

# TDM SYSTEM

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## Progress Updates and FY2026 Roadmap

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Commuter Connections Ridematching Committee Meeting  
September 16, 2025

# Agenda

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- Improved Account Creation and Program Enrollment
- Ridematching Updates
- Updates to CommuterCash
- 2026 goDMV Competition

# Improved Account Creation and Program Enrollment

# Account Creation: Step 1

- Email becomes a REQUIRED field
- Username becomes OPTIONAL
- One checkbox to opt-in to marketing emails (needs rewrite)
- One checkbox for Privacy Policy
- Account created **immediately** after this step

**CREATE ACCOUNT - NEW ACCOUNT FORM**

1      2      3      4

Account Credentials      Program Details      Personal Details      Employer Details

**\* EMAIL**

**USERNAME (Optional)**  
  
8-24 alphanumeric characters

**\* PASSWORD**  
  
8-24 alphanumeric and/or special characters

**\* CONFIRM PASSWORD**  
  
Same as Password

**DISCLAIMER**

General communications you receive from Commuter Connections will pertain to carpools, vanpools, your Guaranteed Ride Home (GRH) account, and/or other programs you have registered for. From time to time, Commuter Connections sends emails about free special commuter events such as Bike to Work Day and other commute-related information. If you do not wish to receive these additional communications, please uncheck this box.

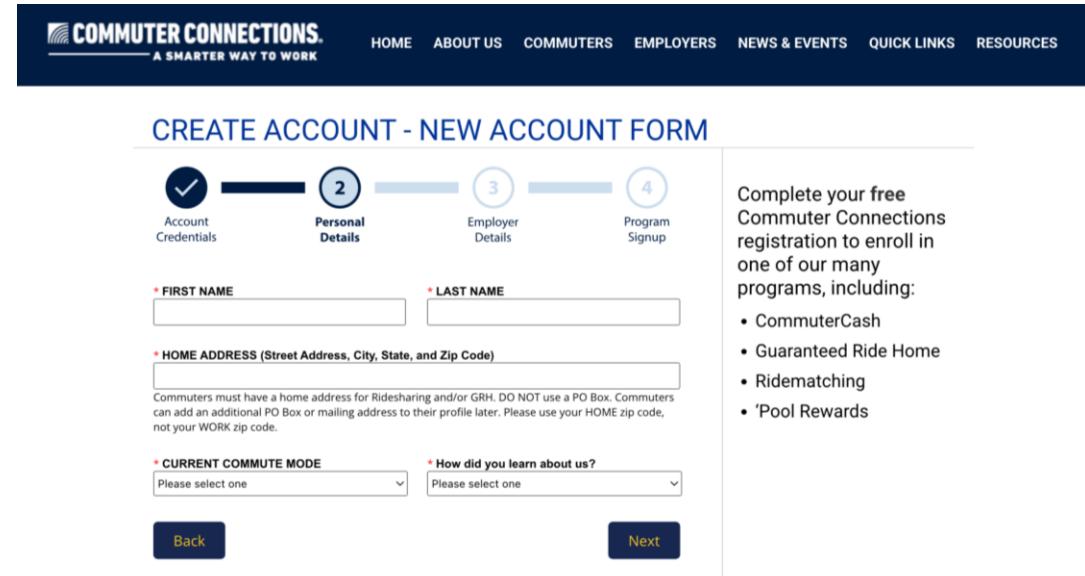
I agree to the Commuter Connections [Terms of Use](#) and [Privacy Policy](#).

If you have 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. **\* REQUIRED**

**Next**

# Account Creation: Step 2

- Minimum number of fields needed
- We can build in automation to remind the user to complete their account if they leave at this point



The screenshot shows the 'CREATE ACCOUNT - NEW ACCOUNT FORM' for Commuter Connections. The top navigation bar includes links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS, QUICK LINKS, and RESOURCES. The main form is titled 'CREATE ACCOUNT - NEW ACCOUNT FORM' and is divided into four steps: 1. Account Credentials (completed, indicated by a checkmark), 2. Personal Details (current step, indicated by a blue circle with the number 2), 3. Employer Details, and 4. Program Signup. The 'Personal Details' step contains fields for FIRST NAME, LAST NAME, and HOME ADDRESS. A note below the address field specifies: 'Commuters must have a home address for Ridesharing and/or GRH. DO NOT use a PO Box. Commuters can add an additional PO Box or mailing address to their profile later. Please use your HOME zip code, not your WORK zip code.' Below these fields are dropdown menus for CURRENT COMMUTE MODE and HOW DID YOU LEARN ABOUT US, both with the placeholder 'Please select one'. At the bottom are 'Back' and 'Next' buttons. The footer of the page includes links for FAQ, PRIVACY POLICY, TERMS OF USE, CONTACT US, and HIDE TOOLTIPS, along with contact information for Commuter Connections.

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

- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards

FAQ   PRIVACY POLICY   TERMS OF USE   CONTACT US   HIDE TOOLTIPS

Commuter Connections  
Phone: 1-800-745-RIDE  
TDD: 202-962-3213  
Email: ridematching@mwcog.org

# Account Creation: Step 3

- Search updated to lookup by both Employer Name or Address

COMMUTER CONNECTIONS.  
A SMARTER WAY TO WORK

HOME ABOUT US COMMUTERS EMPLOYERS NEWS & EVENTS QUICK LINKS RESOURCES

CREATE ACCOUNT - NEW ACCOUNT FORM

1 Account Credentials   2 Personal Details   3 Employer Details   4 Program Signup

\* SEARCH EMPLOYER NAME or ADDRESS

Please be as detailed as possible. The info that you type will generate one or more auto-complete employers. Please choose the most accurate employer from the list before clicking the SEARCH button.

