

TDM SYSTEM USAGE BEST PRACTICES

COMMUTER CONNECTIONS RIDEMATCHING COMMITTEE

MARCH 19, 2019



PRESENTATION OVERVIEW

- Data Integrity
- TDM System Tools
- Reports: Bi-weekly & Monthly
- Best Practices Case Studies

TDM SYSTEM TOOLS

Member Information

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

HOME | EDIT PROFILE* | FIND RIDEMATCHES* | COMMUTE LOG* | LOGOUT

WELCOME STEPHEN FINAROCK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - UPDATE MEMBER INFORMATION

LINK FACEBOOK ACCOUNT
Facebook Email: STEPHEN.FINAROCK@GMAIL.COM
[Unlink Account](#)

ACCOUNT INFORMATION APP FORM: WGRH2

Commuter Id: 109760
GRH Registration Id: C100580
Commuter CCRS Id: 35041753
Commuter Status: Active
Date of Original Entry: 03/19/2008
Date Last Updated: 01/28/2019

Site Id: 10001
Site Name: COMMUTER CONNECTIONS

Share my name with other registered commuters

First Name: STEPHEN *
Last Name: FINAROCK *

HOME ADDRESS

Share my home address with other registered commuters

Street Address: 820 S ARLINGTON MILL DRIVE * Apt #: 102
City: ARLINGTON *
State: VIRGINIA * Zip Code: 22204 *

SYSTEM ADMIN:
COMMUTER ADMIN
POOL ADMIN
GRH ADMIN
SPECIAL EVENTS
EMPLOYER ADMIN
REPORTS
VMT REPORTS

COMMUTER ADMINISTRATION
MANAGE COMMUTER

REVIEW MEMBER INFO
MEMBER INFORMATION
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WORK SCHEDULES
PROGRAM ASSOCIATION
ADD NOTES
INFORMATION REQUEST

Commute Information

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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WELCOME STEPHEN FINAROCK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - UPDATE COMMUTE INFORMATION

COMMUTER INFORMATION APP FORM: WGRH2

Commuter Id: 109760
GRH Registration Id: C100580
Commuter CCRS Id: 35041753

Commuter Name: STEPHEN M FINAROCK

COMMUTE INFORMATION

Miles From Home to Work: 8 (Required for GRH only) Calculate Distance
Commute Days per Week: 5 *
Current Commute Mode: CARPOOL *

CARPPOOL/VANPOOL PREFERENCES

Interested in Carpooling? No
Interested in Vanpooling? Yes - Ride Only

SMOKING PREFERENCES

I am a:
 Smoker
 Non-Smoker

I prefer to ride with:
 Smokers
 Non-Smokers
 I don't care

* Required Fields [Save Changes](#) [Cancel Changes](#) [Back to Search](#)

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TDM SYSTEM TOOLS

Employer Information

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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WELCOME STEPHEN FINAFROCK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - UPDATE EMPLOYER INFORMATION

COMMUTER INFORMATION | APP FORM: WGRH2

Commuter Id: 109760
GRH Registration Id: C100580
Commuter CCRS Id: 35041753

Commuter Name: STEPHEN M FINAFROCK

EMPLOYER INFORMATION

Employer Name: MWCOG
Street Address: 777 NORTH CAPITOL ST NE STE 300
City, State, Zip: WASHINGTON DC 20002

To update employer, click here >> [Update Employer](#)

SUPERVISOR INFORMATION

Supervisor First Name: NICHOLAS *
Supervisor Last Name: RAMFOS *
Supervisor Phone: 202 - 962 - 3313 * Ext: *

* Required Fields [Save Changes](#) [Cancel Changes](#) [Back to Search](#)

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Work Schedules

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

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WELCOME STEPHEN FINAFROCK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - UPDATE WORKSCHEDULE

COMMUTER INFORMATION | APP FORM: WGRH2

Commuter Id: 109760
GRH Registration Id: C100580
Commuter CCRS Id: 35041753

Commuter Name: STEPHEN M FINAFROCK

ARRIVAL AND DEPARTURE TIMES

ARRIVAL TIME:

