

COMMUTER CONNECTIONS RIDEMATCHING COMMITTEE MEETING HIGHLIGHTS JUNE 17, 2025

1. INTRODUCTIONS

The meeting was brought to order by Leigh Anderson, Ridematching Committee Chair. In-person attendees and all first-time attendees were asked to introduce themselves.

2. MARCH 18, 2025 MEETING HIGHLIGHTS

Leigh Anderson, Ridematching Committee Chair, reviewed the meeting highlights document from the March 18, 2025 committee meeting.

3. SCHOOLPOOL OVERVIEW

Dan Sheehan, COG/TPB staff, provided the committee with an overview of the SchoolPool program, an optional free platform available to help parents at registered schools form carpools or biking or walking groups. The committee was briefed on responsibilities of Commuter Connections, network members, schools, and parents, and given an overview of the registration process for schools and parents. There was a brief discussion about opportunities to solicit “top-down” buy-in from school districts and translation of materials into other languages.

4. BALTIMORE COMMUTES CARPOOL AND VANPOOL INCENTIVES

Stacey King, COG/TPB staff, introduced the committee to the new Baltimore Commutes carpool and vanpool incentives which are funded by the Maryland Department of Transportation and administered by Commuter Connections. The carpool incentive provides individual participants with up to \$320 over 90 days for logging carpool trips, redeemable through a selection of transportation-related gift cards, and the vanpool incentive provides a \$500 subsidy towards the monthly lease for registered vanpools. The committee was also reminded of the ‘Pool Rewards carpool and vanpool incentives available to DC-area commuters. Vanpool provider RFQ processes were briefly discussed.

5. STAFF GUIDANCE: NEW AD SOURCE AND APPFORM CODES

Stacey King, COG/TPB staff, reviewed the list of existing and recently added Ad Source codes and provided guidance on how they can be used to inform decisions about assigning appform codes to new accounts. Committee members were asked to notify COG/TPB staff if new accounts were created in their jurisdictions with appform codes pertaining to the phased out CarpoolNow and incenTrip programs.

6. TDM SYSTEM ACCOUNT MANAGEMENT AND REPORTS

Stacey King, COG/TPB staff, reviewed the bi-weekly and monthly purge reports processes, providing reminders to committee members about the timing of reports, what each report indicates about account statuses, and recommendations on handling accounts in these reports. Reviewing and

assigning accounts a status other than “New Registrant” or “Under Review” is important to ensure accounts are included in the purge process; this helps maintain data integrity within the system, especially for ridematch results. Committee members with many non-“Active” accounts will be contacted during the summer for assistance in reducing the number of these accounts.

7. FY26 TDM SYSTEM UPDATES AND PRIORITIES

Dan Sheehan, COG/TPB staff, briefed the committee on recent updates to the Commuter Connections webpages, TDM System, and standard new account emails, including replacing references to goDMV with increased ‘Pool Rewards promotion. FY26 updates were shared including the sunsetting of CarpoolNow and the Special Events module, migrating ‘Pool Rewards into CommuterCash, and transitioning vanpool triplogs into operators’ platforms. The TDM system will receive a significant rehabilitation; some specific planned improvements include streamlined account recovery, reducing friction to creating new accounts and enrolling in programs, and improving the accuracy of matchlist results and results letter. The user interface/displays will also be improved as each system module is improved. Network members were asked to provide feedback on the TDM system and areas of desired retention and improvement by the end of August. The committee members were also invited to participate in the FY27 Strategic Direction Work Group, which anticipates meeting twice in the summer of 2025.

8. Q3 FY2025 CCWP PROGRESS REPORT

Dan Sheehan, COG/TPB staff, briefed the committee on the Q3 FY2025 CCWP Progress Report. Major work items including fully launching the CommuterCash app and supporting the substantial increase in commuter interactions with Commuter Connections due to the federal employee return-to-office mandates.

9. OTHER BUSINESS/ROUNDTABLE

No discussion from network members. Dan Sheehan, COG/TPB staff, extended an invitation to feature best practices from peers in future meetings about following up with members, processing queues, or other topics. Committee members are encouraged to contact Stacey King, COG/TPB staff, with suggestions. Jetaune Randall-Slaughter, COG/TPB staff, provided a brief update on her process to distribute reports to network members, and shared information about best practices she has heard from members regarding their processes to manage commuter accounts.

10. ADJOURN

The next meeting of the Commuter Connections Ridematching Committee will be held on September 16, 2025, from 2:00 p.m. to 4:00 p.m.