## Metropolitan Washington Council of Governments Commuter Connections FY2011 Marketing Activities

Presented by:
Dan O'Donnell
Odonnell Company
March 15, 2011

### Second Half FY2011 Marketing Activities

'Pool Rewards

Winter Newsletter

Spring Umbrella Campaign

Bike to Work Day

**Employer Recognition Awards** 

Campaign extended through March 2011

Spots ran on WTOP's traffic sponsorship package weeks of February 14 and 21.

Message was READ LIVE and aired directly between Traffic and Weather Reports on WTOP!

Total of 35:10s reads per week

### Included on direct mailers

### Save half. Every time you share a ride.

Save money by sharing the cost of your commute! From gasoline to talls to parking, Commuter Connections can help you find someone to reduce your costs, and frustration, of your commute.

### Register today at commuterconnections.org. It's FREE and finding rideshare partners just takes a few easy steps.

Commuter Connections can provide you with a list of potential carpool partners who live near you, work near you, and share similar schedules. For your convenience, there are over 350 Park & Ride Lots suitable as gathering points throughout the Washington metropolitan area, and the vast majority offer free parking.

#### Register for Ridematching or Guaranteed Ride Home:

- To register for either free program simply visit commuterconnections.org to get started. There is absolutely no cost or commitment!
- Once you create an account and sign up for ridematching. you can view and print an instant matchlist of potential carpool/vanpool partners online today. Or to receive your matchlist by mail or smail, simply fill out the application below.
- To join an existing carpool/vanpool or start a new one in your area, just reach out to your list of potential ridematch partners. It's that easy!
- Added Bonus: Get a Guaranteed Ride Home. Once you're in a carpool, varpool or taking public transit, sign up for the Commuter Connections Guaranteed Ride Home Program. it's free!

When you carpool, vanpool, bicycle, walk or take public transi work at least twice a week, you're eligible for our Guarantee Ride Home program\*. So, in the event of an unexpected

\*Same reservation apply. With a minimizar constituting for full participation guide

personal or family emergency or unscheduled overtime, you don't have to worry about being stranded at work. We'll arrange for you to take a free taxi or even rental car up to four times pach year!

Register for our free Ridematching and/or Guaranteed Ride Home programs online today at commutar connections org. Or to receive your matchlist by mail or email, simply fill out the application below. For questions, call 1.800.745.RIDE. You may also try to locate carpool/vanpool partners through our online bulletin board.

By registering with Commuter Connections ridematching. your contact information will be made available to others with compatible commutes. Note: your home address will remain atabase at any time.

### Cash Incentive for Carpools, Limited Time Offer:

Join the "Commute that Pays!" - If you currently drive alone to work and sign up to form or join a new carpool at least two days per week during a three-month period, you may qualify for 'Pool Rewards and earn up to \$130 in cash!"

POOL REWARDS

NO MEMBERSHIP FEES! NO COMMITMET'S! FREE AND EASY SETTICE!

Financial and perfection like along this and tape after prior to the

FOR CARPOOL RIDEMATCHING OR GUARANTEED RIDE HOME TODAY! A and/or 8 and return it today!



Included in newsletter

Ad placed on craigslist in Rideshare section

Notices placed on Commuter Connections bulletin boards



National Capital Region Transportation Planning Board Metropolitan Washington Council of Governments 777 N. Capitol St. NE. Ste. 300 Washington, D.C. 20002-4290

800.745.RIDE commuterconnections.org

For subscription information or to change your mailing address, contact Commutar Connections at 800.745.RIDE

In funded by the Maryland Department of Transportation, the Virginia Department of Transportation, and are artist of Columbia's Department of Transportation, in part, through grown. This program is also funded. In part, drough grants from the littled Scans Department of hampercation and the Technol Higher philos tradion, under SASTRA III.