Search

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

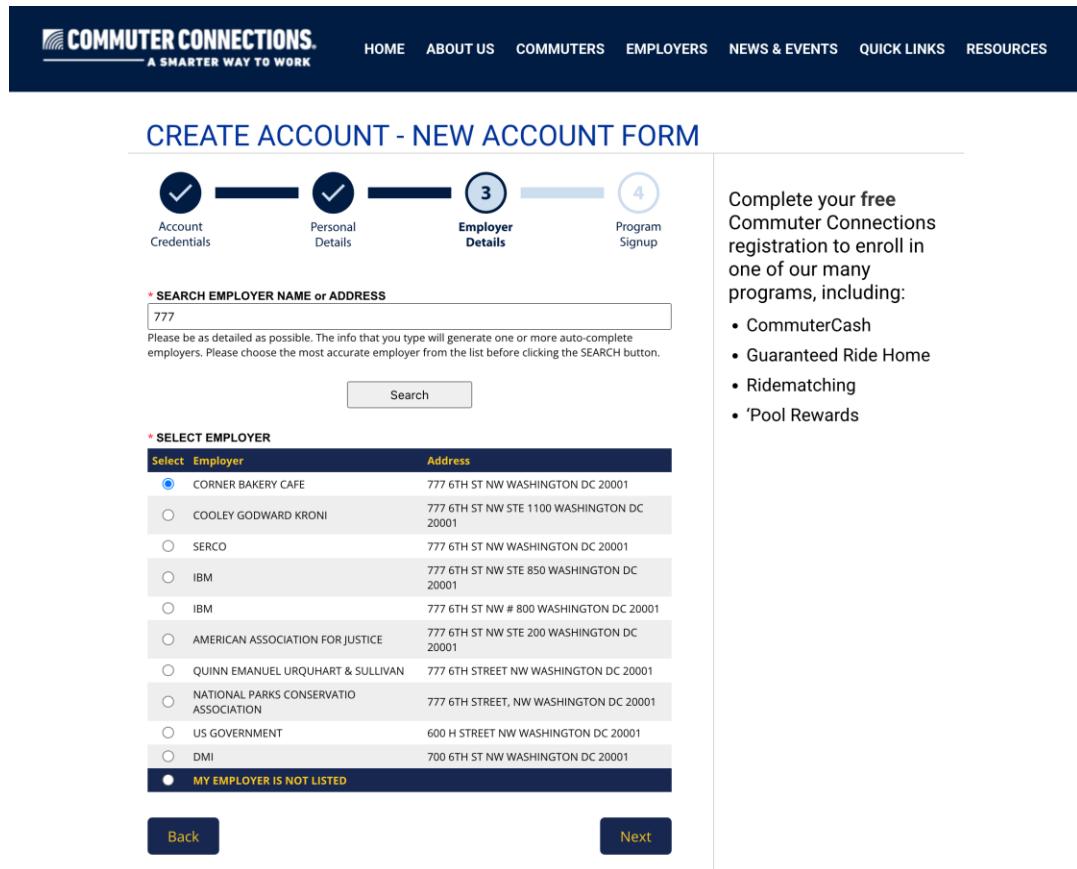
- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards

FAQ PRIVACY POLICY TERMS OF USE CONTACT US HIDE TOOLTIPS

Commuter Connections  
Phone: 1-800-745-RIDE  
TDD: 202-962-3213  
Email: ridematching@mwcog.org

# Account Creation: Step 3 – Search Results

- Search results when a successful match is found



COMMUTER CONNECTIONS.  
A SMARTER WAY TO WORK

HOME ABOUT US COMMUTERS EMPLOYERS NEWS & EVENTS QUICK LINKS RESOURCES

CREATE ACCOUNT - NEW ACCOUNT FORM

1 Account Credentials   2 Personal Details   3 Employer Details   4 Program Signup

\* SEARCH EMPLOYER NAME OR ADDRESS  
777

Please be as detailed as possible. The info that you type will generate one or more auto-complete employers. Please choose the most accurate employer from the list before clicking the SEARCH button.

Search

\* SELECT EMPLOYER

Select Employer	Address
<input checked="" type="radio"/> CORNER BAKERY CAFE	777 6TH ST NW WASHINGTON DC 20001
<input type="radio"/> COOLEY GODWARD KRONI	777 6TH ST NW STE 1100 WASHINGTON DC 20001
<input type="radio"/> SERCO	777 6TH ST NW WASHINGTON DC 20001
<input type="radio"/> IBM	777 6TH ST NW STE 850 WASHINGTON DC 20001
<input type="radio"/> IBM	777 6TH ST NW # 800 WASHINGTON DC 20001
<input type="radio"/> AMERICAN ASSOCIATION FOR JUSTICE	777 6TH ST NW STE 200 WASHINGTON DC 20001
<input type="radio"/> QUINN EMANUEL URQUHART & SULLIVAN	777 6TH STREET NW WASHINGTON DC 20001
<input type="radio"/> NATIONAL PARKS CONSERVATION ASSOCIATION	777 6TH STREET, NW WASHINGTON DC 20001
<input type="radio"/> US GOVERNMENT	600 H STREET NW WASHINGTON DC 20001
<input type="radio"/> DMI	700 6TH ST NW WASHINGTON DC 20001
<input checked="" type="radio"/> MY EMPLOYER IS NOT LISTED	

Back      Next

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

- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards

# Account Creation: Step 3 – New Employer

- If the desired **Employer** is NOT on the list, they can still add a new employer to the system

The screenshot shows the 'CREATE ACCOUNT - NEW ACCOUNT FORM' on the Commuter Connections website. The top navigation bar includes links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS, QUICK LINKS, and RESOURCES. The main form is titled 'CREATE ACCOUNT - NEW ACCOUNT FORM' and is currently on step 3, 'Employer Details'. The steps are indicated by a progress bar with icons for Account Credentials (checkmark), Personal Details (checkmark), Employer Details (circle with '3'), and Program Signup (circle with '4').

**SEARCH EMPLOYER NAME OR ADDRESS:** 777

Please be as detailed as possible. The info that you type will generate one or more auto-complete employers. Please choose the most accurate employer from the list before clicking the SEARCH button.

**SELECT EMPLOYER:**

Select Employer	Address
<input type="radio"/> CORNER BAKERY CAFE	777 6TH ST NW WASHINGTON DC 20001
<input type="radio"/> COOLEY GODWARD KRONI	777 6TH ST NW STE 1100 WASHINGTON DC 20001
<input type="radio"/> SERCO	777 6TH ST NW WASHINGTON DC 20001
<input type="radio"/> IBM	777 6TH ST NW STE 850 WASHINGTON DC 20001
<input type="radio"/> IBM	777 6TH ST NW # 800 WASHINGTON DC 20001
<input type="radio"/> AMERICAN ASSOCIATION FOR JUSTICE	777 6TH ST NW STE 200 WASHINGTON DC 20001
<input type="radio"/> QUINN EMANUEL URQUHART & SULLIVAN	777 6TH STREET NW WASHINGTON DC 20001
<input type="radio"/> NATIONAL PARKS CONSERVATION ASSOCIATION	777 6TH STREET, NW WASHINGTON DC 20001
<input type="radio"/> US GOVERNMENT	600 H STREET NW WASHINGTON DC 20001
<input type="radio"/> DMI	700 6TH ST NW WASHINGTON DC 20001
<input checked="" type="radio"/> MY EMPLOYER IS NOT LISTED	

