

Metropolitan Washington Council of Governments FY 2014 First Half Marketing Campaign Summary Final Repot March 18, 2014

Introduction

The Commuter Connections' marketing campaign was built on the organization's extensive research and experience. The FY2014 Marketing Communications Plan and Schedule, distributed to network members in September 2013, established the groundwork for FY2014 marketing efforts. The strategy behind the marketing campaign reflects the current state of events for the regions' commuters and builds upon the research and findings of the following reports:

- FY 2012 Commuter Connections Applicant Database Annual Placement Survey Report
- 2011 Commuter Connections Transportation Emission Reduction (TERM) Analysis
 Report
- 2010 State of the Commute Survey Report
- 2010 Commuter Connections Guaranteed Ride Home (GRH) program Survey Report
- 2010 Bike To Work Survey TERM Analysis Report

Research, campaign experience, current economic factors and transportation challenges all contribute to the planned strategy for FY2014, to convert single occupant vehicle (SOV) commuters to alternate transportation by raising awareness of Ridesharing coupled with GRH as a commuter safety net.

The first half of FY2014 Regional Marketing Campaign includes the following:

- The continuation of the spring FY2013 marketing campaign that emphasizes the cost savings of ridesharing and reminds commuters that GRH is a safety net in the event they get left stranded at work due to unscheduled emergencies or directed overtime.
- The extension and promotion of Car Free Days offered an opportunity to explore transportation alternatives over a three day period, not just as a commute option. For the second year in a row, the Washington metropolitan region celebrated Car Free Days,

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over a weekend. Residents across the region were asked to examine and reconsider transportation choices made on a daily basis to go car free or car-lite for up to three days.

- Newsletters that provide a number of articles focusing on various TDM and transportation issues and updates.
- Co-branding with Virginia MegaProjects with online and radio messages.
- A nominations brochure for the Employer Recognition Awards.
- The development of an exciting new umbrella campaign to be launched in February 2014.

About Commuter Connections

Commuter Connections is a regional network of transportation organizations coordinated through the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments (MWCOG). Commuter Connections offers free services to those who work in the Washington metropolitan area. Major services include ridematching for carpools and vanpools, and administration of the GRH program in both Washington and Baltimore. Through its Employer Outreach Representatives, Commuter Connections also helps employers establish commuter benefit programs for their employees, including teleworking.

Organizations represented in the Commuter Connections' Regional Transportation Demand Management (TDM) Marketing Group include:

Arlington County Commuter Services

Annapolis Regional Transportation Management Association (ARTMA)

Bethesda Transportation Solutions (BTS)

City of Alexandria

District Department of Transportation (DDOT)

Dulles Area Transportation Association (DATA)

Fairfax City

Fairfax Connector

Fairfax County Office of Transportation (FDOT)

General Services Administration (GSA)

GW Ride Connect

LINK

Loudoun County Office of Transportation Services

Maryland Department of Transportation (MDOT)

Maryland State Highway Administration Maryland Transit Administration (MTA) Montgomery County Commuter Services Montgomery County Ride On National Institutes of Health (NIH)

North Bethesda Transportation Center (NBTC) Northern Neck Rideshare/PDC Northern Virginia Transportation Commission (NVTC) Potomac and Rappahannock Transportation Commission (PRTC) Prince George's County Department of Transportation Rappahannock Area Development Commission (RADCO) Rappahannock-Rapidan Regional Commission (RRRC) TransIT Services of Frederick County Tri-County Council for Southern Maryland Tysons Partnership Transportation Council (TyTran) Virginia Department of Rail and Public Transportation (VDRPT) Virginia Department of Transportation (VDOT) Virginia Railway Express (VRE) vRide Washington Area Bicyclist Association (WABA) Washington Metropolitan Area Transit Authority (WMATA)

Cornerstones of the Marketing Program

The key services that are featured in the marketing messages are the GRH and Ridematching programs. Both are critical to growing the regional database and making it easier for commuters to find and maintain shared ride arrangements. Other areas included in marketing outreach include transit, bicycling and teleworking.