For Information or to change your malling address, contact Convention Lowerstons as \$500,745,8000, or 202,742,1213 (1000). We have your comments and suggestions. Please send to:

Communer Connections Tallian, são Communer Connections, Mescripolitan Washington Council of Garwinese 777 N Explicit St, NE, See 300 Warringen, D.C. 20002-4239

or e-mail on at mareful same coopers.

Communar Connections © FEERDARY 2011

### GET PAID TO CARPOOL

Given rising gasdine prices, a little extra money can make a difference. That's what makes the 'Pool Rewards program from Commuter Connections a sensible option for commuters currently driving alone towork.

After a successful pilot program last year, 'Pool Rewards continues to focus on encouraging commuters who currently drive alone to try carpooling at least two days a week over a consecutive 90-day period. Eligible commuters can earn up to \$130 in that 90-day period when they start or join a new carpool.

Employees can review program details and register by clicking on the "Pool Rewards" logo at www.commuterconnections.org.

### 'POOL REW⊜RDS



Spring radio value add promotions in March used to promote 'Pool Rewards

- :10s on WRQX, WVRX, WTOP through March
- :15s on WASH, WBIG weeks of March 7 and 21
- Interview taped for WRQX Sunday Spectrum show



### FYII Winter Newsletter

### FEDERAL ETC UPDATES

Employee Transportation Coordinator

Inne 1, Volume 15 Weter 2011

WHAT'S INSIDE

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ORK ENHANCEMENT ACT CALLS FOR AGGRESSIVE ACTION

The Communer Information Source for Maryland, Virginia, and the Obstakt of Columbia



### COMMUTER BENEFITS CHANGES DELAYED

Thanks to decisions made by Congress and the IRS, commuter benefits changes that would have had significant impact on thousands of employers and employees in this region effective January 1, 2011, have been deferred for another year.

Recently passed tax legislation included language extending for another year the maximum allowable employer-provided tax-free transit benefit, up to \$230 per month. Additionally, the bill retained parity between the transit/vanpool and parking portions of the transportation fringe benefit at the \$230/month level. Without the legislation the maximum benefits would have reverted back to \$120 per month on January 1 of this year.

The IRS, which had initially announced rules in 2009 requiring employers to separate transit and parking benefits provided to employees, delayed this requirement to January 1, 2012. The IRS's move provides public transportation agencies with more time to work through the challenging administrative complexities of implementing the mandate.

For its part, the Washington Metropolitan Area Transit Authority plans to phase in the IRS-required changes to Metro's SmartBenefits' program over a several-month period this year. Metro reported in December that it is notifying SmartBenefits' customers and employers about the extension. Visit was wimata.com and click on the SmartBenefits' icon to stay abreast of developments.

"We are extremely grateful to the members of this region's Congressional delegation and other leaders in Congress for taking action to allow SmartBernefits" users to continue to receive the same transit benefits," said Metro Interim General Manager Richard Sarles. This move benefits transit riders directly and ultimately reduces traffic congestion, as people are incentivited to use public transportation."

"The commuter benefit extension and the delay in changes to the SmartBenefits" program are both positives for employers and employees in the region," said Commuter Connections director Nicholas Ramfos. "Maintaining a level playing field between employer-provided parking and transitivanpool benefits supports commuters' common-serse use of mobility options and helps to alleviate traffic congestion."



weather in the Washington Metro area infamously known as 'Snowmageddon' caused closures of government offices, and cost the government \$71 million in lost productivity, according to estimates by the Dffice of Personnel Management (DPM). In these days of instant and constant

ion, this seems unnecessary and excessive. The ught a solution to keep the government operating weather, as well as during natural disasters or encies.

nama and his administration found a solution in and signed into law the "Telework Enhancement" which expands the use of telework opportunities rorkers.

ome sign to thousands of federal employees, the require executive agencies to act quickly.

a meno from John Berry, Director of OPM, each ency is "mandated to designate an employee of is the Telework Managing Officer (TMO) and place within the Office of the Chief Human Capital comparable office with similar functions." Each required to inform OPM of their designated TMD 730, 2010. The Act also calls for each executive agency to, not later than 180 days from the December 9, 2010 signing of the law:

- Establish a policy under which eligible employees of the agency may be authorized to telework;
- Determine the eligibility for all employees of the agency to participate in teleworking; and
- · Notify all employees of their eligibility to telework.