**EMPLOYER NAME:** New Employer, Inc.

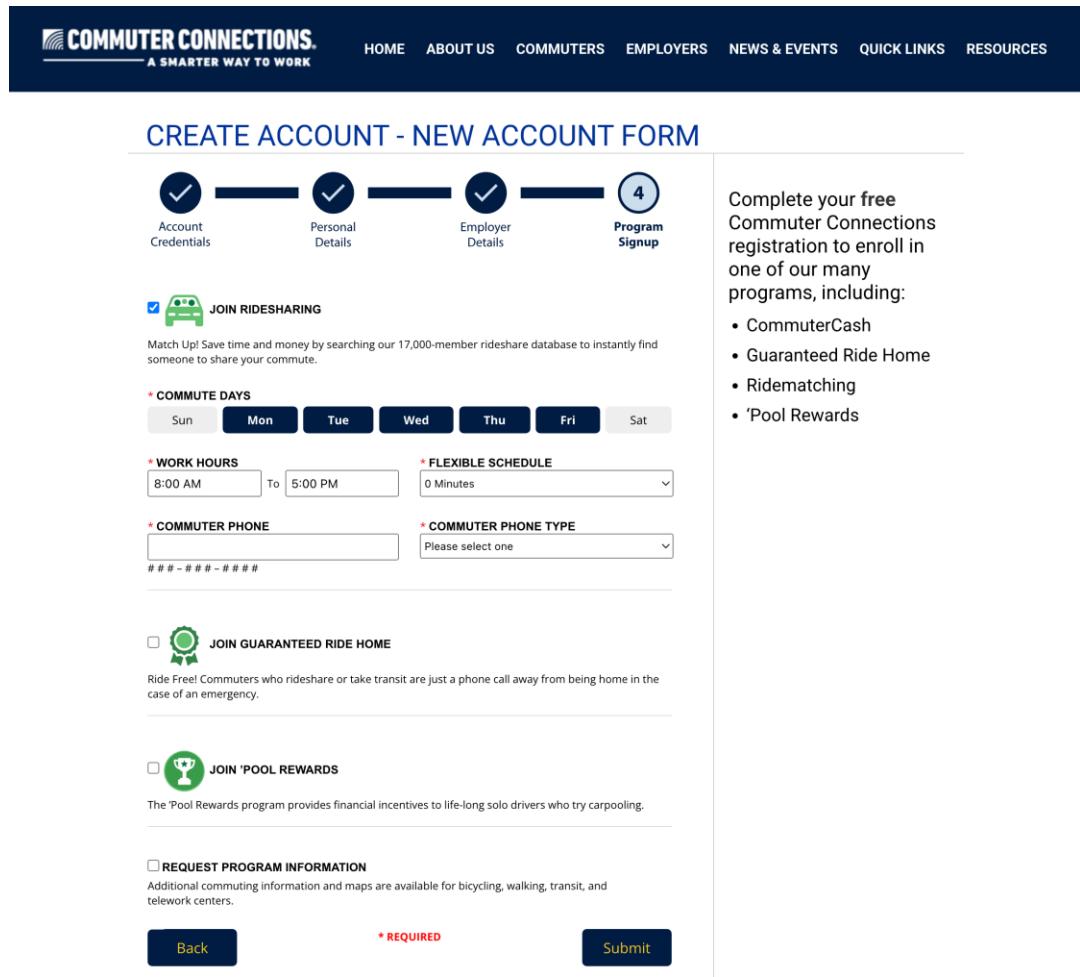
**BUILDING NAME:** Main Building

**EMPLOYER ADDRESS (Street Address, City, State, and Zip Code):** 777 Main Street, Washington DC, 20001

**Back** **Next**

# Account Creation: Step 4

- Join Programs is now the final step of the Create Account process



The screenshot shows the 'CREATE ACCOUNT - NEW ACCOUNT FORM' on the Commuter Connections website. The top navigation bar includes links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS, QUICK LINKS, and RESOURCES. The main form has a progress bar at the top with four steps: 'Account Credentials' (checked), 'Personal Details' (checked), 'Employer Details' (checked), and 'Program Signup' (step 4, checked). The 'Program Signup' section contains several options with checkboxes:

- JOIN RIDESHARING: Describes a database to find ride partners.
- COMMUTE DAYS: A calendar showing days from Sun to Sat.
- WORK HOURS: Set from 8:00 AM to 5:00 PM.
- FLEXIBLE SCHEDULE: Set to 0 Minutes.
- COMMUTER PHONE: A text input field.
- COMMUTER PHONE TYPE: A dropdown menu.
- JOIN GUARANTEED RIDE HOME: Describes a program for commuters who take transit.
- JOIN 'POOL REWARDS': Describes a program for solo drivers.
- REQUEST PROGRAM INFORMATION: Describes additional commuting resources.

At the bottom of the form are 'Back' and 'Submit' buttons, and a note that some fields are required.

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

- CommuterCash
- Guaranteed Ride Home
- Ridematching
- 'Pool Rewards

# Account Creation: Step 4 – Join Ridesharing

- Additional questions are **ONLY** asked if they are mandatory for a relevant program
- This minimizes account/program enrollment drop off and confusion as to WHY we are asking specific questions

## CREATE ACCOUNT - NEW ACCOUNT FORM



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

### \* COMMUTE DAYS

Sun      **Mon**      Tue      Wed      Thu      Fri      Sat

### \* WORK HOURS

8:00 AM      To      5:00 PM

### \* FLEXIBLE SCHEDULE

0 Minutes

### \* COMMUTER PHONE

# # # - # # - # # # #

### \* COMMUTER PHONE TYPE

Please select one

# Account Creation: Step 4 – Join GRH

- Answers are shared between selected programs on this screen
- If commuter enters work hours of **8am to 5pm for Ridesharing** than those same settings will also be reflected for **GRH**

 JOIN 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.

**\* COMMUTE DAYS**

Sun    **Mon**    Tue    Wed    Thu    Fri    Sat

**\* WORK HOURS**    **\* FLEXIBLE SCHEDULE**

8:00 AM    To    5:00 PM    0 Minutes

**\* COMMUTER PHONE**    **\* COMMUTER PHONE TYPE**

\_\_\_\_\_    Please select one

**\* SUPERVISOR PHONE**    **\* SUPERVISOR NAME**

\_\_\_\_\_    \_\_\_\_\_

# # # - # # - # # # # (+Extention if Applicable)

# Ridematching Updates

# Ridematch Algorithm Speed Optimizations

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- Start and End Times
- Flexibility
- Route (including percentage overlap)
- Radius (including miles around origin and destination)
- Active for ridematching (yes/no flag)
- Same Employer Only
- Custom Start or End Address (CommuterCash Shared Address Book)

Ridematch Search Criteria

A 1350 MARYLAND AVE NE, WASHINGTON DC 20002  
B 3800 RESERVOIR RD NW, WASHINGTON DC 20007

ADD / EDIT START  FULL SEARCH  
ADD / EDIT END  EMPLOYER ONLY

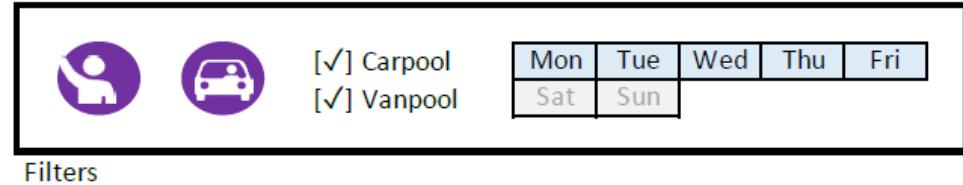
Flexible Schedule (45 minutes)

SEARCH AGAIN

# Ridematch Filters on Returned Data

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- Commuters with a Car Only
- Carpools or Vanpools
- Days of the Week Commuting
- Same Employer Only



# Ridematch Results

- Results will include useful ridematch details at a glance, such as:
- Icons for **Rider/Driver Only**, **Rider or Driver** and **Route/Radius Matching**
- **Distance**
- **First Name, Last Initial**
- **Work Address** (street only)
- **Work Schedule** (days of the week and regular or flexible)
- **Last Updated**



