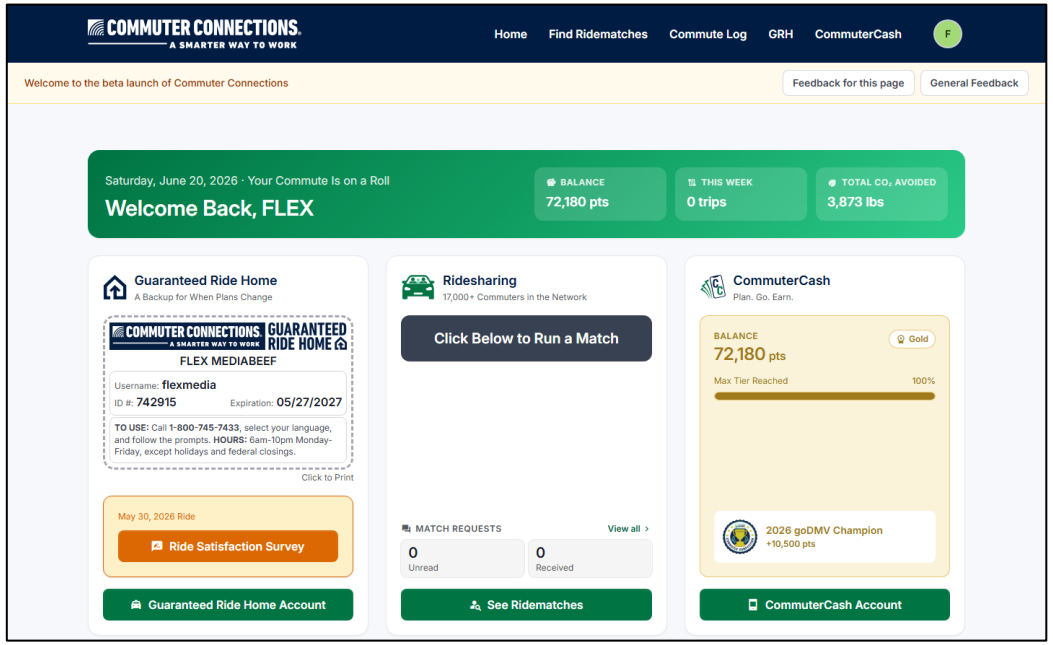
Commuters get a quick view of their programs

- Register, renew, or learn more on each program card
- Action items (re-register; GRH surveys), alerts (new ridematches), and statistics (triplogs and points)

Legacy Site



New Site

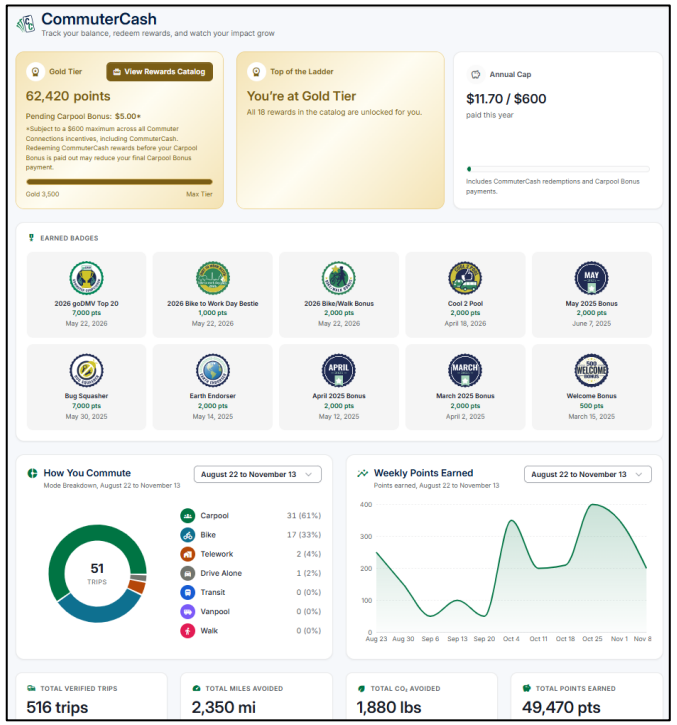


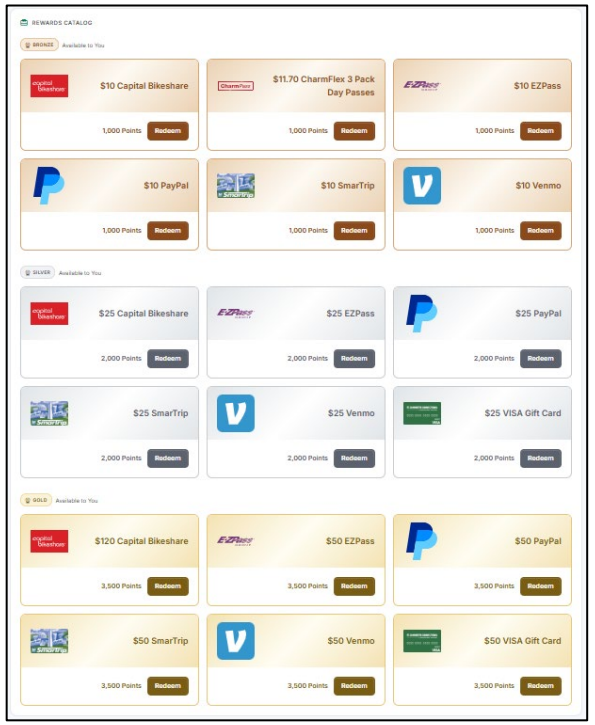
Before & After: CommuterCash

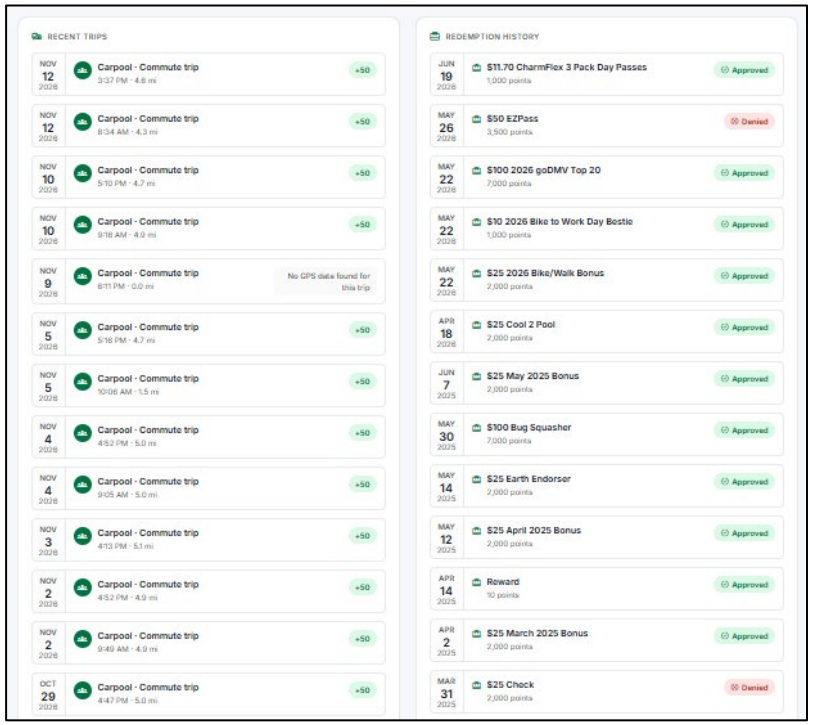
Participants can see their progress and redeem points on the web

- Track achievements, view trip history and statistics, and shop the rewards catalog

New Site







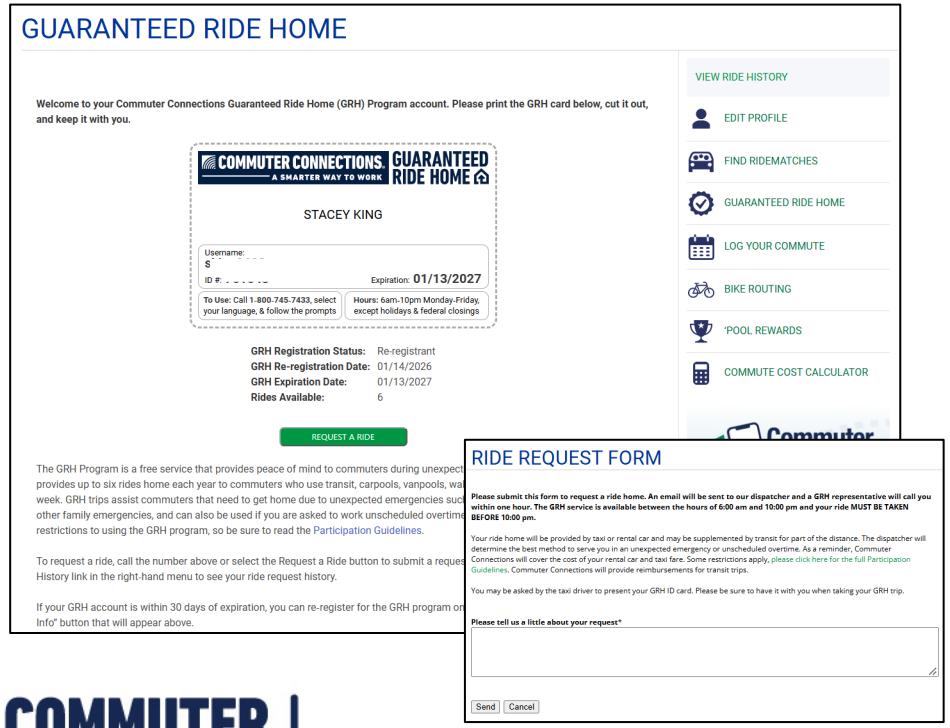
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Before & After: Guaranteed Ride Home