It also states that the head of each agency shall ensure that:

- An interactive telework training program is provided to both eligible employees and their managers;
- The employee must complete the training and enter into a written accepted to televoric and
- Teleworkers and non-teleworkers are treated the same in performance appraisals, training, rewarding, work requirements, and other acts involving managerial discretion.

However, according to the act, an employee is not eligible to telework under the established policy if:

- The employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year; or
- The employee has been officially disciplined for violations of subpart 6 of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography on a Federal Government computer or while performing official Federal Government duties.

According to a press release from Congressman John Sarbanes (D-MD), one of the sponsors of the bill, "a robust telework program will not only improve government operations

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## FYII Creative Development Schedule

Review research and results from recent campaigns	June 2010
Develop Marketing Communications Plan	July 2010
Feedback on Plan from Regional TDM Marketing Group (Extranet)	Aug 2010
Present conceptual approaches to Regional TDM Marketing Grp	Sept 2010
Refine and develop approach based on Workgroup feedback	Oct 2010
Finalize creative	Nov 2010
Produce creative	Dec 2010
Distribute creative to media vendors	Jan 2011
Campaign launch	Feb 2011
Campaign live	Feb-June 2011

### Spring Umbrella Campaign Demographics

### Rideshare

- 25-54 years old (82%), 35-54 years old (63%)
- Caucasian (64%) and African-American (20%)
- \$80,0000+ annual household income (68%)
- Commutes more than 20 miles/30 minutes
- Primarily lives in Virginia (65%) or Maryland (33%); and works in D.C. (49%) or Virginia (34%)
- Works for employers with 100+ employees (71%), work for employers with 1,000 or more employees (41%)
- Works for federal agencies (50%) and private sector (31%)
- Professional (37%), Executive/managerial (30%), and administrative (16%)

### GRH

- 35-54 years old, secondarily 25-54
- Caucasian (65%) and African-American (21%)
- \$60,000+ annual household income
- Commutes more than 30 miles / 45 minutes
- Primarily lives in Virginia (64%) or Maryland (34%)
- Primarily works in D.C (60%) and Virginia (30%)

Source: Commuter Connections 2007 GRH Survey Report

Source: FY09 Applicant Database Annual Placement Survey Report

## Spring Umbrella Campaign

MEDIA	FEB			MARCH				APRIL				MAY						JUN	E	COG TOTALS NET
	14	21	28	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	
Rideshare																				\$72,151
GRH																				\$144,301
'Pool Rewards																				\$11,000
BTWD																				TBD
Radio (Total)																				\$227,452
Television																				\$65,000
Gas Pump Toppers																				\$93,600
Production*																				\$6,435
Internet																				\$40,000
Donated Transit*																				
Total																				\$432,487
GRH Only	GRH/RS											'Po	ool R	ewar						

Bike To Work Day

\* Printing and other non-media expenses only

Rideshare Only

### Spring Umbrella Rideshare Campaign

New creative

Campaign live February - June 2011

Media

- Radio (anchor)
- Gas pump toppers
- Internet banner ads

### Rideshare Radio

### 6 radio stations airing Rideshare spots













### Rideshare Radio Spots

## Save Half – Woman



A commuter requests a rideshare partner to save half the gas, half the money, and half the stress with her.

## Save Half – Man



A commuter likens ridesharing to half time, providing a personal half-time with half the driving, half the stress, and half the costs.