I Start Work At: 9 :00 AM *
Flexible To Arrive Before: 60 Minutes
Flexible To Arrive After: 60 Minutes

DEPARTURE TIME:

I Leave Work At: 5 :00 PM *
Flexible To Leave Before: 60 Minutes
Flexible To Leave After: 60 Minutes

* Required Fields [Save Changes](#) [Cancel Changes](#) [Back to Search](#)

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RIDESHARING

TDM SYSTEM TOOLS

Program Association

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

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WELCOME STEPHEN FINAFROCK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - PROGRAM ASSOCIATION

COMMUTER INFORMATION APP FORM: WGRH2

Commuter Id: 109760
GRH Registration Id: C100580
Commuter CCRS Id: 35041753
Commuter Name: STEPHEN M FINAFROCK

COMMUTER PROGRAMS

Select Programs:

- Guaranteed Ride Home (GRH)
Verify 'Commuter Information', 'Employer Information' before joining in GRH Program.
Miles from Home to Work, Commute Days per Week, Current Commute Mode, Employer and Supervisor information are required for this program.
- Rideshare (CCRS)
Verify 'Commuter Information' before joining in Rideshare Program.
Carpool and Vanpool preferences are required for this program.

Rideshare Registration Status: Active
Rideshare Registration Date: 08/03/2018
Rideshare Expiration Date: 08/02/2019

[Join Programs](#) [Back to Search](#)

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RIDESHARING

Add Notes

COMMUTER CONNECTIONS - Google Chrome

https://tdm.commuterconnections.org/mwco/CRMNotes.jsp?cmlid=R&crmType=CCRS

Date Entered: 03/05/2019
Commuter Id: 109760
Commuter Name: STEPHEN FINAFROCK
Follow Up Required Date: (MM/DD/YYYY) Time: ()
By: ()
Contact Method: Mail
Status: ()

Enter Notes:

[Save Notes](#) [Cancel](#) [Close](#)

Date Entered	Entered By	Follow Up Required By	Contact Method	Status	Notes
01/18/2018	sfinafrock	01/19/2018	Mail	Follow-up Contact Performed	
04/26/2017	stevensoborn	07/26/2017 9:00	Email	Sent Matchlist	New matchletter sent
03/23/2017	sfinafrock		Email	Sent Matchlist	Testing new code. All routing seems to work and notes too.
03/22/2017	sfinafrock		Mail	Other	Testing the notes function and it is working.
10/18/2016	sfinafrock	10/18/2016	Mail	Follow-up Contact Performed	
01/18/2016	sfinafrock		Mail	Sent Local Transit Information	ROute!
03/15/2016	sfinafrock	03/15/2016	Email	Placed in Carpool	
03/15/2016	sfinafrock	03/15/2016	Email	Placed in Carpool	
12/08/2015	sfinafrock		Mail	No Longer Interested	zinnovus
05/05/2015	sfinafrock		Mail	Other	This is a test for Darlene. I did not set a status code.
11/04/2014	sfinafrock		Email	Sent Matchlist	Matchletter for steve!!!
03/27/2014	sfinafrock		Mail	Sent Matchlist	Followed up with commuter
01/15/2014	sfinafrock		Email	Sent Matchlist	Matched from home to work
10/23/2013	sfinafrock		Email	Follow-up Contact Performed	This note is a test to ensure notes are not being deleted.
10/18/2012	sfinafrock		Email	Sent Matchlist	
02/01/2012	redgar		Mail	Sent Bicycle Information	This is merely a test.
01/24/2011	mikeharris2	02/01/2011 900	Mail	Follow-Up/Match at a Later Date	
06/25/2010	sfinafrock		Mail	Follow-up Contact Performed	this is a test
05/15/2010	sfinafrock	05/15/2010	Email	Follow-up Contact Performed	test
01/28/2010	sfinafrock	07/01/2010	Email	Follow-up Contact Performed	update home address info.