The objectives of the program are to:

- Create a platform which promotes all network products and services individually while reinforcing the support provided by the umbrella program of Commuter Connections.
- Raise awareness of the Commuter Connections network and position it as the region's primary resource for drive alone alternatives.

- Promote awareness of Ridematching services among commuters and increase applications.
- Promote awareness of the GRH service among commuters and increase applications.
- Use special events such as Car Free Days and Bike to Work Day to encourage commuters to use the occasion to try an alternative form of transportation.
- Recognize employers in the region who promote and encourage the adoption of SOV commute alternatives.

Special Events

Car Free Days

The metropolitan Washington region received 4,188 pledges to "PARK IT" or go Car-Lite on Car Free Day, September 20-22. Registrants pledged to rely less on their cars by riding metro, bicycling, carpooling, vanpooling, walking or teleworking. Car Free Day is recognized internationally, where commuters pledge to leave their car at home for the day, and ride a train, bus, bicycle, subway, telework, or walk to work. People could also go "car lite" by carpooling or vanpooling.



Media Objectives

The campaign raised public awareness of Car Free Days 2013 and challenged drivers to leave their cars home for the day and go car free, or reduce the number of trips taken or carpool and go car-lite. A family-friendly focus was placed on the campaign to ask drivers to consider the same alternative options they make for their weekday commute for their weekend errands.

In addition to paid media of radio and text messaging, posters, bus cards and sides, email blasts, banner ads, social media and an earned media effort were created to bring attention to this event and drive the public to www.carfreemetrodc.org to make a pledge to go car free.

Target market:

All drivers.

Geographic Targeting

Washington D.C. DMA

Car Free Day Budget	MWCOG Cost	Gross Dollars
Radio	\$39,555	\$46,536
Text Messaging	\$400	\$471
Total Budget	\$39,955	\$47,007

Car Free Days Logo and Poster

Previously effective graphics used in prior Car Free Day campaigns were updated and applied again to promote the 2013 event. The visual elements for the campaign were derived from the Car Free Day poster and the updated Car Free Day logo. Messaging requested drivers to "Park It" for the day with a call to action to go car-lite if it wasn't possible to go car free. A parked car was decorated with fun suggestions of what could be done to celebrate the day while leaving the car at home.



PARK IT.



for a whole day or more, September 20-22, 2013



Email Blast

Email blast was sent to ninr parenting listservs, reaching an estimated 2,500 email accounts in the region.

Listservs

Bolling Air Force	Maryland Military Group
Military Deployed Soliders	Maryland Military Men
	VA Military Retiree's
Military Families	Association
Military Women	Virginia Military Spouses
Military Retirees	

Radio

Radio was the primary mode used to inform the public of Car Free Days and to encourage them to pledge to go car free or car-lite for the day. A diverse set of radio stations was selected for the campaign in order to reach the general driving population of the region. Car Free Days aired on the following:

WBIG (100.3 FM, Oldies/Classic Hits) WWDC (DC 101 FM, Classic Rock)
WTOP (News)

WWDC and WBIG provided home page takeovers, with various sized online banners positioned on their web sites for one day each.

WTOP provided 15 total no-charge :60 second spots over the 3-week schedule. A \$1,125 in value that's 4.89% of WTOP's total budget.

A :60 second radio spot was created for Car Free Day to encourage listeners to make the pledge to "uncar" on September 22 by going to www.carfreemetrodc.com.

Car Free Day::60— DREAM

Listeners were urged to get more out of life and spend less of it in traffic. Through the use of restful sound effects contrasted to typical traffic noises, listeners were reminded of what's passing them by as they sit in traffic. They were encouraged to make the pledge to go car free or car-lite September 20-22.

Text Messages

When people pledged at carfreemetrodc.org, they could opt-in to receive text messages about the event. Text messaging was then used to remind people who pledged to encourage their friends, family, and co-workers to pledge to do as well.