Gas pump toppers to be displayed at 125 stations

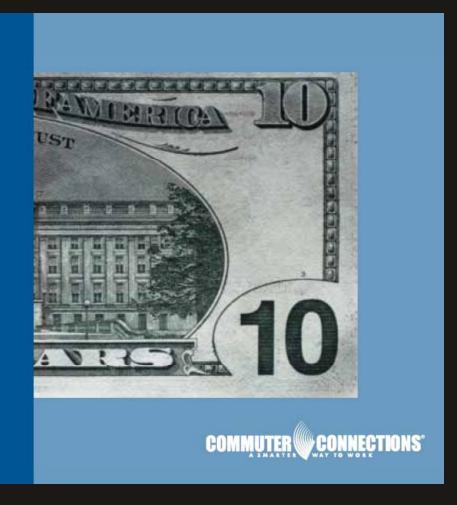
- 15 stations in DC
- 56 stations in MD
- 54 stations in VA

Value add provided by vendor

- Toppers at 8 stations provided as bonus
- · Window clings provided at stations as value add

## SAVE HALF. EVERY TIME. share a ride.

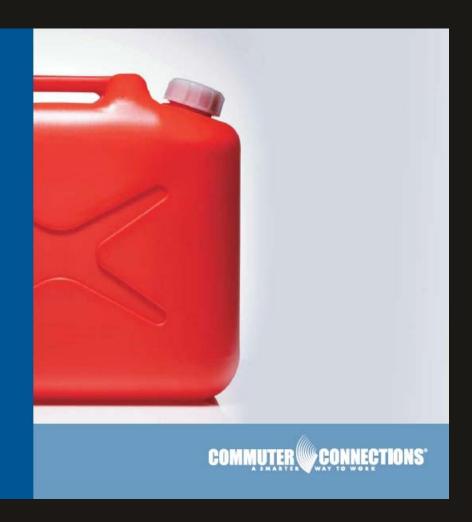
free ridematching services get started at commuterconnections.org





# SAVE HALF. EVERY TIME. share a ride.

free ridematching services get started at commuterconnections.org











- High performance job, weather, and news sites from past campaigns
- Included Realtor.com, more likely to reconsider commute when moving house.