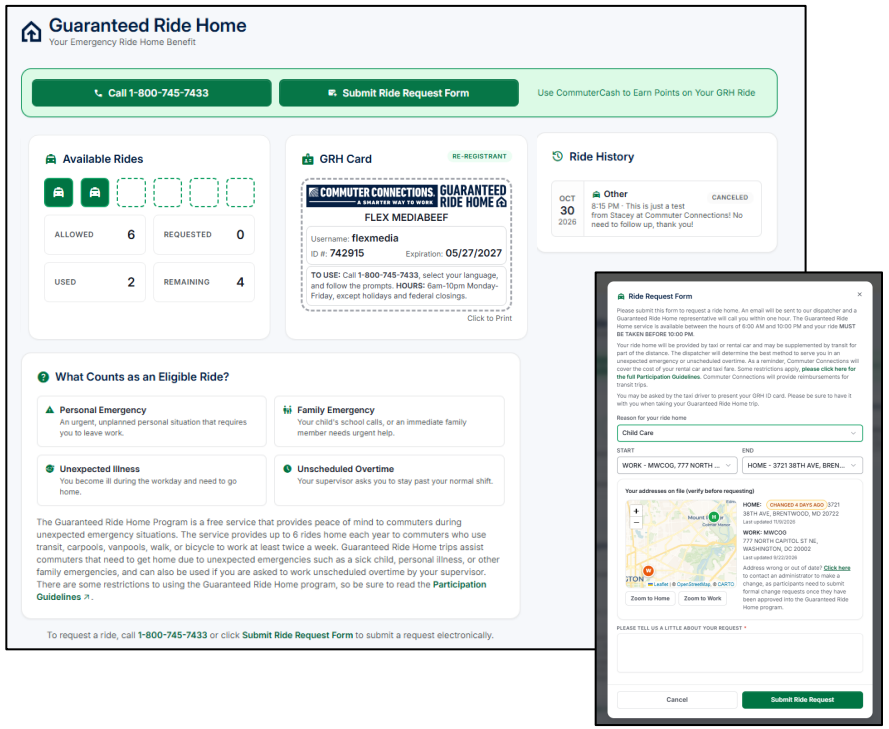
Easily see program enrollment status and request GRH rides

- Print your GRH ID card, see your remaining rides, complete surveys, and requests GRH trips
- ***New:*** *address change request process in place for any commuter registered in GRH*

Legacy Site



New Site



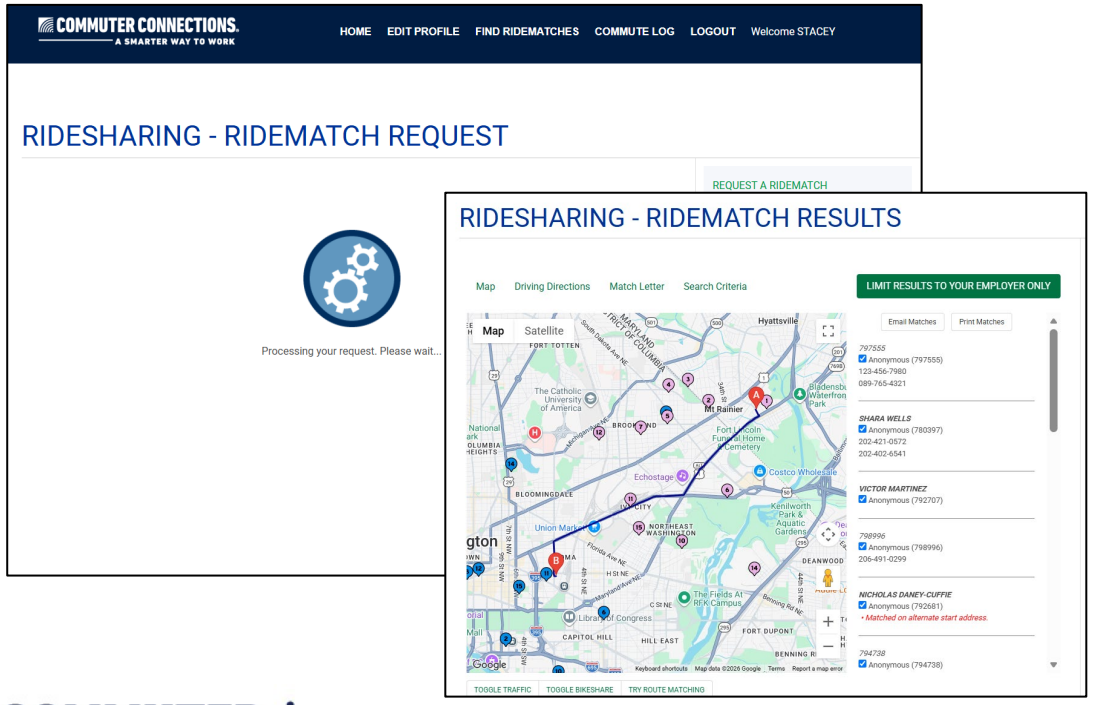
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Before & After: Ridematching

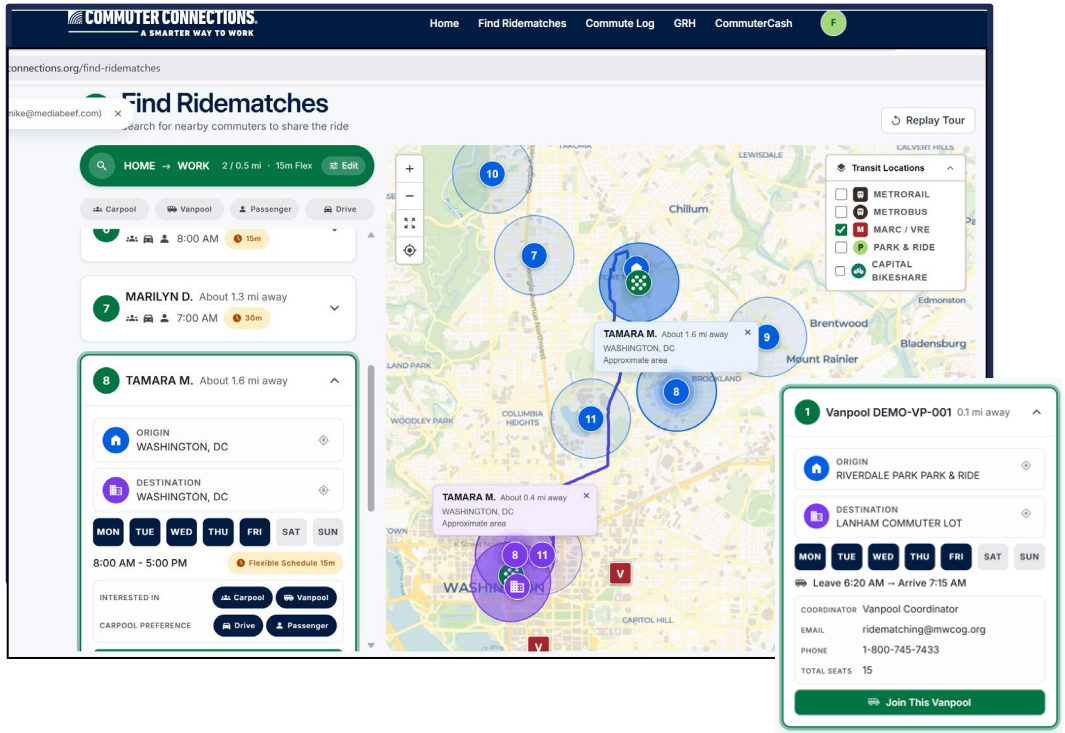
Finding carpools and vanpools is much easier and faster

- Instantaneous match results; focus is zoomed out to prevent seeing exact work/home addresses
- User-friendly interface and display to view and contact matches

