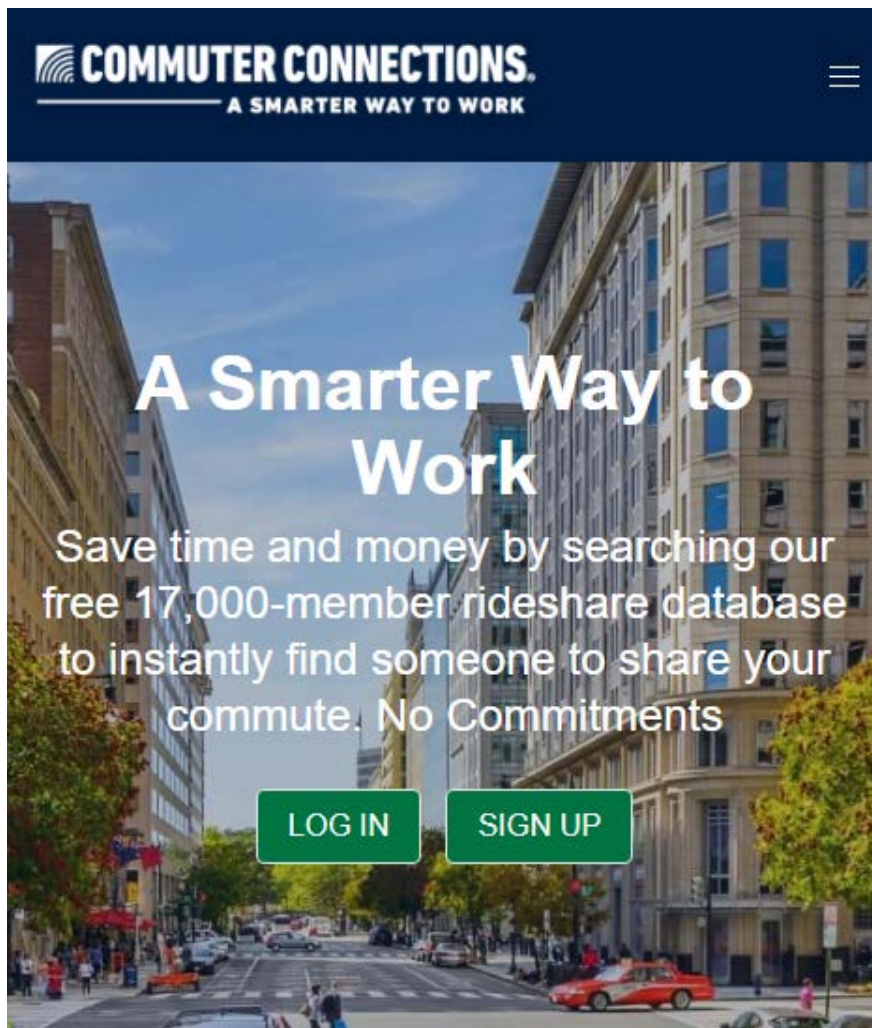




Commuter Follow Up

Presentation to Commuter Connections Ridematching Committee

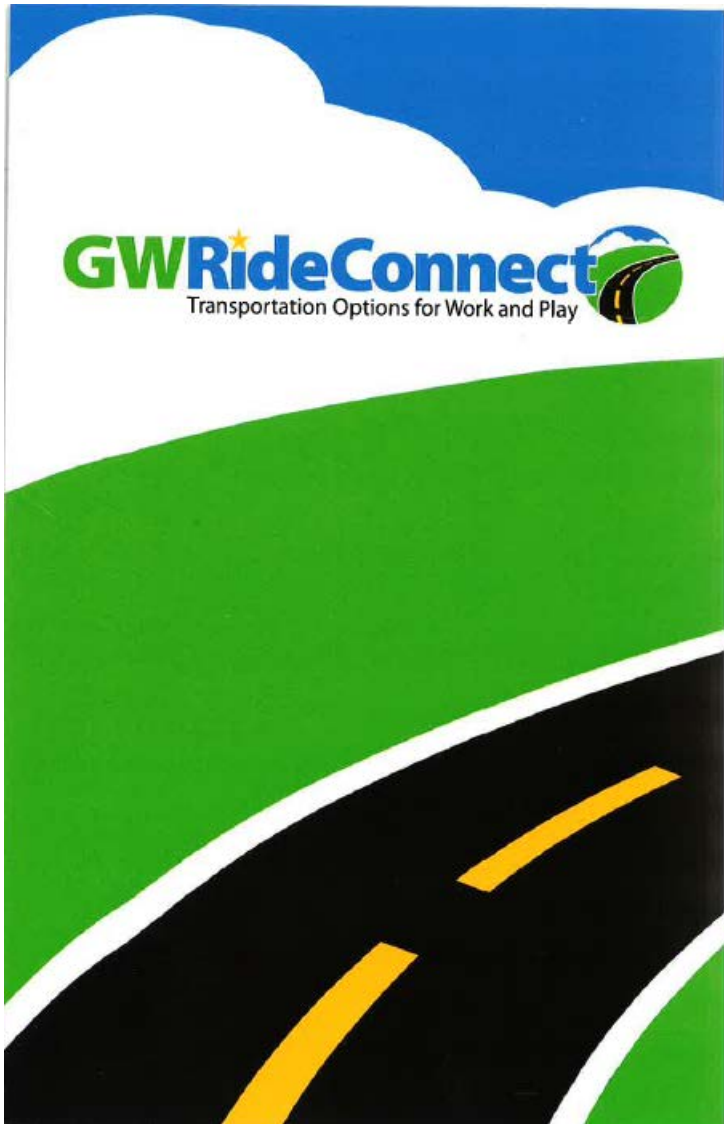
March 15, 2022



Initial Contact

Three methods available to make an initial contact with GWRideConnect:

- Commuter signs up with Commuter Connections
- GWRideConnect website traffic is directed to the Commuter Connection website
- 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.
- During COVID we created an electronic version of our welcome packet
- Follow-up requests as replies to these initial emails, such as inquiries for an updated match list.

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 10 questions such as if they have found a ride, how helpful did they find our information, 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 to us.



GW Ride Connect Client Follow-up

Please take a few minutes to complete this form. GW Ride Connect will use this information to determine how successful you were in obtaining a ride from our program. This information is also used to update our files and to improve our database. Your comments are very important to us and we look forward to hearing back from you. We appreciate your efforts in assisting us in trying to make the GW Ride Connect program the best it can be and to better serve you.

gwideconnect@gmail.com (not shared) [Switch account](#)

Name:
Your answer

Email Address:
Your answer

Are you riding in a vanpool, carpool, informal carpool (slugging), bus, or VRE?
 Yes
 No

Did the match letter that you received help you obtain a ride?
 Yes
 No

If you did get a ride, who are you riding with? (Name of pool or company)
Your answer

If you are pooling but did not find your ride through GW Ride Connect, how did you find your ride?
Your answer

What was your previous mode of transportation to work/school?
 SOV (Single Occupancy Vehicle)

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, about changes to their information or situation.
- JoAnna does an excellent job with purge reports each month.



Thank you

Leigh Anderson

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