Messages were sent on September 8, 14, and 19 to almost 2,750 opted-in cell phone numbers. The messages sent were:

September 16:

Get ready to Park it Sept 20-22 & enjoy a day or more going Car Free or Car-Lite in Metro DC. Get your friends & family to pledge at http://www.carfreemetrodc.org

September 18:

Thanks for pledging to go Car Free for a day or more Sept 20-22. You may win an iPad! Get your friends & family to pledge at http://www.carfreemetrodc.org

September 20:

Today thru Sunday is Car Free Days, ask your neighbors to join pledging at http://www.carfreemetrodc.org for a chance at an iPad and more great prizes!

Transit Signage

Free transit ad space was donated by Arlington County, Fairfax County Connector, Montgomery County Commuter Services and WMATA. Quick Response (QR) codes were placed on interior cards to allow smartphone users to directly connect to the Car Free Day pledge page via the QR code.

- 40 Arlington Bus Cards
- 70 Fairfax Connector Bus Tails
- 50 Montgomery Country Bus Shelters
- 20 Montgomery County Bus Kings
- 10 Montgomery County Jr Bus Kings
- 200 WMATA Bus Cards



Earned Media

Media coverage of CFD was through a collaborative, coordinated media outreach effort with COG's Office of Public Affairs.

A strategic calendar of media releases was designed to build momentum, beginning with a calendar listing one month ahead and continuing with two press releases, each focused on a different benefit of participation and highlighted new features for the 2013 event. The team promoted the following press releases to newspapers, magazines, radio and television stations, and social media:

- Calendar Listing August, 2013; Pledge today for Car Free Days Free Registration is Now Open! announced the event, including regional Patches, goDCgo, Washington Post, and El Tiempo Latino.
- Press Release #1: August, 2013; *Pledge today for Car Free Days Free Registration is Now Open*! announced the availability of online registration for the three-day event.
- Press Release #2: September, 2013; Going Car Free Goes Interactive promoted sponsors and prizes, discussed PARK(ing) Day, and encouraged participants to share their experiences using social media. Also mentioned was Commuter Connections' planned live Twitter chat with Clean Air Partners.

A robust and coordinated media pitchfollowed distribution of each release, with direct contact with media outlets throughout the region. The publicity team secured interviews and placed news stories.

As a result of these efforts, the following took place:

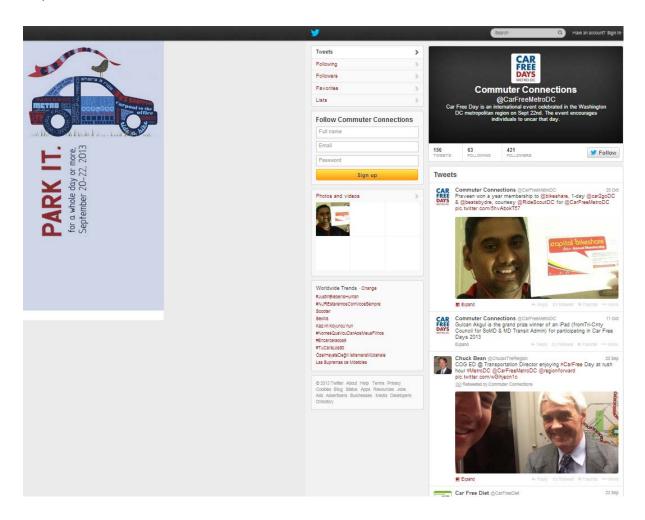
- 73 media placements. See Appendix C, Car Free Days Media Placements for the full listing.
 - Radio interviews with Nicholas Ramfos (Total Traffic; WTOP)
 - 22 Print/Online
 - 49 Social media, including Facebook, Twitter, Instagram
- Coverage through association with RAMW: "Offer a Promotion on Car Free Day, Attract New Customers and Place Your Logo on Car Free Day Website".
- New supporter: Adams Morgan BID ran CFD sponsorship opportunity in its newsletter.
- New supporter: NoMa BID ran "Car Free Days Make the Pledge" article in its newsletter

Social Media

A Car Free Days Facebook page was used to keep friends of the event up to date on activities prior to and following the event. Car Free Days was "liked" by over 3,500 Facebook fans.