Legacy Site



New Site

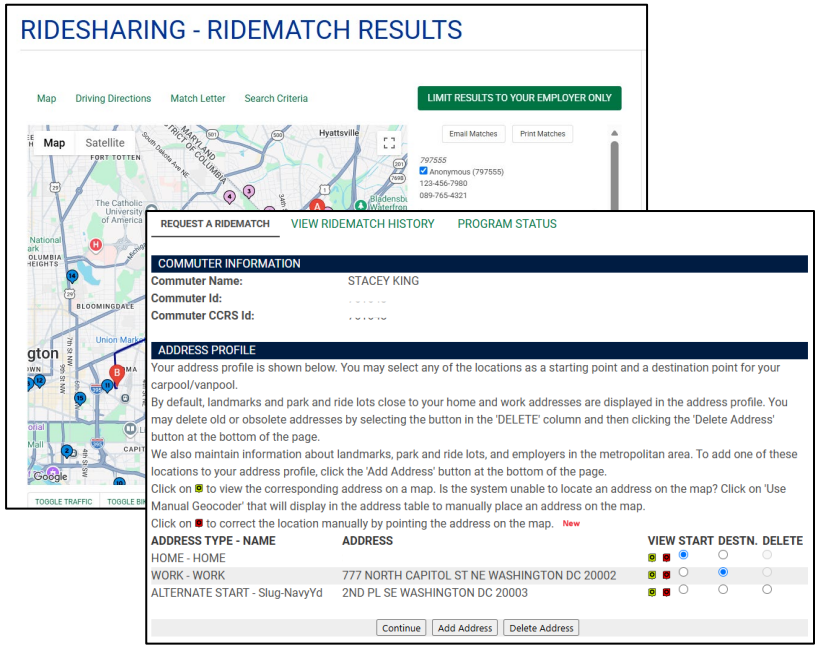


Before & After: Ridematching

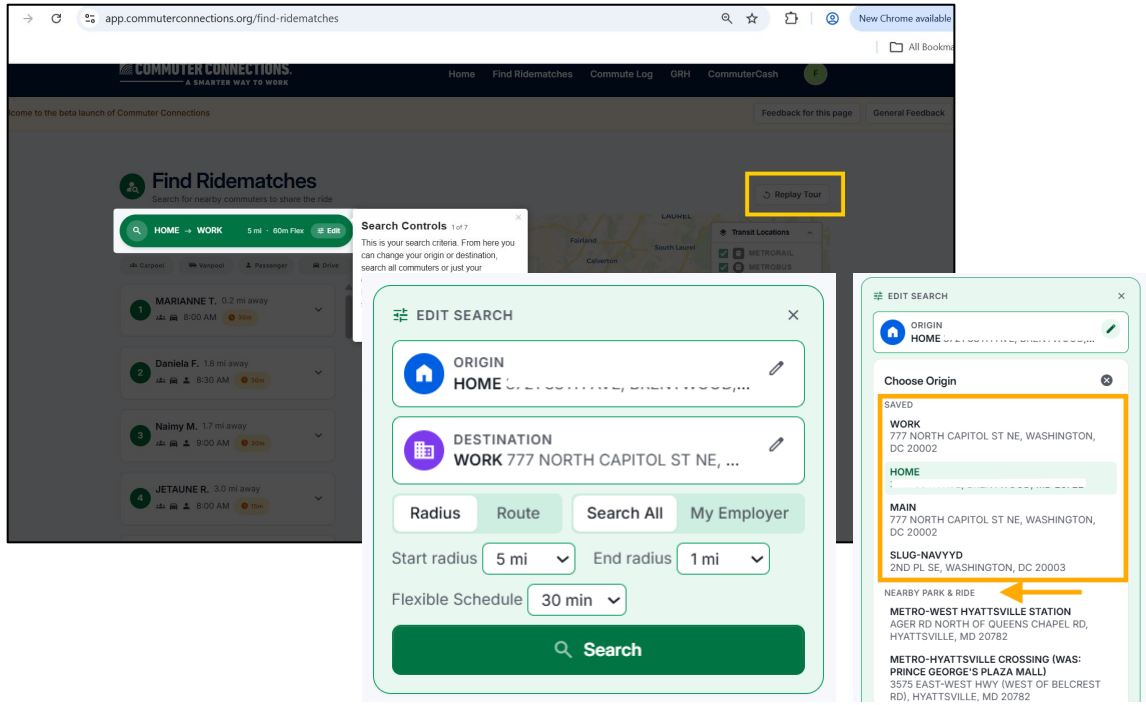
Adjusting search criteria is more intuitive

- Similar options as before; easily find alternate addresses; map layers for transit, P&R, and CaBi
- Commuters receive a tour of the site on their initial visit

Legacy Site



New Site



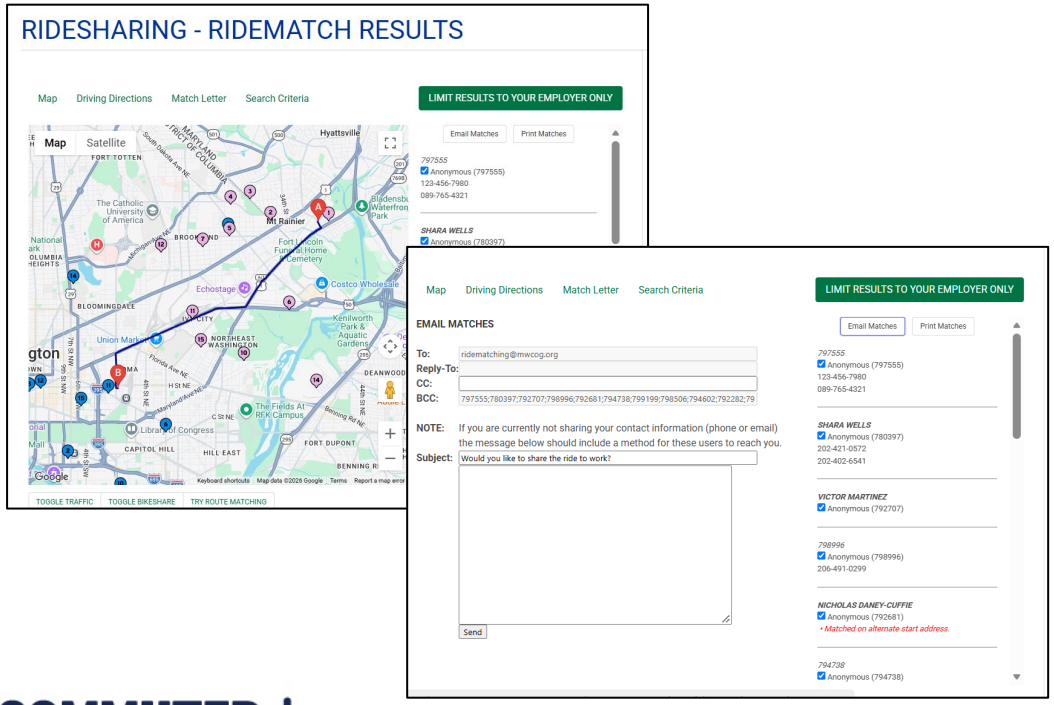
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Before & After: Ridematching

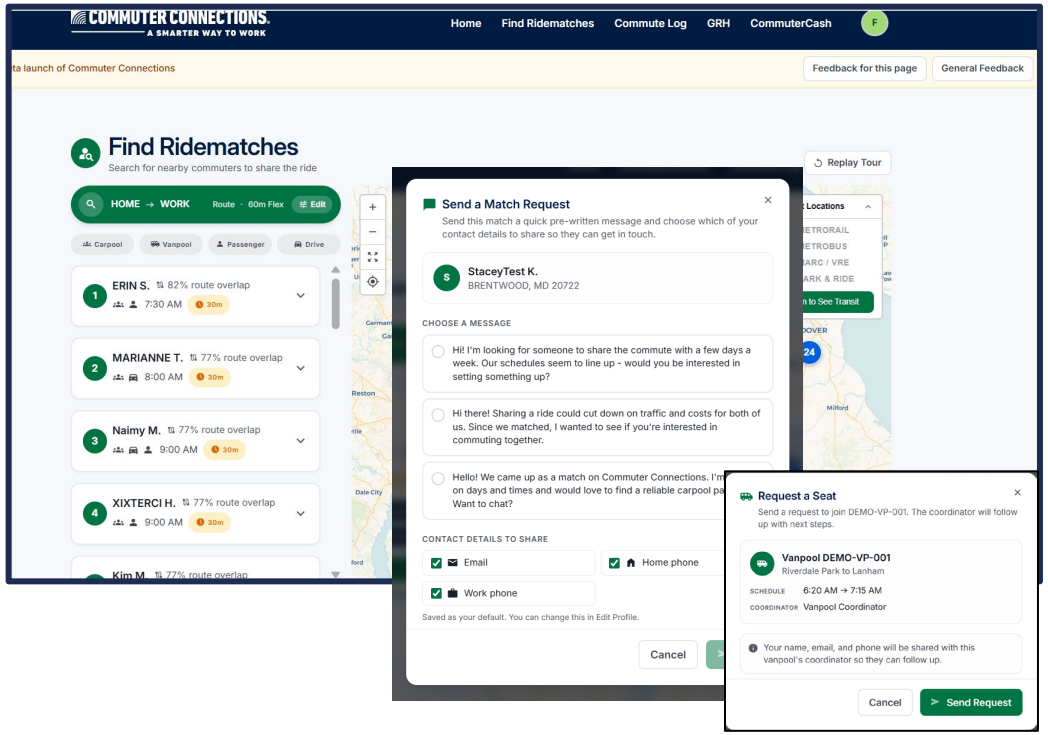
A new way of contacting matches

- Contact is now initiated through the system using pre-designated messages
- Commuters initiating a match use the messaging feature to reach out to potential matches