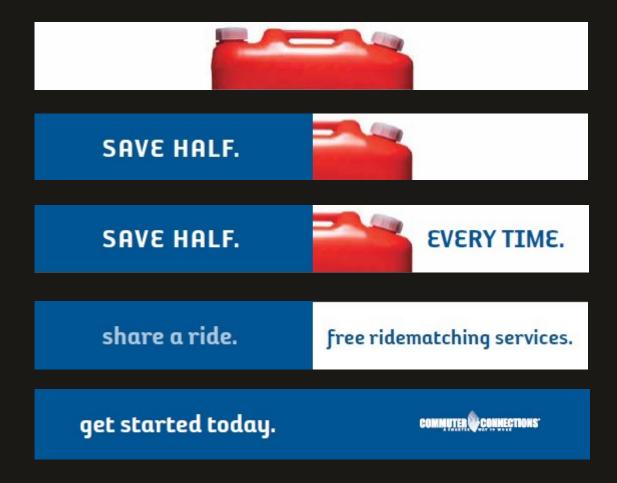






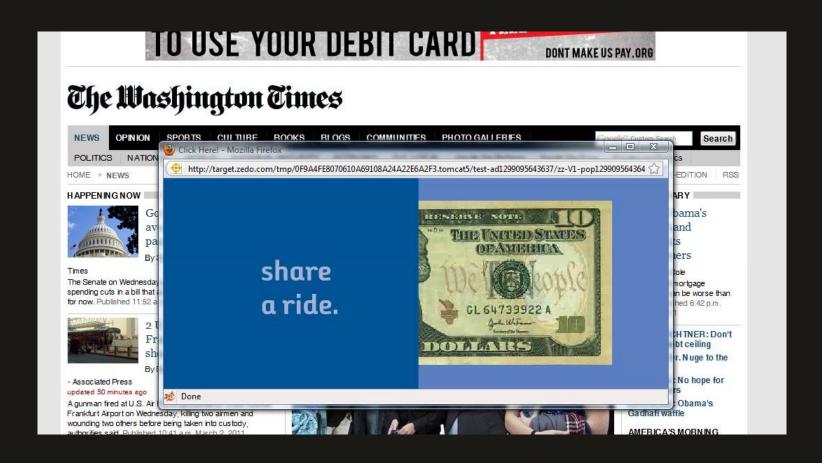












### Spring Umbrella GRH Campaign

New creative

Campaign live February - June 2011

Media

- Radio (anchor)
- Television
- Internet banner ads

### **GRH Radio**

### 6 radio stations airing GRH spots













### **GRH Radio**

### Flip Out - Daycare



A neurotic father worries about the germs his son may be exposed to at daycare and, should his son get sick, how he'll pick him up since he carpools. A level-headed colleague reassures him he has no need to "flip out" since he has a Guaranteed Ride Home with Commuter Connections.

### Flip Out - Work Late



A stressed out commuter moans about the commute but feels resigned to driving alone for fear of not being able to get home should the boss need her to work late. A colleague reassures her that if she rideshares, there's no need to "flip out" since Commuter Connections guarantees her a ride home if her boss requires her to work late.

New commercial being produced using GRH "Don't Flip Out" concept

Commercial to run on Mid-Atlantic Sports Network (MASN)





(Open on people running out of the office...)
Super: 5:00 PM
SFX: swoosh of people running, mild office blgd noise,
Chariots of fire type music throughout

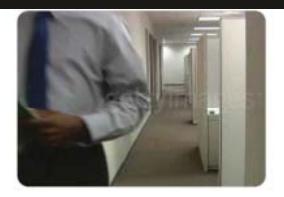








(Cut to man running down aisle, dropping papers and scrambling) SFX: papers shuffling vo: "All I need is..."



(Cut to man making a jump over desk) SFX: swoosh, gasp Amazed Employees: What the?





vo: "Rideshare, but asked to work late?" vo: "No need to flip out." (Super: No need to flip out.)



vo: "Guaranteed Ride Home. We'll get you home. Guaranteed." (Super: Guaranteed Ride Home. We'll get you home. Guaranteed.)



vo: "Guaranteed Ride Home. At commuterconnections.org" (Super: commuterconnections.org)



Nationals Baseball, April-June (Washington, D.C. DMA)

- (55):30s Nationals in-game commercials (one per game)
- (55):30s Nats Xtra pre-game show commercials (one per show)
- (55):30s Nats Xtra post-game show commercials (one per show)
- (55):30s encore game commercials (encore is game rebroadcast)





### Billboards, April-June

 (55) billboards to air in Nats Xtra pre-game show in conjunction with :30s commercial (includes live read and logo on screen)

### Nationals In-Game Feature, April- June

(26) in-game feature sponsorships (2 times per week x 13 weeks on MASN) – "Nationals Upcoming Schedule, presented by Commuter Connections."





### Nationals Pre-Game Show Interview

 A Commuter Connections representative will be interviewed on the Nats Xtra pre-game show on MASN prior to one game.

### MASN Advertising, April- June

 (180):30 commercials to air in MASN programming such as ESPN News, Nationals Classic Games, Orioles Classic Games, sports talk shows, etc. (60 commercials per month x 3 months)

MASNSPORTS.COM Web Advertising, April - June

Commuter Connections will be a high-profile sponsor on masnsports.com through a variety of web banners and ads. As a sponsor, Commuter Connections will receive:

- A minimum of 450,000 guaranteed impressions (150,000 x 3 months)
- Ads to rotate across all sections of the website
- Ad sizes to vary

