Item #4

COMMUTER CONNECTIONS REGIONAL TDM MARKETING GROUP

FY2014 MARKETING ACTIVITIES

Dan O'Donnell December 17, 2013



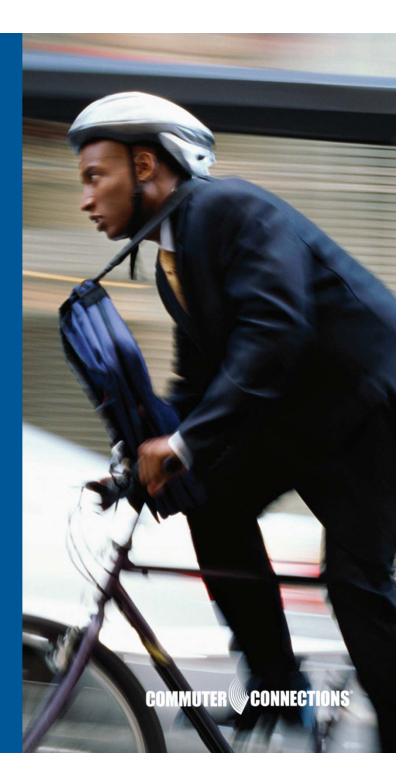
PROGRAM OBJECTIVES

- Convert single occupant vehicle (SOV) commuters to alternate modes of transportation
- Encourage continued use of alternate modes of transportation
- Reduce vehicle trips and miles of travel
- Reduce vehicle emissions / traffic congestion



FIRST HALF FY2014 MARKETING PROGRAM

- CAR FREE DAYS RESULTS
- NEWSLETTERS
- FALL REGIONAL UMBRELLA CAMPAIGN
- SPRING MARKETING CAMPAIGN DEVELOPMENT
- 'POOL REWARDS DEVELOPMENT
- BIKE TO WORK DAY SPONSORSHIP
- 2014 EMPLOYER RECOGNITION AWARDS CALL FOR NOMINATIONS
- DIRECT MAIL



Mode	# Pledges	% Pledges
Rail*	2,459	24%
Walk	2,431	23%
Bus*	2,232	21%
Bicycle	1,907	18%
Carpool/Vanpool	771	7%
Telework	425	4%
Other	202	2%

* Includes Metro

100%



State	# Pledges	% Pledges
District of Columbia	1,243	30%
Maryland	1,312	32%
Virginia	1,492	36%
virgina	1,432	30%
Other	66	2%

4,113

100%



Jurisdiction Name	# Pledges	% Pledges
District of Columbia	1258	31%
Montgomery	835	20%
Fairfax County	426	10%
Arlington	342	8%
Other	284	7%
Loudoun	226	5%
Prince George's	201	5%
Prince William	200	5%
City of Alexandria	192	5%
Frederick	86	2%
City of Falls Church	34	1%
Calvert & Charles	29	1%

Normaly Car Free?	Miles Saved or Reduced	Number of Pledges	Percentage of Pledges
Yes	64,439	2,051	50%
No	64,488	1,501	36%
No Response Given	-	561	14%

128,928 4,113 100%



- Approximately 10,600 unique visitors came to the Car Free Days web site.
- Total page views were 32,692
- Average number of pages per visit was 2.63
- Average duration of time spent was nearly 3 minutes
- The top three referral web sites were COG, WASH-FM, and WMATA.



FALL RIDESHARE CAMPAIGN

STRATEGY

- Differentiate Commuter Connections
 - Commuter Connections is the trusted, regional provider of ridematching services for 40 years
 - Over **30,000** commuters in database
 - Focus on long-term matches
- Seek more audience engagement
- Commuter Connections offers real people who want to share rides a way to save real money





FALL RIDESHARE CAMPAIGN

Continue Spring FY2013 Creative

GEOGRAPHIC EMPHASIS ON MIDDLE AND OUTER RING COMMUTES

- Longer commutes, distance, and time
- Fewer public transit options
- Campaign Live:Oct.7-Dec. 30, 2013