Legacy Site



New Site



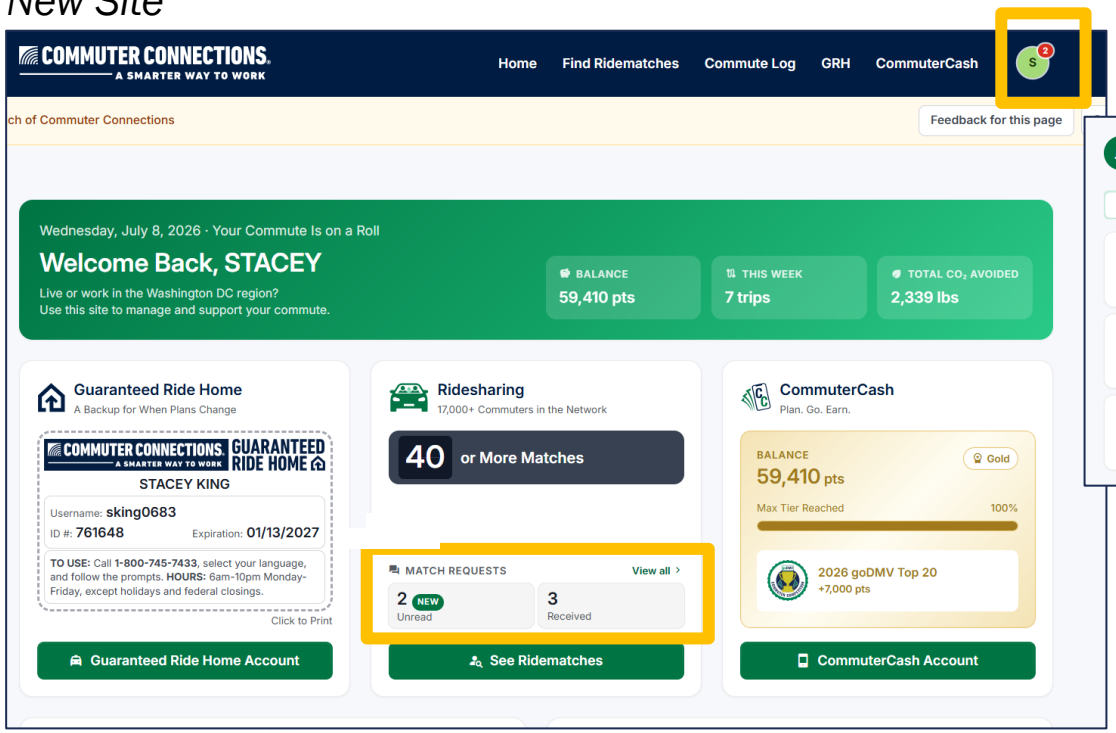
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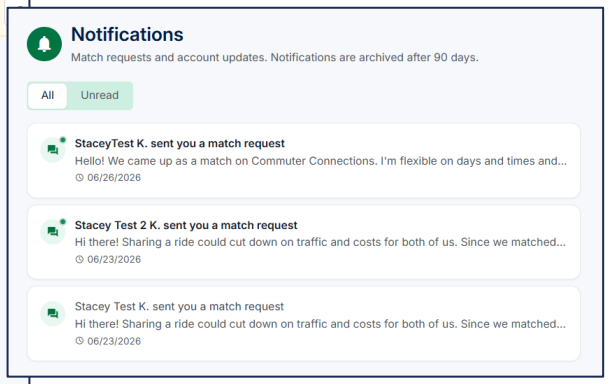
Before & After: Ridematching Notifications

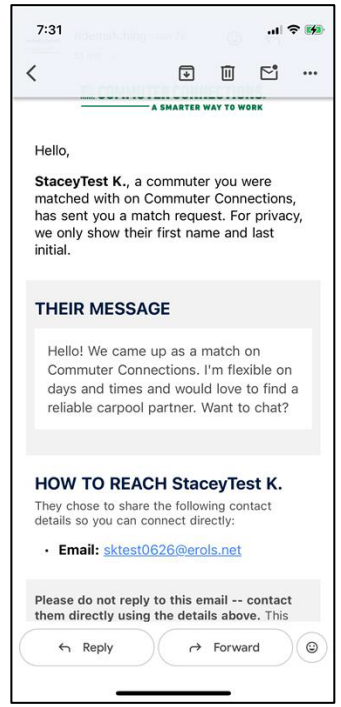
Notifications for new match requests and recent new match results

- Participants receive an email and account alert when a match request is sent
- See match requests and new matches since your last site visit on the home screen

New Site





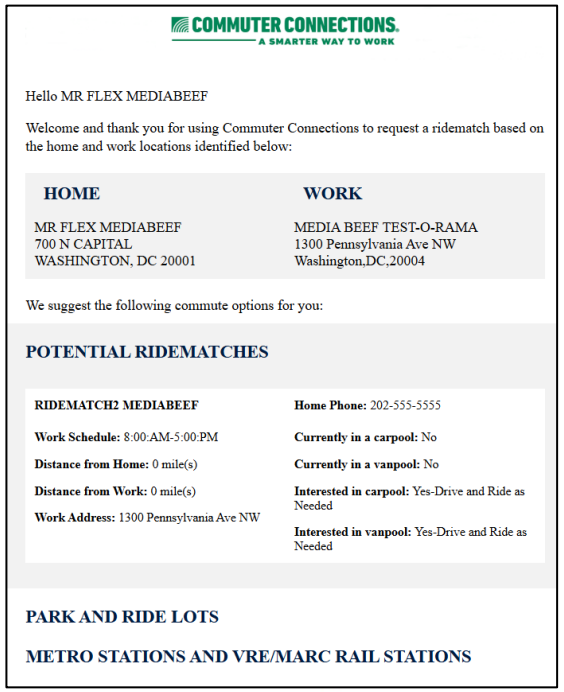


Before & After: Sending Match Letters as Admins

Admin-generated match letters reflect the new way of contacting matches

- New! Add a custom note to the ridematch letter.
- Results are shown; blue button has an embedded “deep link” to the match search results

Legacy Site



COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Hello MR FLEX MEDIABEEF

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

HOME	WORK
MR FLEX MEDIABEEF 700 N CAPITAL WASHINGTON, DC 20001	MEDIA BEEF TEST-O-RAMA 1300 Pennsylvania Ave NW Washington,DC,20004

We suggest the following commute options for you:

POTENTIAL RIDEMATCHES

RIDEMATCH2 MEDIABEEF — **Home Phone:** 202-555-5555

Work Schedule: 8:00:AM-5:00:PM — **Currently in a carpool:** No

Distance from Home: 0 mile(s) — **Currently in a vanpool:** No

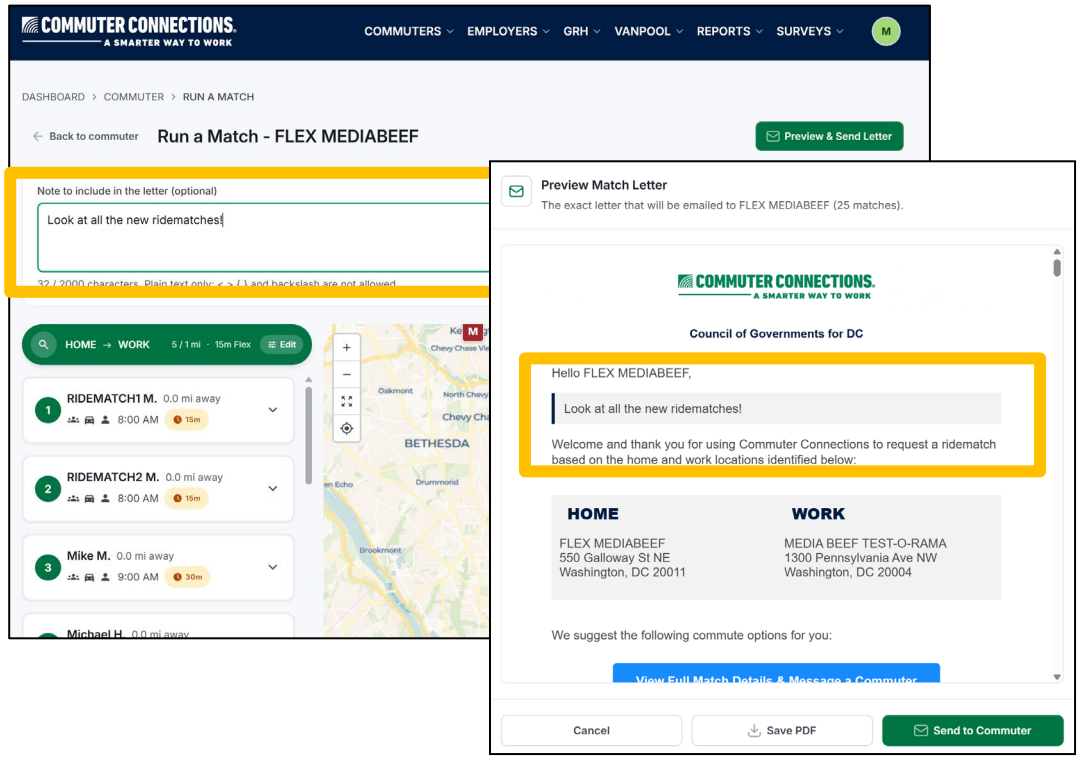
Distance from Work: 0 mile(s) — **Interested in carpool:** Yes-Drive and Ride as Needed