#### **GRH Banner Ads**

 High performance job, weather, and news sites from past campaigns





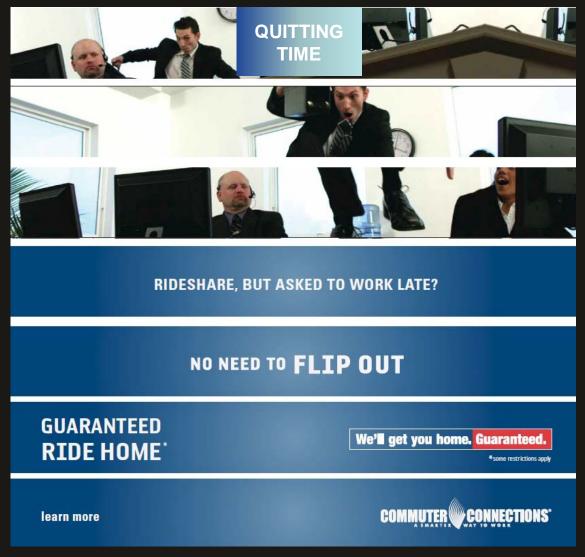




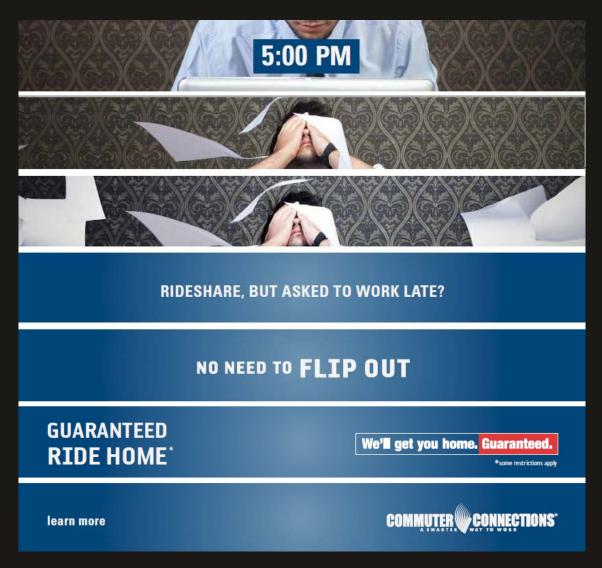


The Washington Times

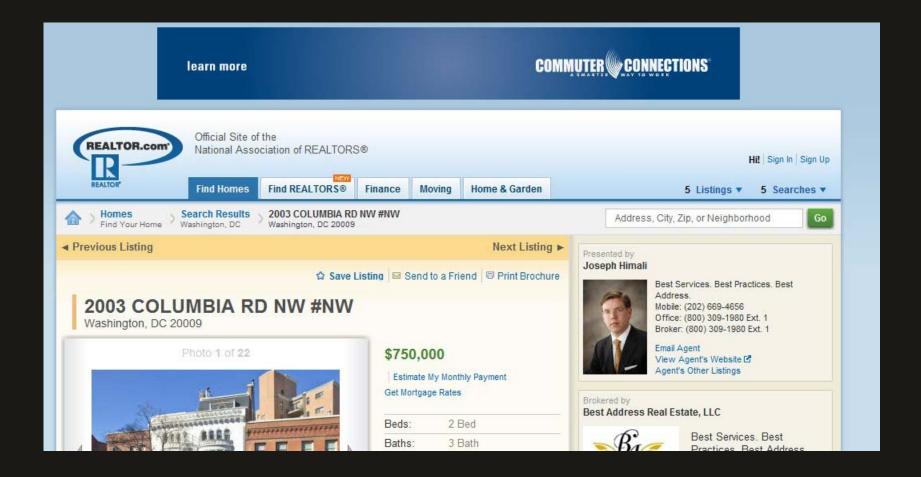
## GRH Banner Ads



#### **GRH Banner Ad**



#### **GRH Banner Ad**





## **GRH Flip Out Promotion**

"Don't Flip Out" co-promotion with Flippin' Pizza

#### Flippin' Pizza locations

- D.C.: Dupont Circle
- MD: Arundel Mills, Bethesda, Silver Spring
- VA: Annandale, Chantilly, Falls Church, Reston