MEDIA

- Radio (anchor)
- TV
- Pandora Web/Mobile
- YuMe Online banner ads





Campaign dates: 10/7-12/22 alternating weeks







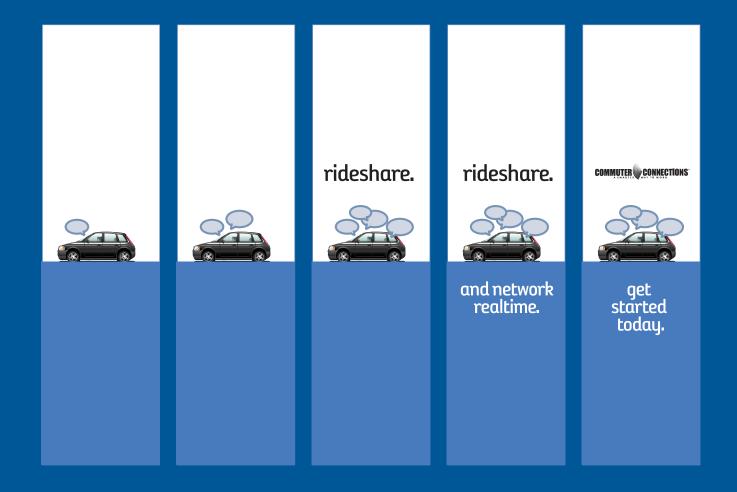
FALL RIDESHARE PLACEMENTS



<u>NBC4 Traffic tags</u> <u>Display & audio snippet</u>

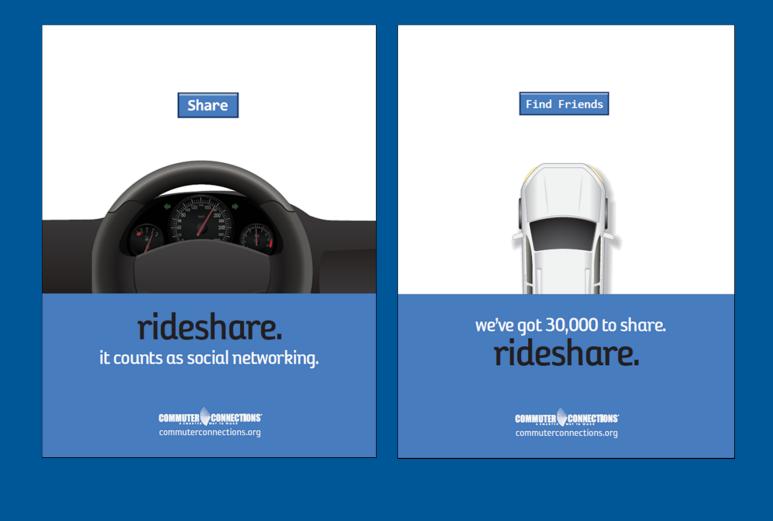


ONLINE BANNER ADS





FALL RIDESHARE CAMPAIGN CREATIVE





FALL RIDESHARE RADIO

11 radio stations promoted ridesharing: 10/7 - 11/3, 11/11 - 11/17, 12/2 - 12/8, and 12/16 - 12/22



WFRE



WTOP



WFMD



WPGC



WAFY



WWEG



WLZL



WFLS



ESPN



WBIG

odonnellcompany



WWDC





DIGITAL ADS

Pandora

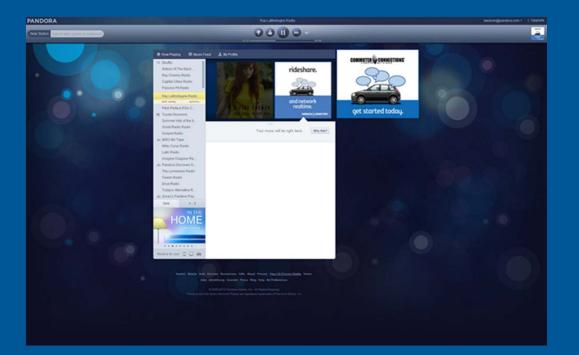
- Web & Mobile
- Audio & Display Ads
- Oct 7- Nov 7, 2013