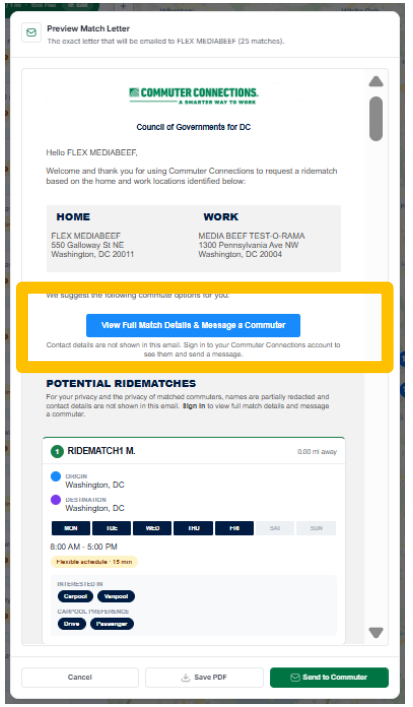
Work Address: 1300 Pennsylvania Ave NW — **Interested in vanpool:** Yes-Drive and Ride as Needed

PARK AND RIDE LOTS

METRO STATIONS AND VRE/MARC RAIL STATIONS

New Site



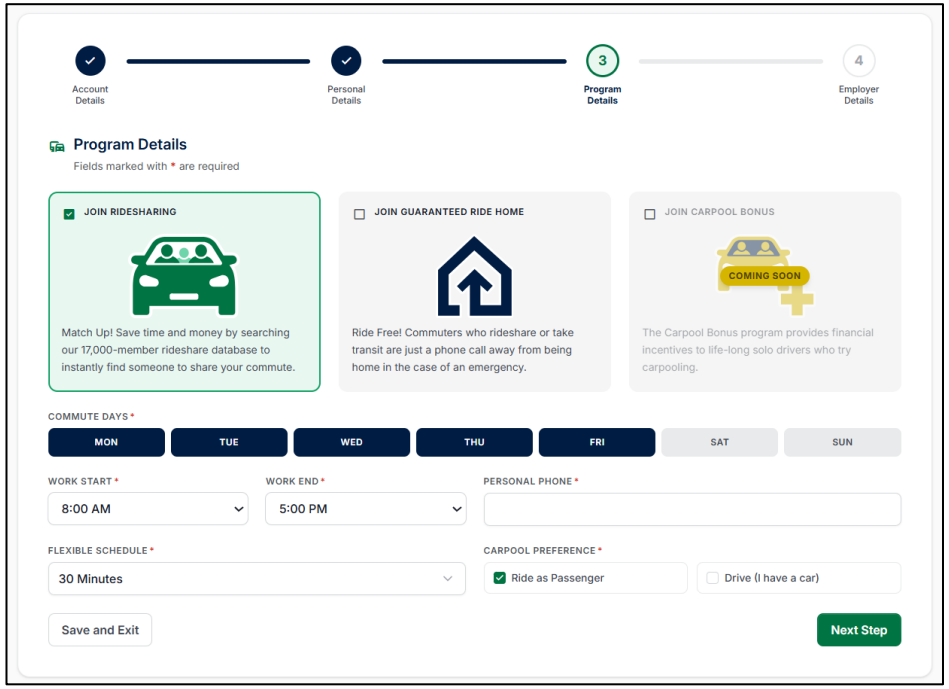


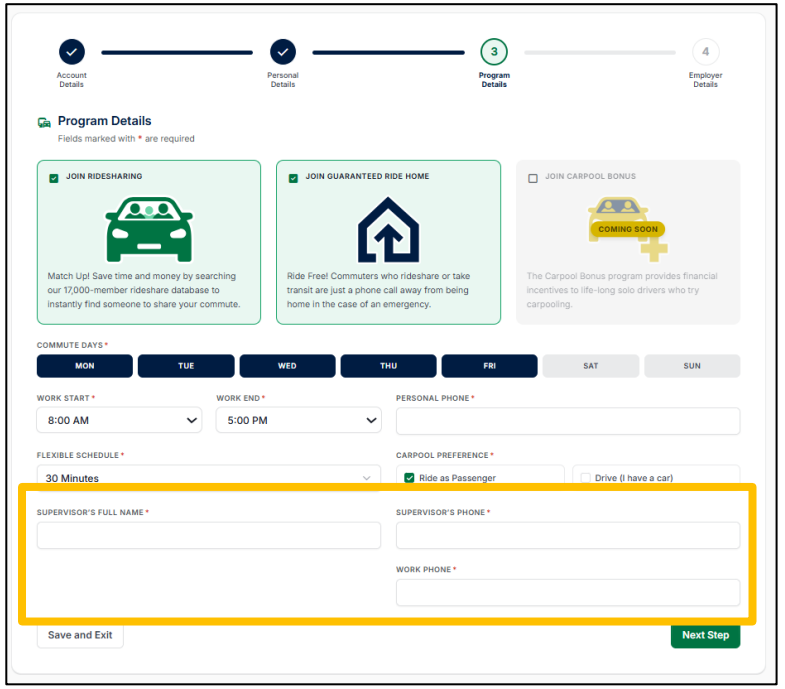
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Before & After: New Commuter Accounts

- Commuter email address is required
- Required information changes based on program selection
- Note: New commuter accounts created in the legacy system through 11/15/26 were not held to these requirements.

New Site





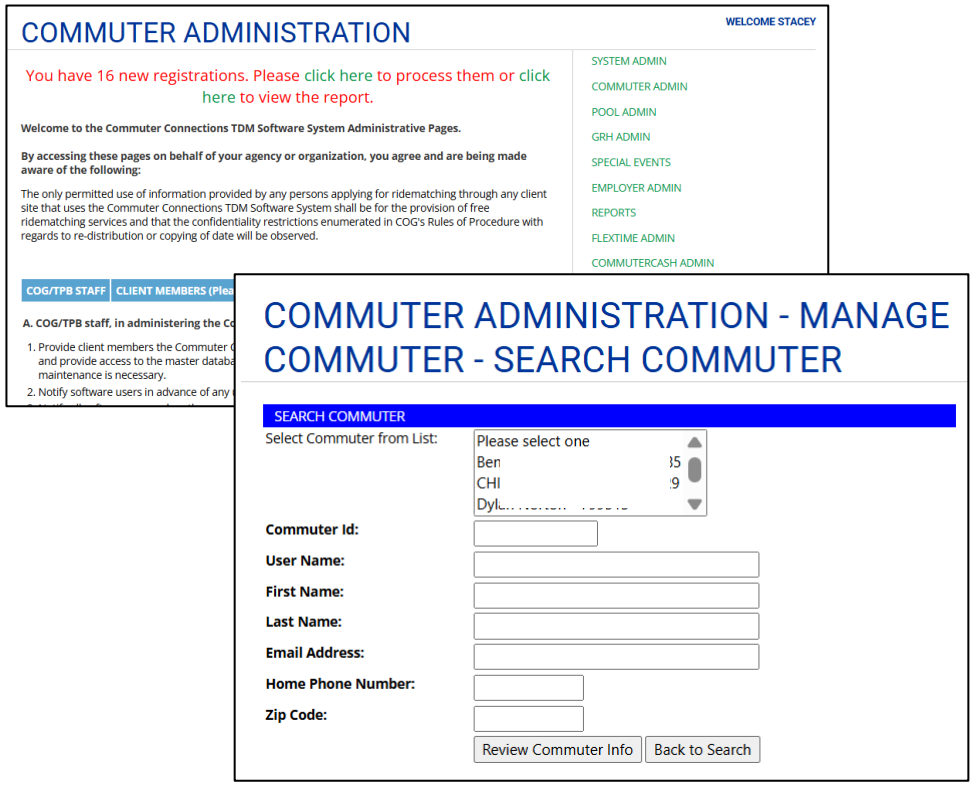
COMMUTER CONNECTIONS | A SMARTER WAY TO WORK

Before & After: Commuter Account Management

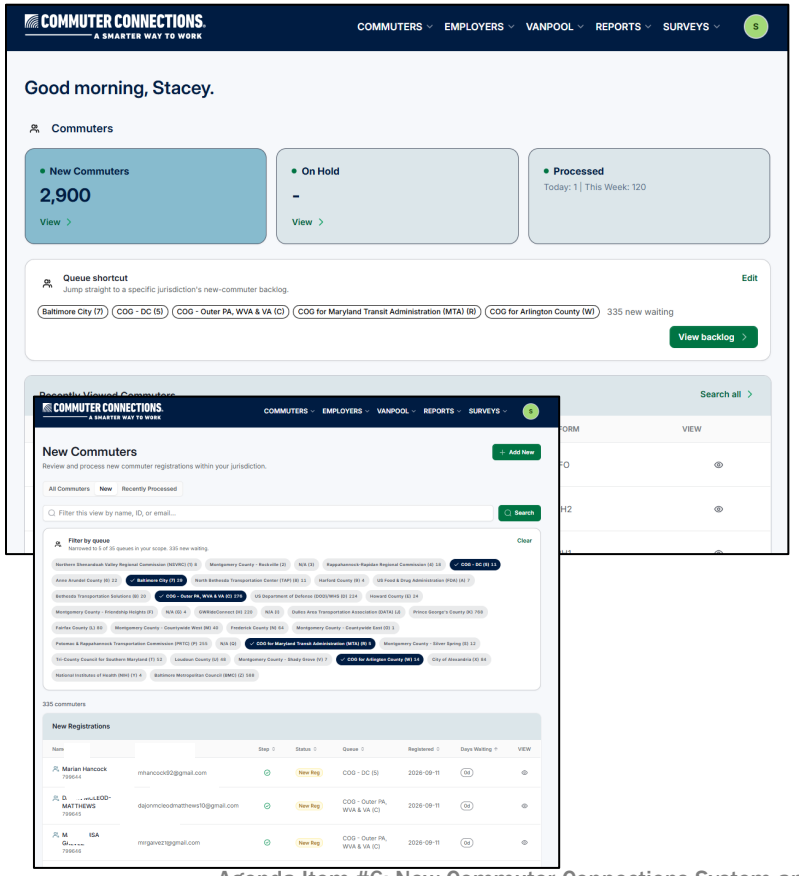
Log in with new system credentials – legacy system logins are deactivated