Distance: 0.1 mi 

① CHRIS M.  
MISC AVE., WASHINGTON D.C., 20002

**Schedule**  
8:00 AM to 5:00 PM

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-----	-----	-----	-----	-----	-----	-----

Updated Mar 5, 2025



Distance: 0.4 mi 

② LAURIE J.  
VARIOUS ST., WASHINGTON D.C., 20007

**Flexible Schedule (45 minutes)**  
8:00 AM to 5:00 PM

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-----	-----	-----	-----	-----	-----	-----

Updated Mar 5, 2025



Distance: 2.9 mi 

③ BILL R.  
WHERE BLVD., WASHINGTON D.C., 20001

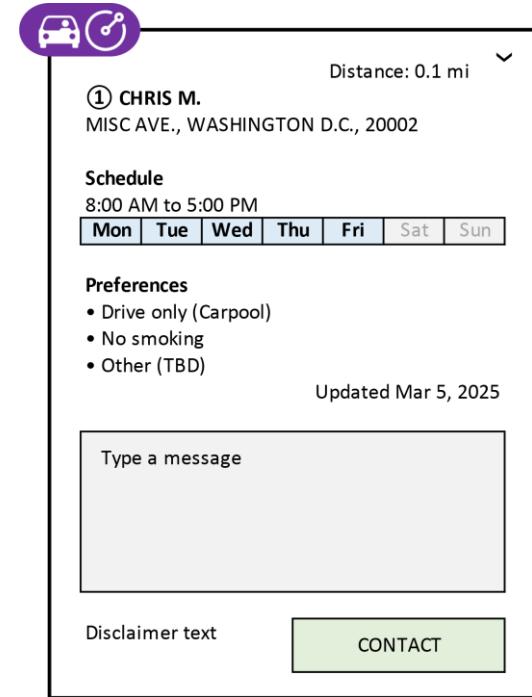
**Flexible Schedule (15 minutes)**  
10:00 AM to 7:00 PM

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-----	-----	-----	-----	-----	-----	-----

Updated Mar 5, 2025

# Ridematch Results

- Ridematches will be expandable and will include:
- Additional details and preferences
- A dedicated internal messaging form



Distance: 0.1 mi

① CHRIS M.  
MISC AVE., WASHINGTON D.C., 20002

Schedule  
8:00 AM to 5:00 PM  
Mon Tue Wed Thu Fri Sat Sun

Preferences  
• Drive only (Carpool)  
• No smoking  
• Other (TBD)

Updated Mar 5, 2025

Type a message

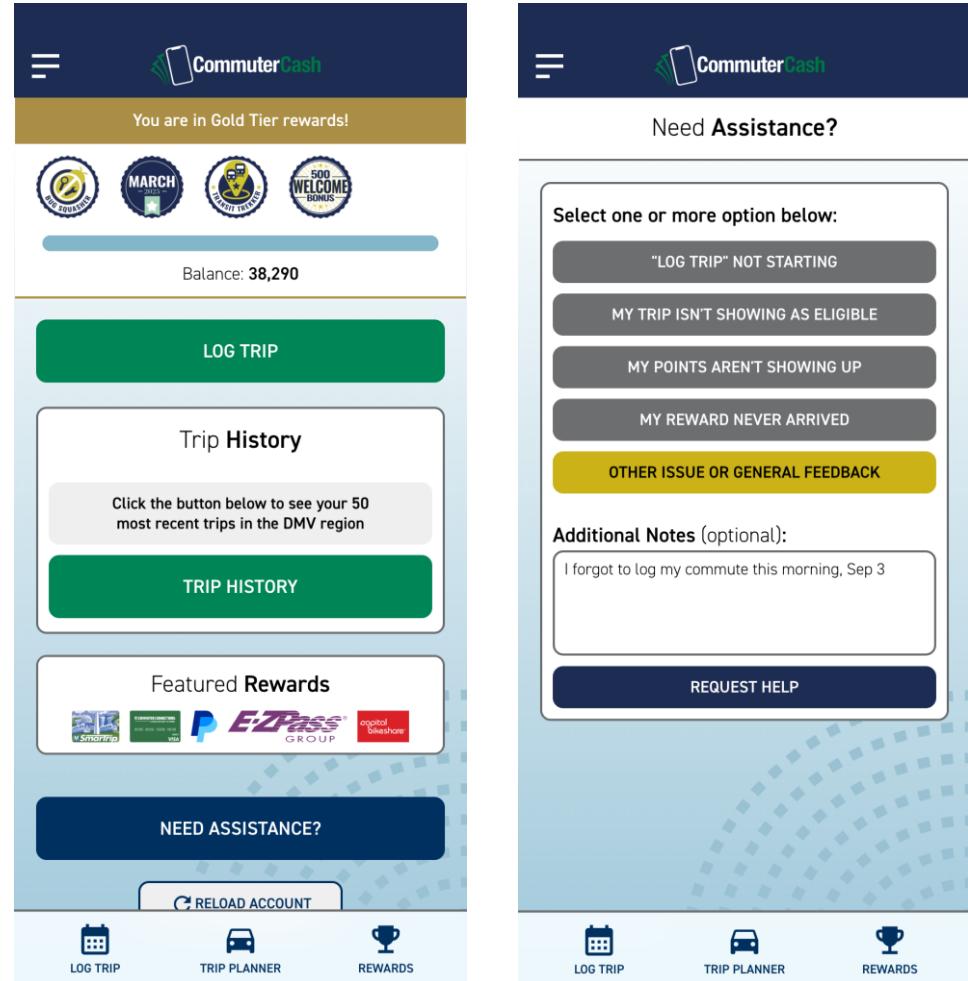
Disclaimer text

CONTACT

# Updates to CommuterCash

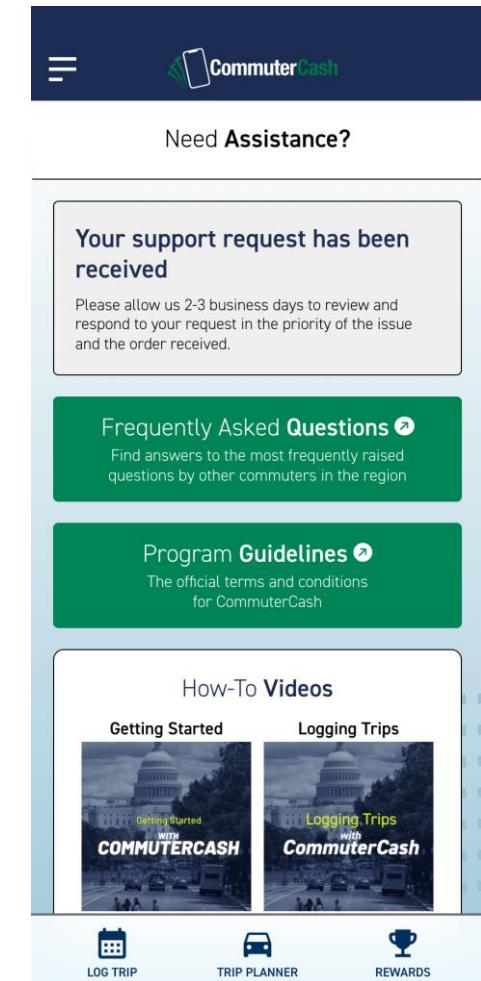
# In-App Support

- Commuters can now directly open a ticket with our support tracking system through the mobile app
- The ticket is created with the user's commuter\_id and issue type to maximize our response time