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TDM SYSTEM TOOLS

Information Request

COMMUTER CONNECTIONS. A SMARTER WAY TO WORK

HOME | EDIT PROFILE | FIND RIDEMATCHES | COMMUTE LOG | LOGOUT

WELCOME STEPHEN FINAROOK

COMMUTER ADMINISTRATION - REVIEW COMMUTER INFO - INFORMATION REQUEST

COMMUTER INFORMATION APP FORM: VGRH2

Commuter ID: 131750
 GRH Registration ID: C100500
 Commuter CCRS ID: 35041753

Commuter Name: STEPHEN M FINAROOK

ADDITIONAL COMMUTE INFORMATION
 Commuter Connections provides additional commute information and maps for the following programs. Please select interested programs and click on 'Request Info' button to get more information on these programs.

BICYCLING
 WALKING
 TELEWORK

TRANSPORT
 METROBUS/METROBI (WMATA)
 MTA (Maryland Transit Administration)
 Baltimore Light Rail
 Baltimore METRO
 MTA Commuter Bus Service
 MTA Local Bus Service

MARC Commuter Rail
 Penn-Camden Lines (Perryville, MD, Aberdeen, MD, Penn Station Baltimore, MD)
 BWI Airport Union Station, DC
 Brunswick Line (Martinsburg, WV, Frederick, MD, Union Station, DC)

VRE Commuter Rail
 Local Transit (Please enter county or provider of the service below)
 Example: Fairfax County Connector, Montgomery County Ride-On

Request Info

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REDESPINNING
 FIND RIDEMATCHES

Ridematch Profile

COMMUTER CONNECTIONS. A SMARTER WAY TO WORK

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WELCOME STEPHEN FINAROOK

RIDESHARE ADMINISTRATION - RIDEMATCH REQUEST

COMMUTER INFORMATION
 Commuter Name: STEPHEN M FINAROOK
 Commuter ID: 131750
 Commuter CCRS ID: 35041753

ADDRESS PROFILE
 Your address profile is shown below. You may select any of the locations as a starting point and a destination point for your carpool/vanpool.

By default, landmarks and park and ride lots close to your home and work addresses are displayed in the address profile. You may delete old or obsolete addresses by selecting the button in the DELETE column and then clicking the 'Delete Address' button at the bottom of the page.

We also maintain information about landmarks, park and ride lots, and employers in the metropolitan area. To add one of these locations to your address profile, click the 'Add Address' button at the bottom of the page.

Click on [icon] to view the corresponding address on a map. If the system unable to locate an address on the map? Click on 'Use Manual Geocoder' that will display in the address table to manually give an address on the map.

Click on [icon] to correct the location manually by pointing the address on the map. New

ADDRESS TYPE - NAME	ADDRESS	VIEW	START	DESTN	DELETE
HOME -	822 S ARLINGTON MILL DRIVE ARLINGTON VA 22204	[icon]	[icon]	[icon]	[icon]
WORK -	777 NORTH CAPITOL ST NE STE 300 WASHINGTON DC 20002	[icon]	[icon]	[icon]	[icon]
ALTERNATE START -	Jessica 583 S SEMINARY ST CHARLES TOWN WV 25814	[icon]	[icon]	[icon]	[icon]
ALTERNATE START -	W 7921 Gambrell Rd (at Fairfax County Hwy) Springfield, VA 22153 Fairfax VA	[icon]	[icon]	[icon]	[icon]
ALTERNATE DESTINATION -	RESTON VA 20194	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Four Mile Run 4800 Columbia Pike (at S Four Mile Run Dr) Arlington VA 22204 Arlington VIRGINIA	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Ballston Public 837 N Glebe Rd (at Ballston Sq) Arlington, VA Prying Garage 22202 Arlington VIRGINIA	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Washington-Lee N Quincy St & 15th St Arlington VIRGINIA	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Metro-East Falls Church Station 2201 N Sycamore St (at I-66) Arlington, VA 22205	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Metro-Van Awaraha Station 5690 Eisenhower Ave, Alexandria, VA 22304	[icon]	[icon]	[icon]	[icon]
PARK&RIDE -	Union Station Free St NE & Massachusetts Ave NE District Of Columbia DISTRICT OF COLUMBIA	[icon]	[icon]	[icon]	[icon]