- Streamlined and more intuitive process for reviewing and managing commuter accounts

Legacy Site



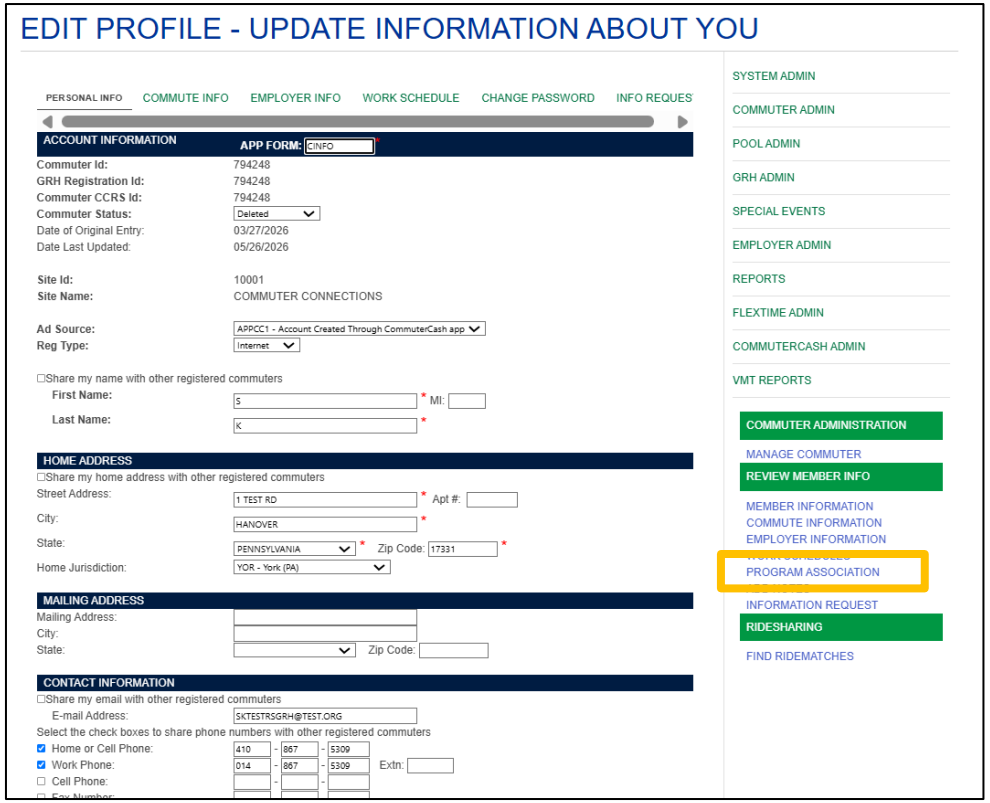
New Site



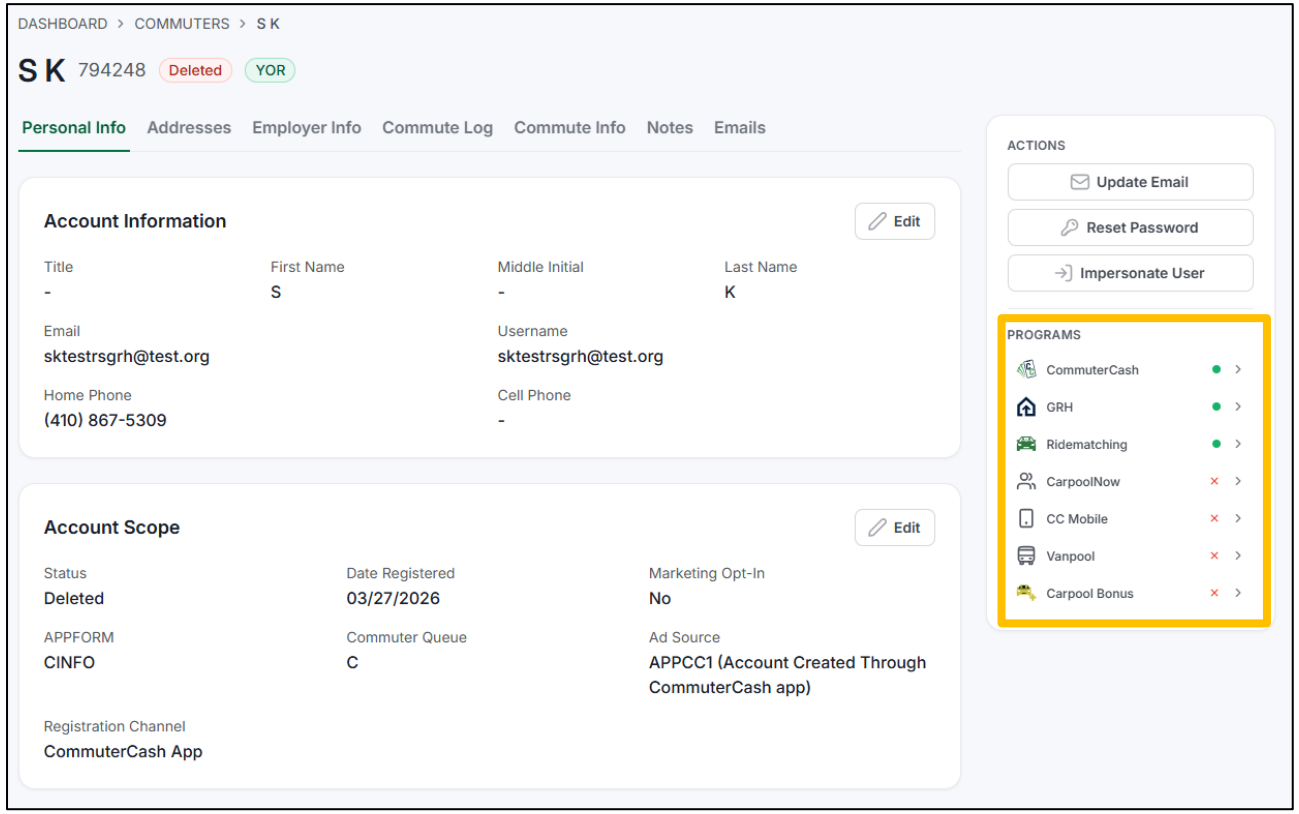
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Admin Overview – Commuter Account Management

Legacy Site



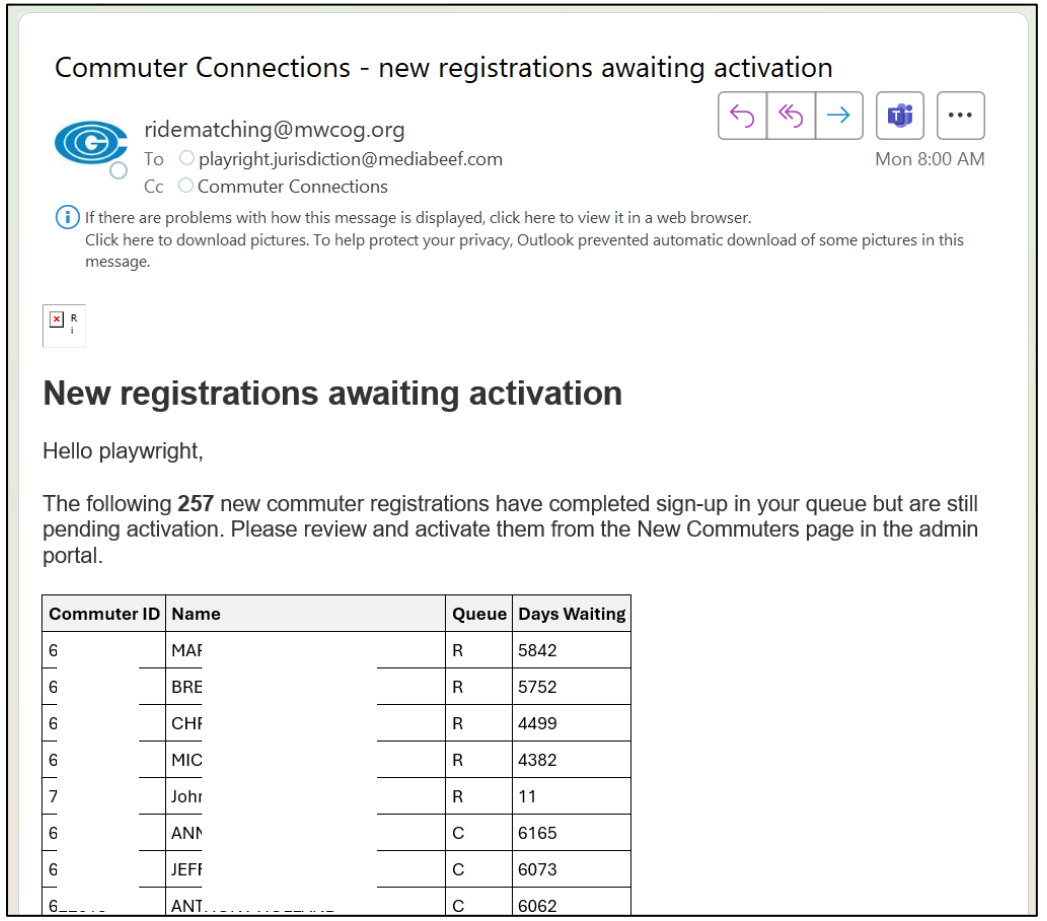
New Site



COMMUTER CONNECTIONS | A SMARTER WAY TO WORK

Admin Reminder Emails: New Registrants

- Weekly email digests will be sent to local admins if there are any new accounts in the queue that need to be reviewed
- Emails are copied to ridematching@mwcog.org



Commuter Connections - new registrations awaiting activation

ridematching@mwcog.org
To playright.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.