# In-App Support: Confirmation & Self-service

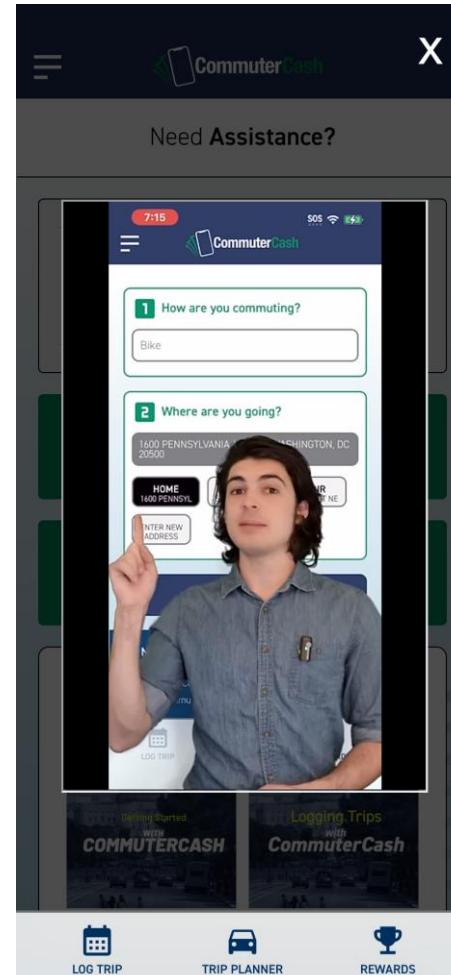
- We provide links to self-service options to the commuter after the request for assistance has been submitted



The screenshot shows the ComuterCash mobile application interface. At the top, there is a dark header with the ComuterCash logo and a "Need Assistance?" button. Below the header, there is a box containing the message: "Your support request has been received. Please allow us 2-3 business days to review and respond to your request in the priority of the issue and the order received." Further down, there are three buttons: "Frequently Asked Questions" (with a link icon), "Program Guidelines" (with a link icon), and "How-To Videos". The "How-To Videos" section features two video thumbnails: "Getting Started with COMMUTERCASH" and "Logging Trips with CommuterCash". At the bottom of the screen, there are three navigation icons: "LOG TRIP", "TRIP PLANNER", and "REWARDS".

# In-App Support: Videos, FAQ, & Program Guidelines

- Most problems can be solved by consulting a video in our expanding How-To Section, or
- The FAQ hosted on the MWCOG website, or
- By consulting the official Program Guidelines



### Tutorial Videos



[Getting Started with CommuterCash](#) – all the basics you need to know to set up your account and log trips!

[Logging Trips](#) – how to use CommuterCash to log trips that earn points towards your rewards.

### FAQ

Check out our most Frequently Asked Questions below and review our full [CommuterCash Program Guidelines](#).

What types of trips are eligible for rewards? +

How are point values assigned to my commute trips? +

What rewards can I earn with CommuterCash? +

Why do I need to allow location +

### CommuterConnections A SMARTER WAY TO WORK

## CommuterCash Program Guidelines

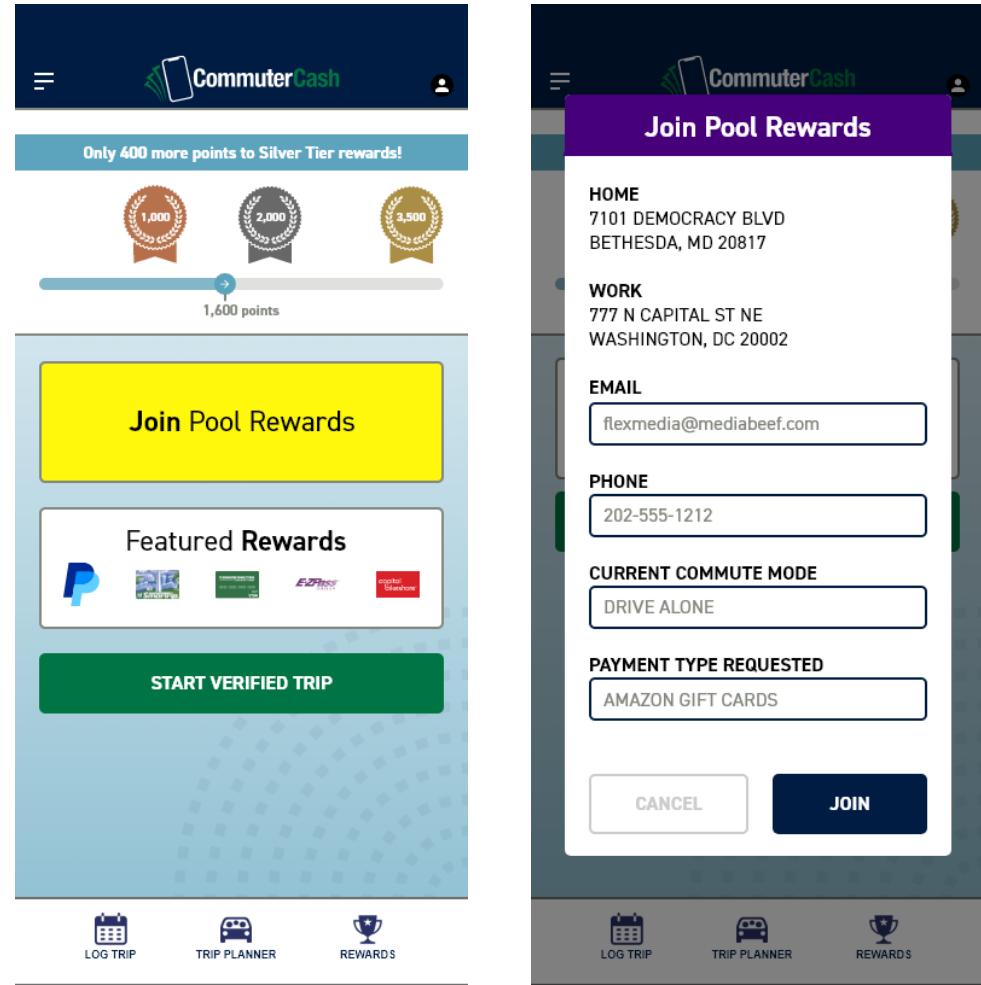
### Program Purpose

The purpose of the Commuter Connections Rewards Program within the CommuterCash Mobile Application ("Commuter Cash") is to encourage commuters to take Single Occupant Vehicle (SOV) alternatives when commuting to and from work. By doing so, the overall transportation network will experience less strain as the demand for vehicles on roads is reduced. Instead of driving alone, CommuterCash users are encouraged to rideshare, take transit, bike, etc.