Continue | Add Address | Delete Address | Back to Search

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 GRH ADMIN
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RIDESHARE ADMINISTRATION
 FIND A RIDEMATCH
 VIEW RIDEMATCH HISTORY
 ADD NOTES

ADMINISTRATION TIPS
 Please search for the commuter for which the match is to be generated.
 All fields where data is entered will be searched on and a list of matches will be presented for selection.
 Selecting a commuter from the list will automatically populate all relevant information from the commuters profile into the ride match request data fields.
 Data can be modified manually as needed. When all data is entered, press Submit to start the match.
 Technical Support

TDM SYSTEM TOOLS

Suspicious App Code Report

COMPUTER CONNECTIONS 2

REPORT: Computers with Suspicious Appform Codes
Alphabetically by Home Jurisdiction DATE: 20-FEB-19

HOME JURISDICTION: ALX

CID	Appf	First	Last	Street	Street 2	Apt	City	St	Zip	Home Ph	Work Ph	Ext
746005	C1000						UNIT ALEXANDRIA	VA	22314			
745285	C1000					321	ALEXANDRIA	VA	22314			
744247	C1000						ALEXANDRIA	VA	22304			70350
745569	C1000						ALEXANDRIA	VA	22304			
746031	C1000					213	ALEXANDRIA	VA	22311			
745634	C1000					020	ALEXANDRIA	VA	22305			
736450	C1000						ALEXANDRIA	VA	22314			
745417	C1000					501	ALEXANDRIA	VA	22302			
745299	C1000						ALEXANDRIA	VA	22314			
744353	C1000					2	ALEXANDRIA	VA	22301			
694826	C1000						ALEXANDRIA	VA	22301			
746049	C1000						ALEXANDRIA	VA	22301			
745502	C1000						ALEXANDRIA	VA	22314			
739466	C1000					3189	ALEXANDRIA	VA	22302			
746108	C1000						ALEXANDRIA	VA	22304			
744482	C1000						ALEXANDRIA	VA	22314			
745304	C1000						ALEXANDRIA	VA	22304			
745494	C1000						ALEXANDRIA	VA	22302			
741930	C1000						ALEXANDRIA	VA	22301			
745869	C1000						ALEXANDRIA	VA	22302			
744830	C1000						ALEXANDRIA	VA	22302			
745813	C1000					2	ALEXANDRIA	VA	22311			
741355	C1000					1114	ALEXANDRIA	VA	22304			
745420	C1000					3317	ALEXANDRIA	VA	22304			
745756	C1000						ALEXANDRIA	VA	22304			
744378	C1000						ALEXANDRIA	VA	22305			
737417	C1000						ALEXANDRIA	VA	22304			
616168	C1000					02	ALEXANDRIA	VA	22301			
745162	C1000					604	ALEXANDRIA	VA	22304			