## **GRH Flip Out Promotion**

Post-it notes on pizza boxes

10% discount with GRH card

Approximately 15,000 boxes go out per month

Looking for 2 months distribution, April and June

## GRH Flip Out Post-It Note





## **GRH Flip Out Promotion**

Flippin' Pizza to provide coupons for free pizza for GRH Rewards program

Radio promotion as part of value add with Flippin' Pizza to provide the contest prizes

## Bike to Work Day 2011

#### Marketing and Promotional Materials include:

- Radio
- Poster and rack card
- T-shirt
- Pit stop banners
- Circulator bus cards
- Facebook and Twitter
- Considering print ads



#### BTWD 2011 Poster and Rack Card





## BTWD 2011 T-Shirt



#### BTWD 2011 Banner

#### NoMa

1200 First Street, NE First & M Sts, one block off Met Branch Trail 8:00 am to 9:30 am











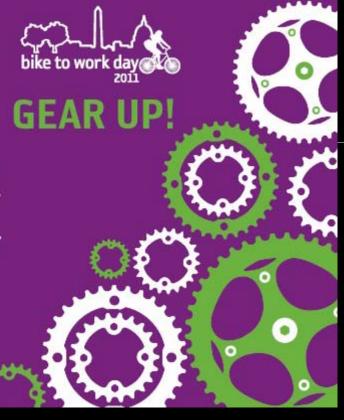




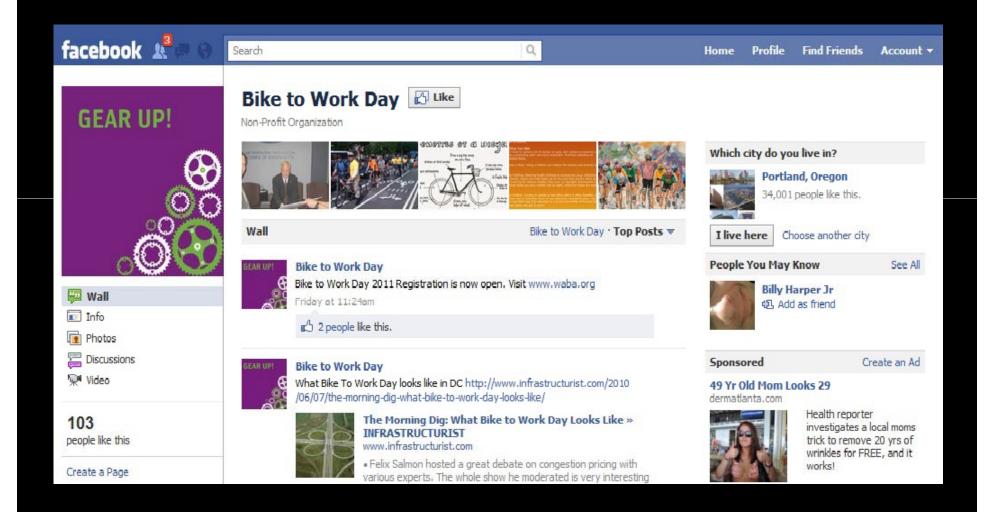


# Bike to Work Day

Register at waba.org or call 202.518.0524



#### BTWD 2011 Facebook



#### BTWD 2011 Twitter





## Employer Recognition Awards

Selection committee meets March 23

Marketing collateral in development includes:

- Invitation
- Awards brochure
- Podium signage
- Winner print ad

Employer Recognition Awards ceremony June 2011

## 2011 Employer Recognition Awards Creative





# Comprint Military Relocation Guide





## Telework Exchange's Spring Town Hall Program





## Questions & Answers

Any questions or comments?