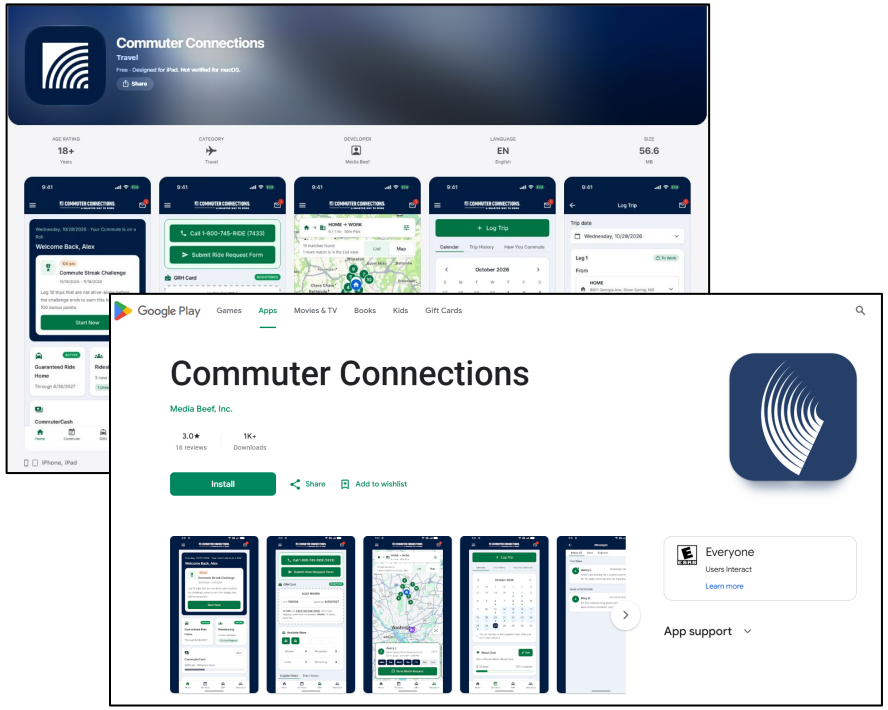
Commuter ID	Name	Queue	Days Waiting
6	MAF	R	5842
6	BRE	R	5752
6	CHF	R	4499
6	MIC	R	4382
7	Johr	R	11
6	ANN	C	6165
6	JEFF	C	6073
6	ANT	C	6062

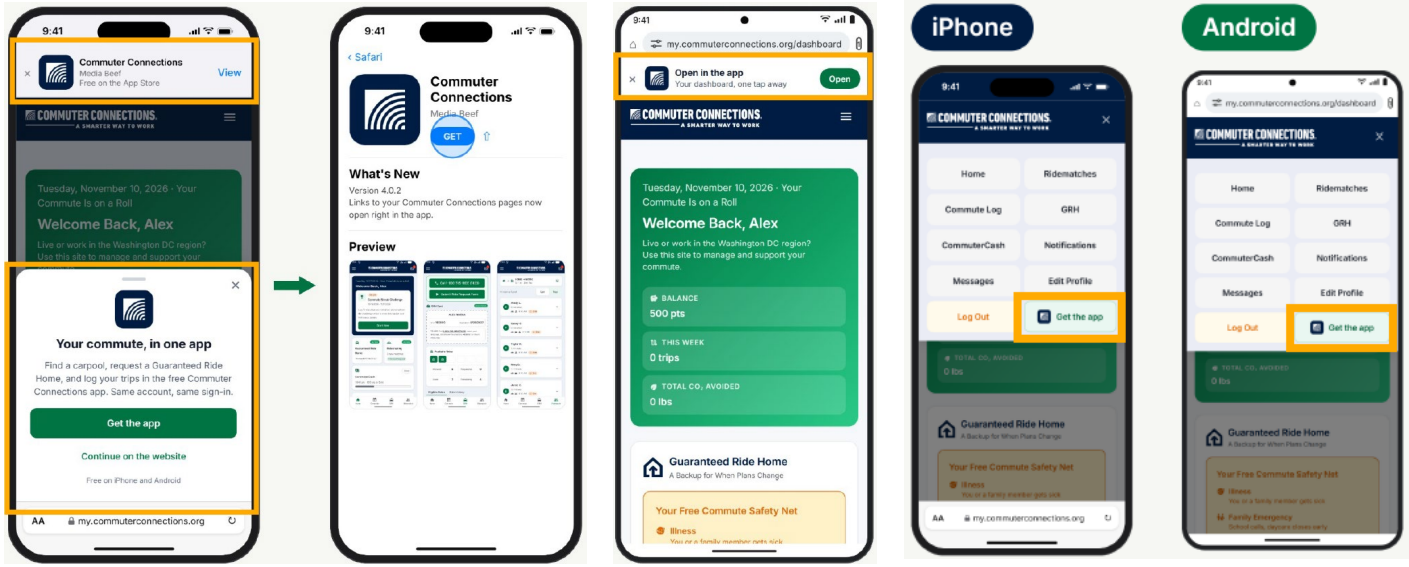
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A Refreshed Commuter Connections Mobile App!

Live now in the Apple and Google Play stores!

- Existing app users will be prompted to update their versions
- Visitors to the website on a mobile device will be invited to download the app (or log in if they already have the app)
- Quick links to the app store will also live on the mobile site menu



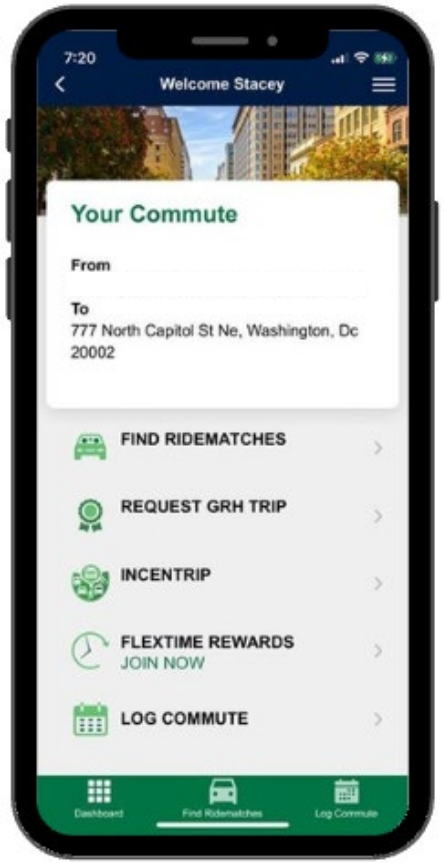


A Refreshed Commuter Connections Mobile App!

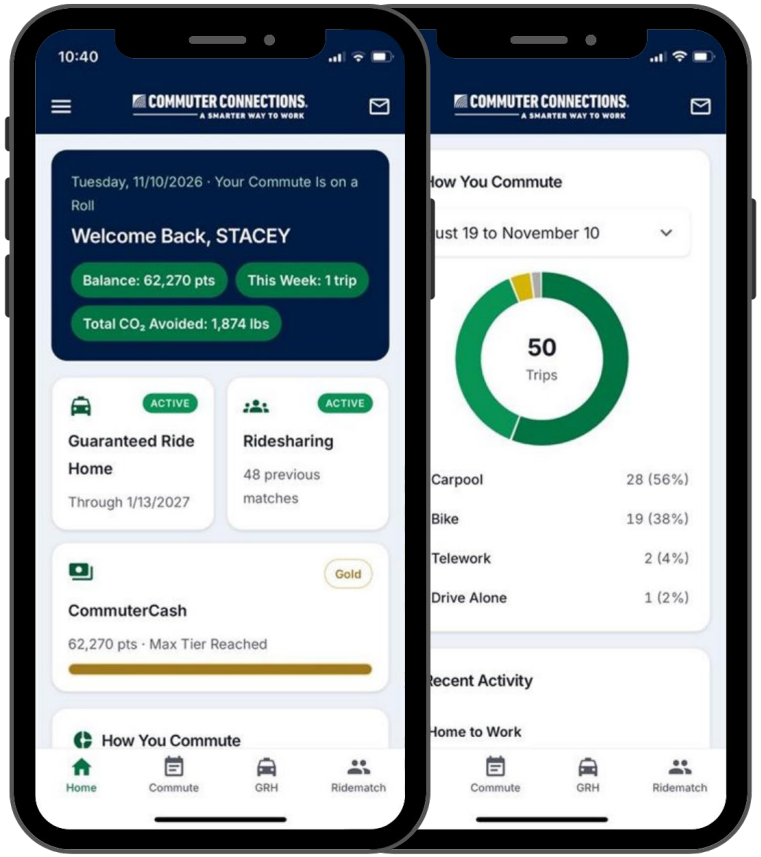
The same commuter experience "TDM2" now offers