A secondary benefit from CommuterCash is the ability to help commuters who cannot feasibly participate in SOV-alternatives identify and avoid congested roadways. Additionally, CommuterCash monitors driving habits and offers customized tips to help

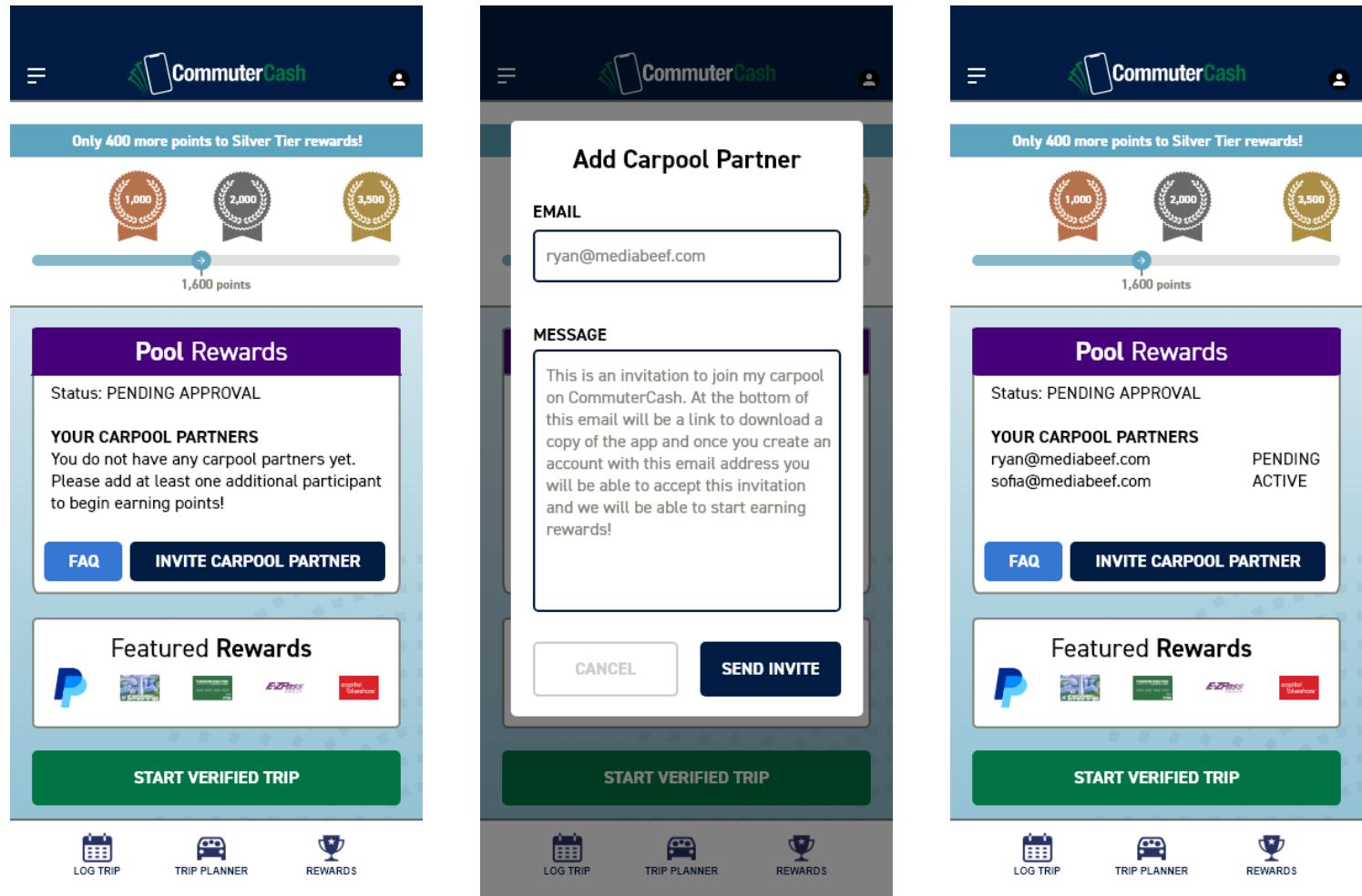
# Carpool Bonus Incentive

- Soft launching to select commuters this month
- Public launch this year
- Will replace the existing 'Pool Rewards' program