Twitter was used to promote Car Free Days activities in the region as well as sponsors. Car Free Days had 406 followers on Twitter.



Prizes

Each person who pledged to go car free or car-lite was entered into a raffle for a chance to win any of the following donated prizes. A press release was sent out about businesses who donated prizes.

- Apple® iPad™—courtesy Tri-County Council for Southern Maryland and Maryland Transit Administration
- \$250 gift certificate, courtesy BicycleSPACE
- Bikeshare annual memberships, courtesy Capital Bikeshare
- **CarSharing** free one day car rental, courtesy car2go
- CarSharing one year membership fee waived, courtesy ZipCar
- Commuter Rail train passes, courtesy Maryland Transit Administration and Virginia Railway Express
- **Restaurant** \$25 gift cards, courtesy Mellow Mushroom of Adams Morgan
- SmarTrip cards loaded with \$25 of fare, courtesy WMATA (Metro)
- Carless Commute package #1 One year membership to Capital BikeShare plus a set of <u>Urbeats headphones</u>, courtesy <u>RideScout</u>
- Carless Commute package #2 One day car2go rental including registration fee (max 150 miles), plus a set of <u>Urbeats headphones</u>, courtesy <u>RideScout</u>
- **Coworking office space** Single open desk at Rosslyn or Dupont locations for month of November, courtesy of UberOffices

Summary

In September, over 4,000 took the pledge to go Car Free or Car-Lite, about a third from each State. The top three jurisdictions were in order: District of Columbia, Montgomery County and Fairfax County.

The breakdown by mode is as follows:
Transit 45%
Walking 23%
Bicycling 18%
Carpool/vanpool 7%
Telework 4%
Other 2%

Half of the people who pledged were already using transportation alternatives The SOV group reduced their driving by 64,488 miles

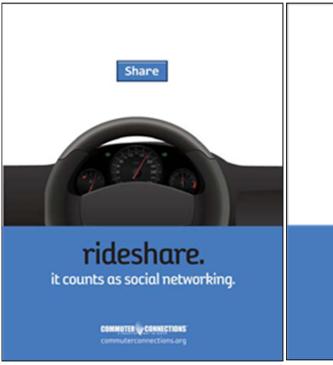
Fall Umbrella Campaign

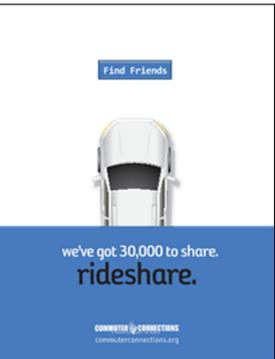
Brand Character

The Commuter Connections network wants to be perceived as a network of organizations working to improve commutes. Through Commuter Connections' online ridematching system, commuters registering for the service will be given direct access to others who are looking to carpool, along with access to commute routes and options. As more people share the ride to work, they collectively affect the region in a positive manner through less traffic congestion and cleaner air.

Messaging Strategy

The first half of the FY2014 campaign built on the messaging strategy started in the spring of 2013 to promote ridesharing as a an option with real savings with the added benefit of real conversation. Messaging for the ads touched on the benefits of getting back to the things that we value most – what's real, such as conversations with real people, real relaxation, and real savings.





Campaign creative was developed to highlight the contrast between the ever-increasing pressure and chaos caused by new technologies and media platforms with the calm relaxation of sharing a ride. For Guaranteed Ride Home, the first half of the FY2014 campaign promotes GRH as a "safety net" for your commute, elevating ridesharing to a no-risk commute alternative.

Live :15s and :30s radio reads and online banner ads, reinforce the message that in case of emergency or a need to stay late at work arises, GRH provides a guaranteed way to get home, so you're not left dangling.



Media Objectives: Rideshare

The campaign to promote the Ridematching program used a mix of traditional approaches to maintain awareness among commuters and increase applications. Geographic emphasis was placed on middle and outer ring commuters. For long distance commuters with fewer public transit stations available, ridesharing is an ideal option.

