

# TDM SYSTEM UPDATES

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## Overview of Recent Modifications and Priorities for FY26

Dan Sheehan  
Transportation Operations Program Director

Commuter Connections Ridematching Committee  
June 17, 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](#)

### 'Pool Rewards



The 'Pool Rewards program provides financial incentives to life-long solo drivers who try carpooling.

[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](#)

An account has been created for you with Commuter Connections — **a smarter way to work!**

Your username is:   
Your password is: 

Please take a moment and log into your account to update your password and password recovery question/answer!

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. 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](#)



### 'Pool Rewards

The 'Pool Rewards program provides financial incentives to life-long solo drivers who try carpooling.

[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](#)

# Welcome Letter

- Re-wrote intro
- Added 'Pool Rewards

# Planned and Pending FY26 Updates

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- CarpoolNow app will sunset on June 30, 2025
- Special Events module will sunset in FY26
- Migrate 'Pool Rewards carpool participation to CommuterCash
- Migrate 'Pool Rewards Enterprise vanpools to providers' trip logging site
- Implement carpool trip logging (and all modes) verification in CommuterCash

## TDM System:

- Self-service account recovery/reactivation for commuters
- Revamp account creation process (reduce friction while collecting required info)
- Revamp program logic for program association
- Improve accuracy of matchlist results and match letter presentation

# Network Member Discussion

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- What challenges have you experienced with your admin access and use of the system?
- What challenges have your commuters experienced with the site?
- Are there reports you specifically want to keep? Are there reporting functions you would like to see added?

# FY27 CCWP Strategic Direction Work Group

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- Recruiting Commuter Connections network members to provide feedback and direction for the FY2027 Commuter Connections Work Program
- To volunteer, email [docomments@mwcog.org](mailto:docomments@mwcog.org) by **June 20, 2025**

## Dan Sheehan

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