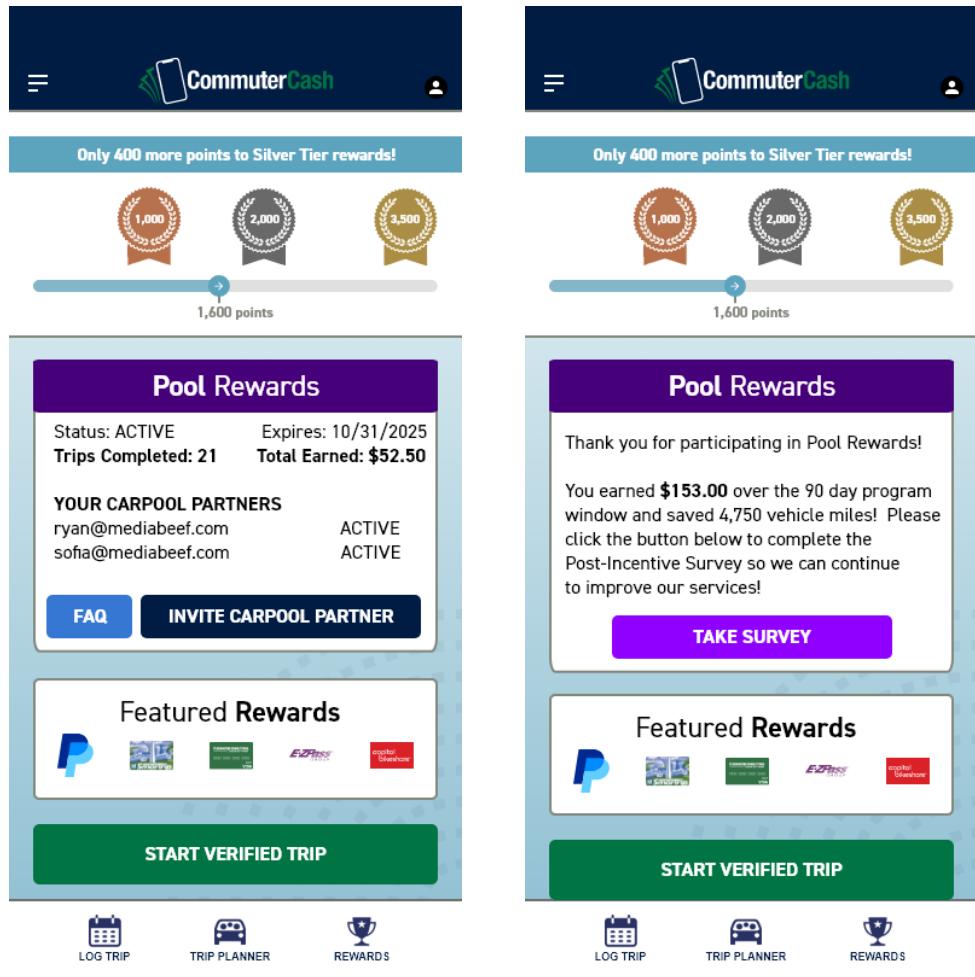
# Carpool Bonus Incentive

- Simple invitation process
- Can monitor status of invites



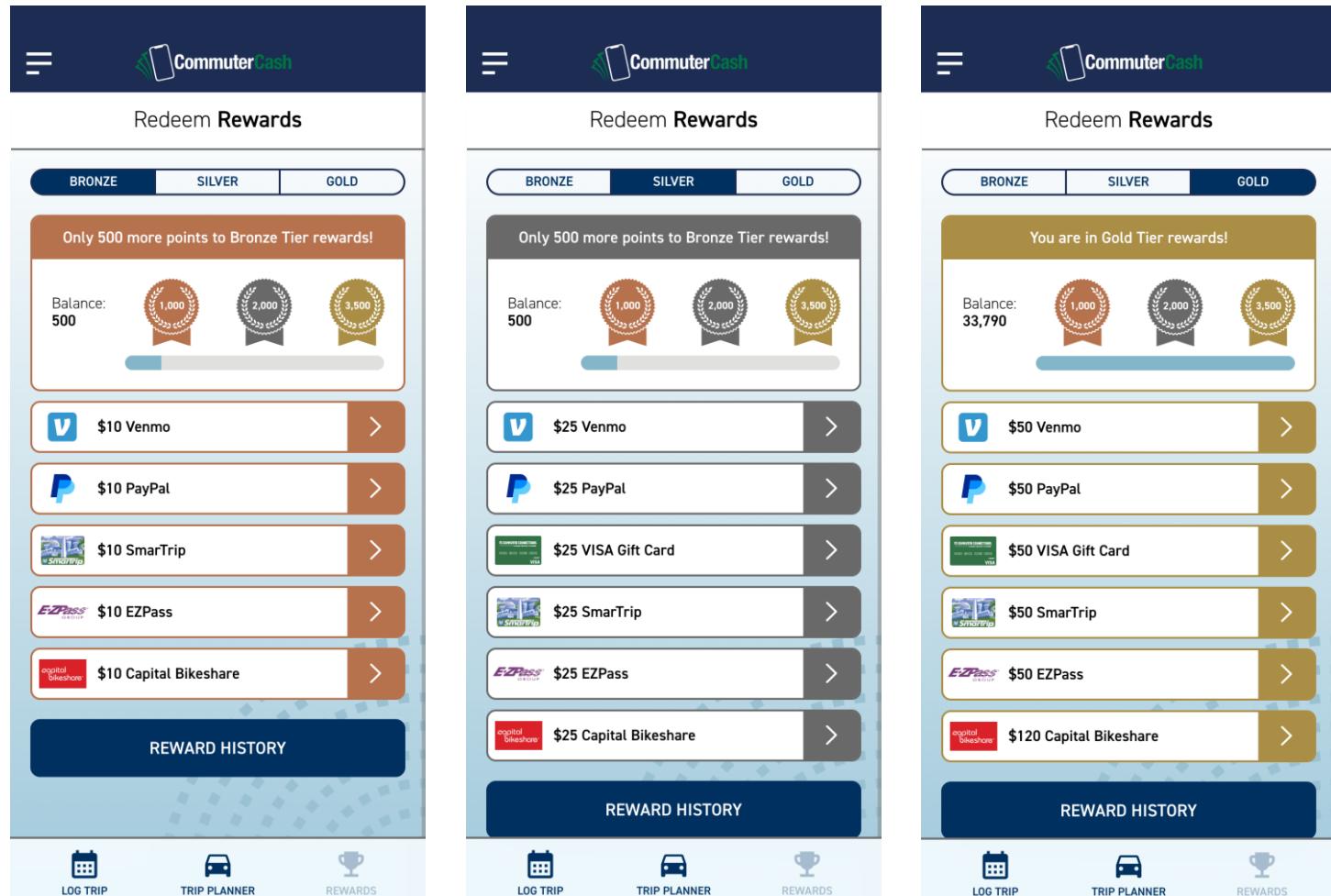
# Carpool Bonus Incentive

- Can monitor program metrics in real-time
- Instant feedback and gamification will cause greater engagement and program participation
- Survey integration with both the mobile app and TDM website



# Rewards Menu Enhancement

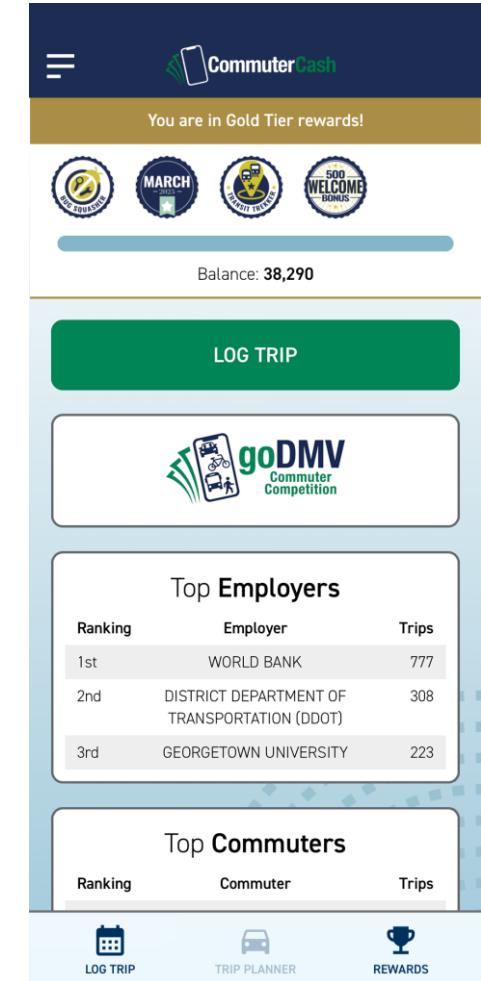
- Updates to the Reward screen allows commuters to view rewards from other higher (and lower) tiers, letting them see exactly what rewards are available at higher levels
- This also allows users to select smaller redemptions if desired



