

TO: Local Rideshare Coordinators & Staff at _____

FROM: Commuter Connections Operations Staff

DATE: _____

SUBJECT: Rideshare Applications Received at COG to be Entered in the TDM System

Enclosed are _____ Commuter Connections rideshare applications received at COG.

Some business practices have been updated. Please read the instructions below and make sure you are taking the appropriate action based upon the program associations for particular commuters.

- 1.) **Rideshare (CCRS) Only Commuters** - will be forwarded to local Rideshare Coordinators to enter into the TDM System. Local Rideshare Coordinators should send matchletters to all commuters who have indicated a desire to receive one.
- 2.) **Rideshare (CCRS) and GRH Commuters - will be entered by COG and forwarded to local Rideshare Coordinators. COG will send an initial matchletter from home to work and will make necessary notes on the commuter's record. Local Rideshare Coordinators should follow-up on the ridesharing portion of the record and send additional matchletters via email or USPS (utilizing alternates if needed to supply good matches.)**
- 3.) **Commuters seeking information only** - will be entered at COG with the appropriate APP CODE, dependent upon their home jurisdiction. The information request will be filled by COG or forwarded to the appropriate jurisdiction if the commuter is seeking local transit information.

*(GRH only commuters are maintained by COG staff)

Some applications may have an APP CODE indicated on the application. Please make sure this APP CODE is maintained with the commuter record.

If you have any questions, please contact the Help Line at 202-962-3333.