YuMe

- Multi-screen Digital Video & Display Ads
- Interactive Pre-Roll and Companion Banners
- Oct -Dec 31, 2013

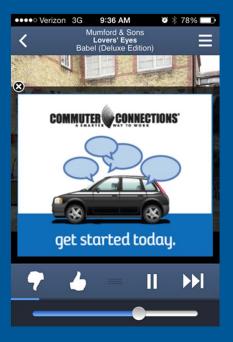


DIGITAL ADS



Pandora – Audio Web

odonnellcompany



Pandora – Mobile Banner



DIGITAL ADS

MB NB	CNEWS	video 🛛	Follow 3,339 follower	8		Q
lost viewed						
th-grade girl sent nome from school with 'fat letter'	Jimmy Fallon, Paul McCartney swap accents, go viral	Enormalization Encome bornelessness to Harvard	Shutdown keeps families from soldiers' death	Giant hornets kill 42, injure thousands in China	Scarborough: Harry Reid should really be quiet	Sex after 40? Miley Cyrus doesn't think
îdeo	dvativement					
	CONNECTIONS					
		II 0034 / 00:2	,			- All

YuMe – Online Pre-Roll



FY2014 FALL CAMPAIGN ADDED VALUE

Continued support of the 'Pool Rewards program with added value from the media outlets



ADDED VALUE

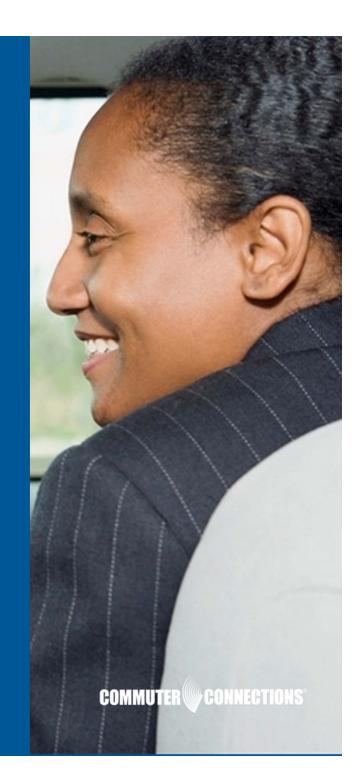
'Pool Rewards:

- 5 :05 live reads per week WLZL and WPGC
- 20 :05 live reads per week, WFMD and WFRE
- 5 :10 live reads per week ESPN
- 12 :10 live reads per week WAFY and WWEG

Rideshare:

- Bonus spots on WFMD, WFRE, WFLS and WTOP
- :10 traffic sponsorships on NBC4.com

Added Value: \$57,733; additional 16.64%



EARNED MEDIA

MEDIA PLACEMENTS:

Sep Terrible Traffic Tuesday Strikes Again September 3

Road Congestion Will Increase with Returning Travelers, Start of School Year

- Sep TPB Weekly Report "State of the Commute" Survey: Mode Choice Depends Largely on Where You Live
- Sep Debates over Transportation Projects Reflect Diversity of D.C. Region's Commuters



FALL GUARANTEED RIDE HOME CAMPAIGN

STRATEGY

- Lead with ridesharing. For those who rideshare, GRH is a safety net.
- Quick and frequent reads by radio personalities during drive time radio for highest effectiveness.
- By signing up for the Guaranteed Ride Home program, you will be safely delivered home from work, in the event you were left stranded.





FALL GUARANTEED RIDE HOME CAMPAIGN

CONTINUE SPRING FY13 CREATIVE

GEOGRAPHIC EMPHASIS ON INNER CORE COMMUTES

CAMPAIGN LIVE: October 7-December 15, 2013

MEDIA:

- Radio (Anchor)
 YUME





FALL GRH CAMPAIGN RADIO & DIGITAL

9 radio stations running creative October 7- December 15, 2013

























RADIO – ENGLISH AND SPANISH :30 GRH ADS

English



Spanish





BANNER ADS





FALL GRH CAMPAIGN CREATIVE



COMMUTER CONNECTIONS

800.745.RIDE

* some restrictions apph

COMMUTER CONNECTIONS

Guaranteed Ride Home^{*}. Register today!

