

TDM System Account Management and Reports

Discussion and Feedback

Stacey King
TDM Program Manager

Commuter Connections Ridematching Committee
June 17, 2025

Bi-Weekly Reports

- New Applicant

- New Registrants (have not yet been processed)
- Under Review (in process; follow-up)

- End User

- All Active/Under Review/New Registrant accounts and have signed up for a program (CCRS, GRH, CASH)

- Suspicious App Form Codes

- Active/Under Review/New Registrant but still show C1000 (need processing)

- Van Reports

- Home and work details of van drivers

REPORT: New and Under Review Registrants by Site by Appform Code											1
COMMUTER CONNECTIONS											6/13/2025
Program: R											
CID	accountcreated	acctage	lastupdate	sinclastupdate	appform	lastlogin	hjur	wjur	ridematchregdate	grhregdate	acctstatus
779496	2/6/2025	125	2/6/2025	125	RINFO		WAS				Under Review
779526	2/6/2025	125	2/7/2025	124	RRIDE		WAS	BCY	2/6/2025		Under Review
780979	2/27/2025	104	2/27/2025	104	RINFO		WAS		2/27/2025		Under Review
781370	3/3/2025	100	3/3/2025	100	RINFO		WAS	FFX			Under Review
783325	3/27/2025	76	3/27/2025	76	RINFO		WAS	MC			Under Review
783418	3/30/2025	73	3/30/2025	73	RINFO		QAC	DC			Under Review
783979	4/10/2025	62	4/11/2025	61	RINFO	4/30/2025	QAC	DC			Under Review
784516	4/27/2025	45	4/28/2025	44	RINFO		CEC	BCY			Under Review
784673	5/1/2025	41	5/1/2025	41	RINFO		WAS	MC			Under Review
785287	5/20/2025	22	6/6/2025	5	RGRH2	6/6/2025	WAS	MC		5/20/2025	New Registrant

REPORT: Commuter Alphabetic End User Listing											COMMUTER CONNECTIONS		1	
Program: 5													6/12/2025	
CID	First	Last	Street	Apt	City	Jur	St	Zip	Home Ph	Work Ph	Ext			
7	A	A	ST NW		WASHINGTON	DC	DC	20015						

REPORT: Commuters with Suspicious Appform Codes Alphabetically by Home Jurisdiction											1
COMMUTER CONNECTIONS											6/12/2025
Program: DC ESS LNV MER MRS											
CID	Appf	First	Last	Street	City	St	Zip	Home Ph	Work Ph	Ext	
778074	C1000	MICHAEL	HEMRY	700 N CAPITOL ST NE	WASHINGTON	DC	20002				

Monthly Reports (Purge Process)

- **Month prior to expiration: PurgeApp Report**
 - Commuter records that expire the following month with Ridematching or _1000/_info
 - **Action:** program managers should reach out to encourage commuter to renew their registration (and re-run matchlist)
- **Month of program expiration: internal Commuter Connections report**
 - Automated email (or printed reminder) sent to accounts that expire this month
- **Month after expiration: SelfPurge Report**
 - Commuters who did not renew registration (from PurgeApp) are now eligible to purge
 - **Action:** program manager can mark account as Inactive or Delete (usually handled by CC)
- **GRH Report**
 - Handled by Commuter Connections staff
 - Auto-generated email (or printed letter) encouraging re-registration

Feedback on Reports

- Content and frequency – requested changes?

Summer Project: Clearing the Queues

- >2,400 records flagged with “suspicious” Appform codes (C1000) in the system
- >3,000 records flagged as New Registrant or Under Review (New Applicant report) between 2021-2025
 - New Applicant: review and process
 - Under Review: revisit, re-categorize, and mark as Active or Deleted
- Purge process does not include New Registrant or Under Review accounts in the results
 - This can contribute to ridematch list inaccuracies

Stacey King

TDM Program Manager

(202) 962-3253

sking@mwkog.org

commuterconnections.org

Metropolitan Washington Council of Governments

777 North Capitol Street NE, Suite 300

Washington, DC 20002