# 2026 goDMV Competition

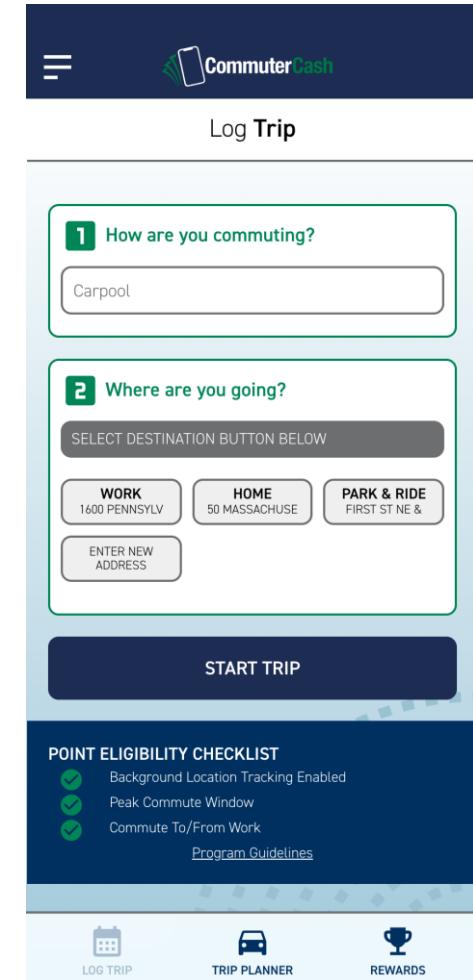
# Commuter Opt-In Process

- For participating employers, any commuters that are linked to them (as an employee) will have their trips counted toward their employer's leaderboard
- A commuter will not show up on the COMMUTER leaderboard (regardless of whether they are employed at a participating employer) unless the commuter chooses to opt-in/pledge to participate in the goDMV Competition
- [optional] Possible to also add onboarding survey questions to new commuter participants



# Telework / Non-GPS Tracked Trips

- This would be an update to the LOG TRIP screen to allow for commuters to record telework trips within the CommuterCash app
- These trips would NOT earn CommuterCash points but they would appear on their leaderboards for both Commuter and Employer rankings



# Network Member Discussion: Reports

# Network Member Discussion: Reports

- As part of the FY26 TDM System improvements, the self-serve Reports function will also be overhauled.
  - What reports do you currently use that work exactly as needed?
  - What reports do you use (or would use) but need improvement?
  - What reports don't currently exist that would benefit your work?
  - What reporting do you provide to funders and other stakeholders that are generated (or could be generated) by the TDM system?

**SELECT FILTER**  
SELECT FILTER CCRS

**SELECT REPORT**  
REPORT NAME: CCRS Registration Summary  
REPORT CCRS Registration Summary  
REPORT CCRS Application Summary by Jurisdiction and How Heard  
REPORT CCRS Registration Summary by Registration Method  
REPORT CCRS Request Summary  
REPORT CCRS Pool Summary  
SET REPORT To add button comma  
FILTER N CCRS Commuter Detail - Missing Email  
FILTER C CCRS Notes Report  
FILTER V CCRS Commuter Activity Matching Request (Total match requests) by jurisdiction  
CCRS Commuter Activity Matching Request (number of commuters who requested a match) by jurisdiction  
CCRS Commuter Activity Matching Request (number of request not matched) by jurisdiction  
CCRS Commuter Activity Matching Request (number of request matched) by jurisdiction  
CCRS Transit Request by appform  
CCRS Commuter Activity Matching Request (Total match requests) by appform  
CCRS Commuter Activity Matching Request (number of commuters who requested a match) by appform  
CCRS Commuter Activity Matching Request (number of request not matched) by appform  
CCRS Commuter Activity Matching Request (number of request matched) by appform  
SELECT CCRS Transit Request by jurisdiction  
 Jurisdiction  
SELECT CCRS Commuters and Modes  
SELECT CCRS Commuters to Follow Up  
SELECT CCRS Commuter Detail (New)

**ADMINISTRATION REPORTS - REPORT QUERY**

**SELECT FILTER**  
SELECT FILTER OTHER

**SELECT REPORT**  
REPORT NAME: Please Select a Report  
Please Select a Report  
TDM Account Summary by Employer  
COG - Commuters Registered  
COG - New apps report  
COG - CCRS Re-registration Report  
COG - Follow up report  
CarPool Rewards Summary Report  
Pool Rewards Trip (Logs Needed)  
Pool Rewards Summary Payment Report  
Carpool Commute Log Detail Report  
Special Event Usage  
Vanpool Drivers  
VIP Operator Trip Log Summary Report  
Flextime Rewards Summary Report  
Commuters Registered to Employer Record

# Network Member Discussion: Reports Survey

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Report: CCRS	Number of Responses
CCRS Commuter Activity Matching Request (Total match requests) by jurisdiction	5
CCRS Commuter Activity Matching Request (number of commuters who requested a match) by jurisdiction	4
CCRS Commuter Activity Matching Request (number of requests matched) by jurisdiction	3
CCRS Application Summary by Jurisdiction and How Heard	3
CCRS Notes Report	3
CCRS Registration Summary	2
CCRS Commuters to Follow Up	2
CCRS Commuter Activity Matching Request (number of requests not matched) by appform	1
CCRS Commuter Activity Matching Request (Total match requests) by appform	1
CCRS Commuter Activity Matching Request (number of requests not matched) by jurisdiction	1
CCRS Registration Summary by Registration Method	1
CCRS Commuter Activity Matching Request (number of requests matched) by appform	1
CCRS Commuters and Modes	1
CCRS Commuter Activity Matching Request (number of commuters who requested a match) by appform	1
CCRS Commuter Detail (New)	1
CCRS Transit Request by jurisdiction	1
<b>Grand Total</b>	<b>31</b>

# Network Member Discussion: Reports Survey

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Report: OTHER	Number of Replies
COG - CCRS Re-registration Report	6
COG - New apps report	5
COG - Commuters Registered	3
COG - Follow up report	3
Vanpool Drivers	3
TDM Account Summary by Employer	1
<b>Grand Total</b>	<b>21</b>

# Network Member Discussion: Reports Survey

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## Reports to keep as-is

- CCRS Application Summary by Jurisdiction and How Heard
- CCRS Commuter Activity Matching Request (number of requests matched) by jurisdiction
- CCRS Commuter Detail - missing email
- COG - CCRS Re-registration Report
- COG - Commuters Registered
- COG - Follow up report
- COG - New apps report

## Reports to improve

- Include GRH in the "new apps report"
- CCRS Commuter Activity Matching Request (number of requests matched) by jurisdiction – provide more detail/definition of results
- CCRS Commuter Activity Matching Request (number of requests not matched) by jurisdiction
- CCRS Commuter Activity Matching Request (Total match requests) by jurisdiction
- Commuters registered to Employer
- Improve accuracy of New Apps report

# Network Member Discussion: Reports Survey

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## Reports to add

- GRH
- All active commuters by jurisdiction (*self-serve End User report?*)
- Zip code-based reports for CP/VP matching (i.e. running an origin/destination matchlist for all vs. individuals)
- CCRS Commuter Detail- missing program of association by jurisdiction
- More detailed vanpool reports
- Build your own report query

## Additional feedback

- Ensure equal access to reports for all admins
- Make it easier to follow up with ridematch registrants; allow admins to contact them directly through the database to request additional information or find out if someone who received a matchlist did join a CP/VP
- Improvements needed to UI/UX on the site – back arrow; more complete results in Commuter Admin; easier way to retain/relocate registrants from the queue to run ridematch searches
- Enable querying registrant data based on any category of information collected as well as date, time and order of registration or re-registration
- Improve match results accuracy and appearance on match letters