NEVER GET

DANGLING

ON THE JOB

(if you rideshare.)



800.745.RIDE

ome restrictions appl



FY2014 FALL GRH MEDIA CAMPAIGN VALUE ADD

Oct 14- Nov 3, Nov 11-17, Nov 25-Dec 1, Dec 9-15

- :10 GRH and MegaProjects live reads aired on ESPN, WAFY and WWEG
- No charge spots aired on WFMD, WFRE, WFLS, WTOP, ESPN, WBIG, DC101
- ROS Banner Impressions: 300x250 and 728x90 on WBIG and DC101
- 10/14 11/3 GRH messages only. The remaining flights rotated between MegaProjects and GRH.
- Inclusion of Virginia DOT MegaProjects messages with co-branding, added value from the media outlets and construction project updates in the quarterly newsletters.

COMMUTER CONNECTIONS

FALL MEGAPROJECTS VALUE ADD

Radio Live Reads & Banner Ads: Nov 11 - Dec 15

3 Week Total		4 Week Total (includes week of 10/28)		
9x :10 WAFY/WWEG		50x :15 WBIG		
15x :05 WFMD/WFRE		50x :15 WWDC		
3x :05 WPGC				
3x :15 WTOP				
11x :05 ESPN				
Station	Ad server impressions		Ad server clicks	
WBIG		36,192	24	
WWDC	112,430		46	

Total Value Add \$24,015

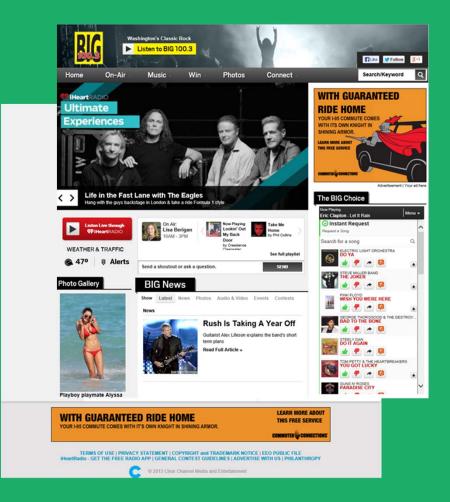


FALL MEGAPROJECTS VALUE ADD





FALL MEGAPROJECTS VALUE ADD





'POOL REWARDS CAMPAIGN

Promoted during Fall Campaign using value add media

:05 and :10 promotional spots on WAFY/WWEG, WFMD/WFRE, WLZL, WPGC , WTOP and ESPN



SPRING RIDESHARE AND GRH SCHEDULE

2013

- Aug Feedback on Plan from Regional TDM Marketing Group (Extranet)
- **Sep** Present conceptual approaches to Regional TDM Marketing Group
- **Oct** Refine and develop approach based on Workgroup feedback
- **Nov** Finalize creative
- **Dec** Produce creative

2014

- Jan Distribute creative to media vendors
- Feb Spring Umbrella Campaign launch
- Mar Rideshare campaign launch
- Apr 'Pool Rewards Street Team events
- May Bike to Work Day May 16



FY2014 SPRING RIDESHARE CONCEPT

Creative Strategy

- Focus on the benefits: save money, time and reduce stress
- Keep creative light and fun
- Consider data and interesting facts





2014 SPRING RIDESHARE CREATIVE

\$600 in savings each year. Average dollars Ridesharing saves *each* Commuter Connections participant.

That's a year's worth of premium coffee!

Rideshare. Wake up and smell the savings.

800.745.RIDE commuterconnections.org

COMMUTER CONNECTIONS





2014 SPRING RIDESHARE CREATIVE



Equal to 20 trips to the moon and back!