End User Report

COMPUTER CONNECTIONS 608

REPORT: Commuter Alphabetic End User Listing DATE: 06-FEB-19

PROGRAM: X

CID	First	Last	Street	Street 2	Apt	City	Jur	St	Zip	Home Ph	Work Ph	Ext
741509					176	ALEXANDRIA	ALX	VA	22304			
636130						ALEXANDRIA	ALX	VA	22311			
742649						ALEXANDRIA	ALX	VA	22304			
741146						ALEXANDRIA	ALX	VA	22311			
715307					407	SPRINGFIELD	FFX	VA	22150			
633280					1510	ALEXANDRIA	ALX	VA	22304			
621773						WOODBIDGE	PWC	VA	22199			
692923						ALEXANDRIA	ALX	VA	22304			
628386						SPRINGFIELD	FFX	VA	22150			
740099					217	ALEXANDRIA	ALX	VA	22301			
659340						ALEXANDRIA	ALX	VA	22305			
611087						ALEXANDRIA	ALX	VA	22301			
741464						ALEXANDRIA	ALX	VA	22314			
735337					903	ALEXANDRIA	ALX	VA	22304			
675492					P409	ALEXANDRIA	ALX	VA	22304			
744600						ARLINGTON	ARL	VA	22204			
738389					333	ALEXANDRIA	ALX	VA	22314			
739811					2407	ALEXANDRIA	ALX	VA	22304			
705751						ALEXANDRIA	ALX	VA	22301			
742784						ALEXANDRIA	ALX	VA	22311			
744491					5	ALEXANDRIA	ALX	VA	22314			
744324					230	ALEXANDRIA	ALX	VA	22311			
682276					416	ALEXANDRIA	ALX	VA	22304			
666103					1611	ALEXANDRIA	ALX	VA	22314			
612732						PURCELLVILLE	LDN	VA	20132			
698064						ALEXANDRIA	ALX	VA	22311			
647169						ALEXANDRIA	ALX	VA	22304			
715537					#102	ALEXANDRIA	ALX	VA	22304			
744332					605	ALEXANDRIA	ALX	VA	22304			
680421					706	ALEXANDRIA	ALX	VA	22304			
657257					1014	ALEXANDRIA	ALX	VA	22304			
720855					615	ALEXANDRIA	ALX	VA	22314			
737617					519	ALEXANDRIA	ALX	VA	22302			
742602						ALEXANDRIA	ALX	VA	22314			
104322					#114	ALEXANDRIA	ALX	VA	22304			
682234						ALEXANDRIA	ALX	VA	22304			
103261						ALEXANDRIA	FFX	VA	22315			
745173					#221	ALEXANDRIA	ALX	VA	22311			
630059						ALEXANDRIA	PGC	MD	20774			
629095					1531	UPPER MARLBORO	ALX	VA	22314			
734152						ALEXANDRIA	ALX	VA	22304			
735309					4106	ALEXANDRIA	ALX	VA	22304			
742801						ALEXANDRIA	ALX	VA	22302			
743126					1615	ALEXANDRIA	ALX	VA	22302			
604913						FALLS CHURCH	FLC	VA	22043			

For support inquiries, email commutersupport@mcog.org

TDM SYSTEM TOOLS

Purge Report – Call List

COMPUTER CONNECTIONS 38

REPORT: Computers Whose Records Expire in April 2019 DATE: 01-MAR-19

PROGRAM: U

ID	CName	Home Ph	Work Ph	WExt	HJur	WJur	Email	AppForm
712487					LDN	DC		U1000
738876					LDN			U1000
738895					LDN			U1NFO
738617					LDN			U1000
632849					LDN	FFX		U1000
739191					LDN			U1000
738654					LDN			U1NFO
738789					LDN			U1000
739022					LDN	DC		UGRH2
738710					LDN	DC		U1000
738809					LDN			U1000
738998					LDN	ARL		U1000
622478					LDN			UGRH1
739203					LDN			U1000
738696					LDN	FFX		U1NFO
738547					LDN			U1NFO
738562					LDN	DC		U1NFO
739087					LDN			UGRH1
739212					LDN			URIDE
738475					LDN			U1000
738552					LDN			U1NFO
738963					LDN	ARL		U1000
728583					LDN			UGRH1
706995					LDN			U1NFO
738993					LDN	SE		U1NFO
738915					LDN	LDN		U1NFO
739035					LDN	DC		U1NFO
739167					LDN			U1000
739184					LDN			U1NFO
738758					DC	DC		U1000
739148					LDN	DC		UGRH1
738934					LDN	MOV		U1000
617529					LDN			UGRH2
739158					LDN			U1000
738815					LDN	DC		U1000
739172					LDN	MC		UGRH2
739221					LDN			URIDE
611025					LDN			UGRH1
739205					LDN	DC		U1000
738656					LDN	DC		U1NFO
738970					LDN	DC		U1NFO

Purge Report – Marked Inactive

COMPUTER CONNECTIONS 31

REPORT: Computer Records (that can be) Marked as Inactive in Ridenatching March 2019 DATE: 01-MAR-19

SITE: 10001 PROGRAM: U
This is F.V.I. only. Denoting the records as inactive is handled automatically by software.