- More information at your fingertips
- Updated interface
- Invitations to get/open the app from the web version on a mobile device

Legacy App



New App



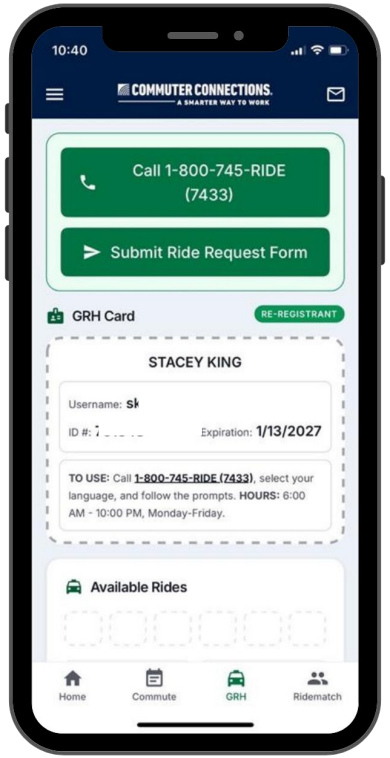
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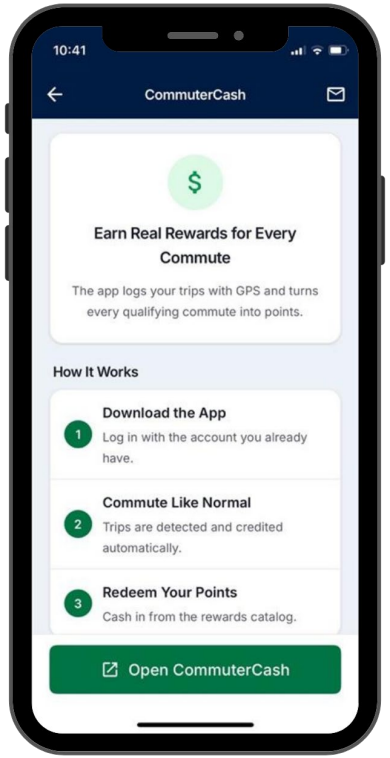
The same commuter experience "TDM2" now offers

- **GRH:** see your ID card and request GRH trips
- **CommuterCash:** "deep link" to your existing CommuterCash account, or to the app store
- **Ridematching:** Search and contact matches as you would using your online account

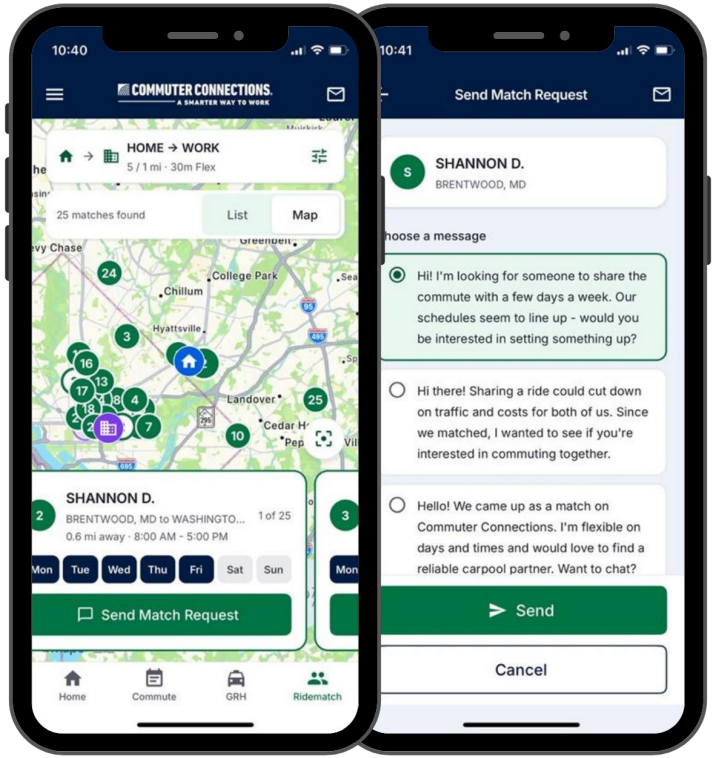
GRH



CommuterCash



Ridematching

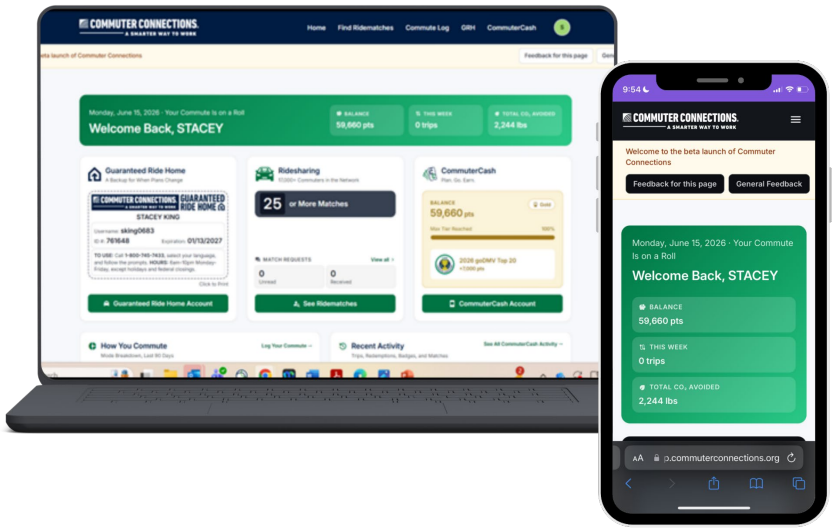


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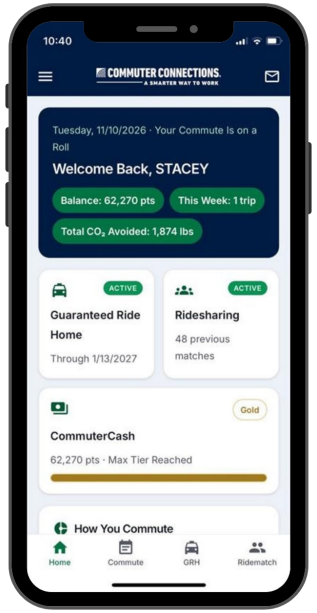
A New Commuter Connections Experience is Here!

One login, three ways to experience Commuter Connections programs:

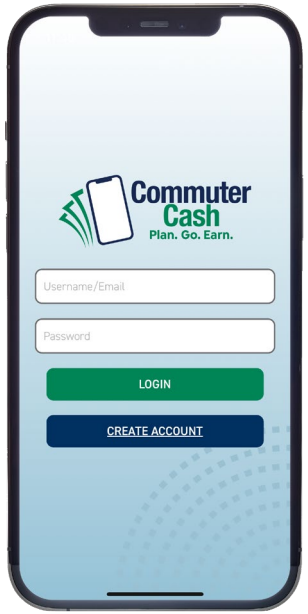
Commuter Connections website



Commuter Connections mobile app



CommuterCash app



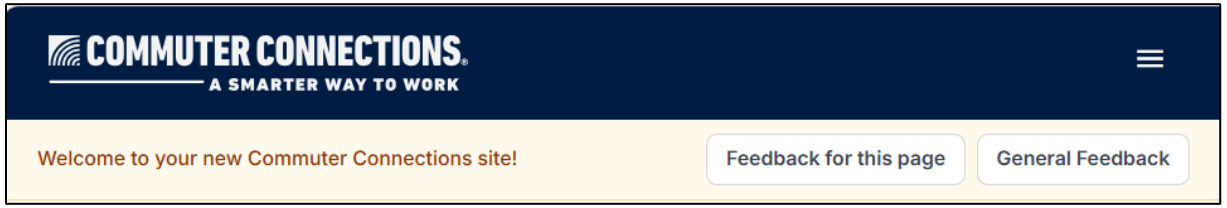
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What's Next?

- **Week of November 16:**
  - my.commuterconnections.org becomes public-facing; commuters and admins now use the new site
  - tdm.commuterconnections.org is retired (redirects are in place)
  - Commuter Connections Mobile App is ready for download and updating existing users
  - Communications to existing commuters begins (encourage visiting the site and updating CCMobile app version)
  - Site feedback survey live for 1-2 months
  - Recruiting Carpool Bonus beta testers

- **End of November/Early December:**
  - Local Admin training on Reports
  - Carpool Bonus beta testing starts

- **Winter/Spring 2027:**
  - Communications to commuters ongoing; spring marketing campaign
  - Launch Carpool Bonus
  - Introduce new admin functions



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