11,000,000 miles each year. Combined mileage saved by Commuter Connections participants who Rideshare.

Rideshare. Propel your commute.

800.745.RIDE commuterconnections.org

COMMUTER





DIRECT MAIL – SPRING 2014 RIDESHARE



\$600 in savings each year. Average dollars Ridesharing saves *each* Commuter Connections participant.

That's a year's worth of premium coffee!

COMMUTER CONNECTIONS





POSTAGE WILL BE PAID BY ADDRESSEE

Metropolitan Washington Council of Governments Commuter Connections 777 North Capitol St NE Suite 300 Washington, DC 20077-0637

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FY2014 SPRING GRH CONCEPT

Creative Strategy

- Guaranteed Ride Home is a safety net
- Signing-up supports your ability to rideshare
- Provides peace of mind





DIRECT MAIL - SPRING 2014 GRH

The icing: A free Guaranteed Ride Home.



COMMUTER CONNECTIONS

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL FIRST-CLASS MAIL PERMIT NO. 10532 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

Metropolitan Washington Council of Governments Commuter Connections 777 North Capitol St NE Suite 300 Washington, DC 20077-0637

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EARNED MEDIA STRATEGY

Objective: Add value to marketing initiatives, increasing saturation of messaging through media coverage, and affirming Commuter Connections as the region's resource for information and services that reduce traffic congestion and emissions caused by single occupant vehicles.

Goals

Promote MWCOG/TPB's efforts through the Commuter Connections program to educate commuters, employers, and the public about the economic, environmental, and social benefits of using alternative forms of transportation;

Affirm Commuter Connections as an innovator in transportation alternatives in the region; and

Advance Commuter Connections' leadership as a regional resource for information on transportation related issues.



MEDIA SELECTION PROCESS

Review and analyze

- Marketing Communications Plan
- Previous campaign results
- 3rd party media data from Strata, Scarborough, Arbitron

Calculate

 Reach & frequency of target demographics for each media option

Analyze

Cost/value proposition of each media option

Reality check

Does it make sense?

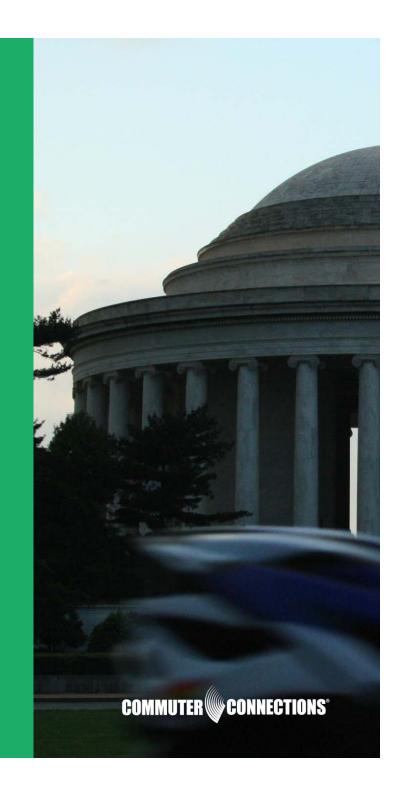
Negotiate

Evaluate best negotiated options

Media purchase

Run campaign

Evaluate results



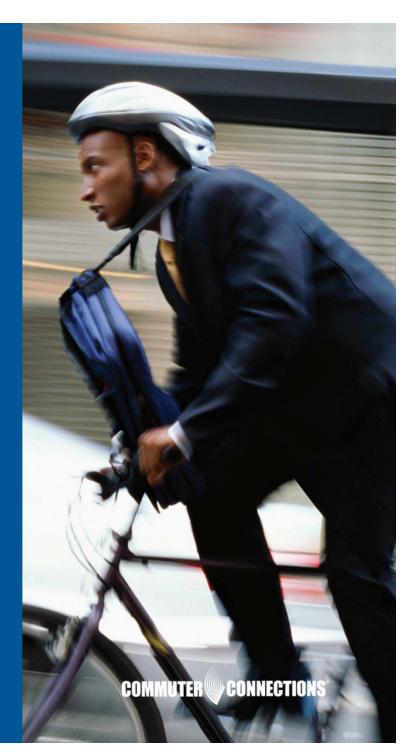
BIKE TO WORK DAY

FRIDAY MAY 16, 2014

Promote Bike to Work Day as an opportunity to consider bicycling as a viable alternate commute mode