CID	CName	HCity	HJur	WCity	WJur	AppForm
728404		ALDIE	LDN	WASHINGTON	DC	U1000
737659		ASHBURN	LDN	WASHINGTON	DC	U1000
737660		LEESBURG	LDN	ARLINGTON	DC	U1000
737732		ASHBURN	LDN	MCLEAN	FFX	U1000
737343		ASHBURN	LDN	MCLEAN	U1000	
737793		STERLING	LDN	MCLEAN	FFX	U1000
700604		LEESBURG	LDN	ALEXANDRIA	ALX	U1000
737500		LEESBURG	LDN	WASHINGTON	DC	U1000
737621		ALDIE	LDN	WASHINGTON	DC	U1000
737561		ASHBURN	LDN	WASHINGTON	DC	U1000
737610		STERLING	LDN	FORT MEADE	AAC	U1000
727005		ASHBURN	LDN	MCLEAN	U1000	
737861		ASHBURN	LDN	BALTIMORE	BCO	U1000
737841		BROADLANDS	LDN	WASHINGTON	U1000	
727047		CHANTILLY	LDN	WASHINGTON	U1000	
737399		LEESBURG	LDN	CHANTILLY	FFX	U1000
737608		STERLING	LDN	MCLEAN	FFX	U1000
737645		ASHBURN	LDN	WASHINGTON	DC	UGRH1
677670		ASHBURN	LDN	WASHINGTON	DC	UGRH1
737633		HAMILTON	LDN	WASHINGTON	DC	UGRH1
700865		ALDIE	LDN	WASHINGTON	DC	UGRH2
700874		CHANTILLY	LDN	WASHINGTON	DC	UGRH2
714423		LEESBURG	LDN	WASHINGTON	DC	UGRH2
737765		ASHBURN	LDN	WASHINGTON	DC	UGRH2
737407		ROUND HILL	LDN	WASHINGTON	U1NFO	
737317		ASHBURN	LDN	WASHINGTON	U1NFO	
737265		ASHBURN	LDN	WASHINGTON	U1NFO	
737412		ASHBURN	LDN	ROSSLYN	U1NFO	
737277		LEESBURG	LDN	WASHINGTON	DC	U1NFO
737821		ASHBURN	LDN	WASHINGTON	U1NFO	
737736		ASHBURN	LDN	ROCKVILLE	URIDE	
737504		HAMILTON	LDN	WASHINGTON	URIDE	

For support inquiries, email computersupport@mcog.org

BEST PRACTICES CASE STUDIES – NBTMD

Stephen Finafrock

From: D Nader <dnader@nbtmd.org>
Sent: Monday, March 04, 2019 2:00 PM
To: Stephen Finafrock
Subject: FW: Please Update Your Information!
Attachments: E-mail Rideshare Checklist: Electronic - March 2019.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

This is the 1st email I send out for the month.

FREE RAFFLE DRAWING FOR \$25.00 GIFT CARD

Dear Commuter:

Good morning!

I hope you received the information you requested on carpooling, vanpooling, and/or transit some time ago and found this information helpful to you. To expedite your information update, please email, fax, or mail the attached checklist with any updated information regarding your commute to work.

You may fax the completed form to 301-770-8105 before **March 31, 2019**. If you no longer want to be included in our region-wide ridematch database, please check the "Please Remove Me" box on the form and your name will be removed. Upon receipt of your completed checklist, your name will be included in a raffle for a \$25.00 gift card!

Should you have any questions, please feel free to call me at 301-770-8108 or via email @ dnader@nbtmd.org. Thank you for your kind attention and I look forward to assisting you with your commute to work!