Continue to build regional participation

Encourage active engagement, participation, sponsorship by area employers and organizations



BIKE TO WORK DAY

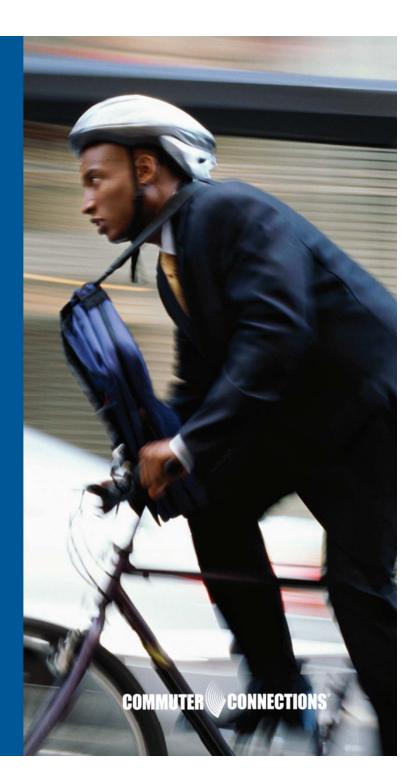
FRIDAY MAY 16, 2014

Sponsorship drive started in October

Sponsors secured to date:

- Gold: Marriott
- Silver: Bike Arlington
- Bronze: Bike and Roll
- Bronze: AAA Mid-Atlantic

Sponsorship drive continues through January



FY2014 17TH ANNUAL EMPLOYER RECOGNITION AWARDS

Engage with regional employers who deliver measurable commuter benefits

Increase recognition level of award and event

- Commuter Connections newsletter coverage
- Email Blast to Employer Database
- Media Outreach Print, Radio, Regional & Trade publications
- Social Media Online and Blogger news, Facebook



EMPLOYER RECOGNITION AWARDS 2014 NOMINATION BROCHURE

What is the Metropolitan Washington Council of Governments?

The Metropolitan Washington Council of Governments (DOIs) is an association of 21 local governments in the District of Columbia, Maryland, and Virginia. CDG's National Capital Region Transportation Planning Board is a forum for addressing transportation challenges that go beyond jurisdictional boundaries. Please visit mercogorg for more info.

Where Commuter Connections comes in the picture

Commuter Connections is a regionwide transportation information, outreach, and service network dedicated to easing the workday commute and reducing the number of single occupancy vehicles. Free information and assistance on services including ridesharing, public transit, televentring, bicycling, park & ride lots, HOV lames, and Guaranteed Ride Home is available for both employers and consumers.

Commuter Connections is supported by the District, Maryland, Virginia, and U.S. Departments of Transportation, with state and federal transportation funds. Please visit commuterconnections.org or call 800.745.RIDE for more info.



About the organizations



Easing the way for what's to follow

Ridesharing, commuting by public transportation, bicycling, walking, or teleworking contribute to less traveled roads. That means smoother, easier, and faster commutes and a reduction in harmful vehicle emissions.

Opening new doors... and getting in

Commuter Connections encourages area businesses and commuters to discover innovative ways to reduce the number of single-occupancy vehicles on the road.

The Commuter Connections Employer Recognition Awards acknowledge employers who initiate or improve programs encouraging commuting alternatives. Companies who implement these programs and services make a difference to their organization, employees, and the community at large.

COMMUTER CONNECTIONS

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PRESORTED FIRST CLASS U.S. POSTAGE U.S. POSTAGE



COMMUTER CONNECTIONS

Apply now. Application inside. 2014: Commuter Connections Employer Recognition Awards.