My best,
Darlene

Darlene Nader
North Bethesda Transportation Center
5640 Nicholson Lane, Suite 224
North Bethesda, MD 20852
301-770-8108-(v)
301-770-8105-(f)
www.nbt.org
dnader@nbtmd.org

Commuter Information Checklist

Name: _____ Employer: _____
Work Address: _____ Work Phone #: _____
Email Address: _____ Home/Cell #: _____

Moved? Changed Jobs? Please supply new addresses:

Home Address: _____ Work Address: _____
City: _____ State: _____ Zip: _____ City: _____ State: _____ Zip: _____

I Am Now: Driving Alone Carpooling Vanpooling Taking Transit
 Other: _____

Information Requested: (Please Check As Many As Apply)

- Please send me transit information
 Please send me an updated carpool/vanpool list
 Please send me these schedules: _____

Current Carpool Info:

Size of Pool: _____ Work Hours: _____
Participants:
Member Name: _____ Work Phone #: _____
Member Name: _____ Work Phone #: _____
Member Name: _____ Work Phone #: _____

Please Remove My Name From Your Database

Please return this form by **March 31, 2019** to remain active in database.

Thanks so much for your participation!!

SUBMIT

- First Email with Incentive
- Clear Checklist

BEST PRACTICES CASE STUDIES – NBTMD

Stephen Finafrock

From: D Nader <dnader@nbtmd.org>
Sent: Monday, March 04, 2019 1:59 PM
To: Stephen Finafrock
Subject: FW: Time for an Update!!
Attachments: E-mail Rideshare Checklist Electronic - March 2019.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Steve,
Here's 1 of the communications I send to my list each month.

Good morning!

I noticed you did not update your information for the Commuter Connections regional ridematch database. Even if you are not carpooling or using transit right now, you may want to try it in the future. If your home address or work information has not changed, please let me know and I can reactivate your account. Otherwise, the account will be deleted at the end of March. Please take a moment and complete the attached form and return it to me.

Thank you for your help and if I can be of any assistance to you regarding your commute to work, please feel free to contact me.
Best,
Darlene

Darlene Nader
Assistant Executive Director
North Bethesda Transportation Center
5640 Nicholson Lane, Suite 224
North Bethesda, MD 20852
301-770-8108 (v)
301-770-8105 (f)
www.nbt.org
dnader@nbtmd.org

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Member Name: _____ Work Phone #: _____
Member Name: _____ Work Phone #: _____

Please Remove My Name From Your Database

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Thanks so much for your participation!!

SUBMIT

- Second Follow-up Email
- Clear Checklist

BEST PRACTICES CASE STUDIES – GWRIDECONNECT

Initial Contact

- Three methods available to make an initial contact with GWRideConnect:
 - Commuter signs up with Commuter Connections
 - Application form available on our website at <https://www.gwrideconnect.org/application/>
 - Call us directly at 540-373-7665

Procedure

- Commuters are sent a welcome packet that contains information tailored to their commute
 - Include a list of any vanpools, formal carpools, and buses going to their general commuting area. This opens a line of communication for the commuter to ask questions.
 - Follow-up requests as replies to these initial emails, such as inquiries for an updated match list.

BEST PRACTICES CASE STUDIES – GWRIDECONNECT

Follow-up

- Follow-up with each of our new commuters between two to three weeks after the initial contact.
 - Email a link to a simple form with questions such as if they have found a ride, what was the previous mode of transportation, and did we get their information correct?
 - Mail a letter to the commuters that did not respond to the emailed request. This letter contains a QR code that links to our online form and a printed form that can be mailed back in to us, average 8% return rate.

Maintenance

- After the above steps are taken, the commuter is considered established.
 - Send emails twice a year to commuters, this is a simple check in where we ask if we can give further assistance, ask if there have been any changes to their information or situation.
 - Increased return rate of 33%.

QUESTIONS OR CONCERNS?

Stephen Finafrock
Alternative Commute Programs
National Capital Region Transportation Planning Board
Metropolitan Washington Council of Governments
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Washington, DC 20002

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