Get recognized for your efforts at our awards ceremony!

Does your company handle Does your company handle

COMMULES CONNECTIONS.



FY2014 SUMMER AND FALL NEWSLETTERS



RIDEMATCHING SYSTEM GETS A MAKEOVER

As part of an overall effort to fully mobilize Commuter Connections' online commuter services, a completely redesigned website and ridematching software system were launched this fall.

The upgrade was necessizated by the evolution of smart devices and their ubiquity. In order to better serve today's commuters, the Ridematching application had to work on mobile devices as easily as they work on desktop and Japop computers. Through using Response Web Design (ROV), the application will display correctly and to scale on any device, no matter the size of the screen.

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MONTGOMERY COUNTY JOINS THE CAPITAL BIKESHARE NETWORK

In September, Montgomery County joined the growing ranks of bikesharing communities by opening the first bikeshare station, becoming the first county in Maryland to launch a bikesharing initiative.

When completed, Montgomery County's program will have 51 stations with 450 bicycles in Bethesda, Friendship Heights, Silver Spring, Takoma Park, Rockville, Shady Grove, and the Life Sciences Center area.

The program will join the regional Capital Bikeshare network and link Montgomery Courty with bikeshare systems in the District of Columbia, Arlington, and Alexandria, expanding access to Ride On, Metroral, Metrobus, MARC, and MTA bus services.

Bikesharing is proving to be a phenomenal success in the region having recently celebrated its five millionth rider and we have no doubt that Montgomery Coung residents, employees, retail and resaurant partons and other visitors will also be enthusiastic participants," said Montgomery Coung Executive Ris Leggert. Bikeshare is another cost



effective transit option that can help reduce traffic congestion by eliminating the need to drive for short trips. We expect silkeshare to significantly expand opportunities and improve the quality of life for all our residens. And, the special assistance available to the in-income Bikeshare users will make this 24/T transportation option particularly appealing to those who hold multiple jobs or participate in job training programs.⁷ Employee Transportation Coordinator

FEDERAL ETC UPDATES

FORT BELVOIR EMPLOYEES JOIN BIKE TO WORK DAY



Fort Belvoir employees joined Washington area bicyclists to participate in Commuter Connections' 2013 Bike to Work Day (BTWD).

The regional event, organized by Commuter Connections and the saves money.
Washington Area Bicyclis Association, san 1.4.500 participants
leave their cars a thome and rich teir bicyclis to writh. That 'I probably save 540 per
almost 2,000 more than in 2012 and a whole lot more than the
couple of hundred bicyclis that participated in the first Bike to
blike maintenance costs.
Work Bay in 2001.

The domask growth of this event is an indicator that area commuters view bioycling as a viable commute alternative that can fit into their daily routine", aside Nichelas Ramfas, Director of Commuter Connections. "Commuters throughout the metropolitan area erioloxing for ways to make their commute easier and less costly. Bicycling to work is a great option for many."

Fort Belvoir has encouraged more bicycling on post by installing May 16, 2014. 3-foot wide bicycle lanes at several locations in the past year, such as Belvoir Road and Pohick Road.



"I probably save \$40 per month because I don't have to fill up as" said Landgraf who estimated his yearly savings at \$300 after bike maintenance costs.

"I hope that by participating in Bike to Work Day, riders will gain the confidence to continue bicycling to work more regularly" said Nicholas Ramfos, Director of Commuter Connections.

This year's event showcased more than 70 pit stops throughout Virginia, D.C., and Maryland, where participants were treated to snacks, t-shirts, water bottles, and other prizes.

Save the date; the next Bike to Work Day will be held on Friday May 16, 2014.



LOOKING AHEAD FY2014

Winter newsletter

February 2014

- Launch Spring campaign
 Feb Mar 2014
- Launch 'Pool Rewards

Feb - Mar 2014

Bike to Work Day

May 2014

 Employer Recognition Awards June 2014