Target market (from FY2012 Commuter Connections Applicant Database Annual Placement Survey Report):

- 25-64 years old (82%)
- Caucasian (69%) and African-American (17%)
- \$80,000+ annual household income (71%)
- Commute of more than 20 miles/30 minutes
- Live in Virginia (60%) or Maryland (36%); work in D.C. (57%) or Virginia (27%)
- Work for employers with 100+ employees (81%), with 1000+ employees (46%)
- Work for federal agencies (67%) and private sector (20%)

Geographic Targeting

Washington D.C. DMA

Rideshare Fall Budget	MWCOG Cost	Gross Dollars
Radio	\$217,008	\$235,303
Television	\$51,000	\$ 60,000
Pandora Web &	\$22,000	\$22,000
YuMe Banner Ads	\$25,000	\$25,000
Total Budget	\$315,007	\$342,303

Media Objectives: Guaranteed Ride Home

The GRH campaign focused on generating interest in transportation alternatives by SOV drivers who are self-deterred from switching modes, due to concerns about being stranded at work during an emergency or illness. Secondarily the GRH marketing aims to reinforce to people currently using alternatives that the program is available to support continued use of such modes.

Target market (from 2010 Commuter Connections Guaranteed Ride Home (GRH) program Survey Report):

- 35-54 years old (88%)
- Caucasian (68%) and African-American (20%)
- \$80,000+ annual household income (80%), \$120,000+ annual household income (50%)
- Commute of more than 30 miles/45 minutes
- Live in Virginia (65%) or Maryland (32%) or District of Columbia (1%), with a special emphasis on Prince William (17%) and Fairfax Counties (13%); work in D.C (63%), Maryland (11%) and Virginia (26%)

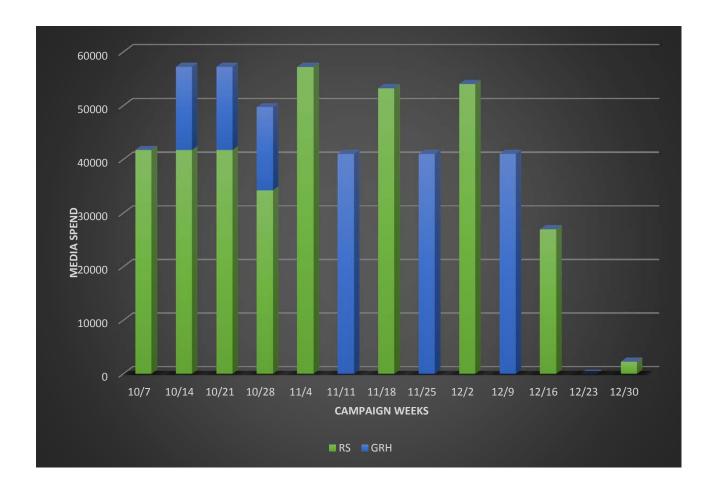
Geographic Targeting

Washington D.C. DMA

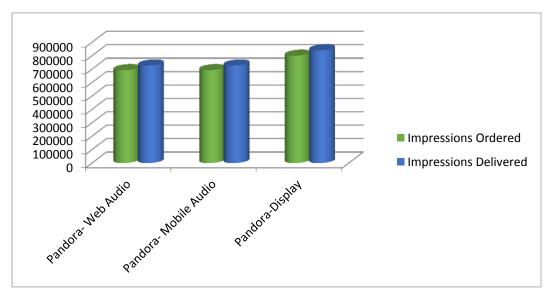
GRH Fall Budget	MWCOG	Gross
	Cost	Dollars
Radio	\$131,410	\$154,600
YuMe Banner Ads	\$7,693	\$9,051
Total Budget	\$139,103	\$163,651

Fall Media Campaigns

The Fall Umbrella campaign, promoting Ridesharing and GRH, started at the beginning of October 2013 and ran through December. Radio was the anchor media with spots running continuously for ten weeks. Television, online banner ads and audio/mobile/tablet ads rounded out the campaign.



Campaign Final Results – October 7-November 7, 2013



Clicks recorded:

547 from Mobile Web audio banner ads

13,867 from Mobile audio Banner ads

10,064 from Mobile display banner everywhere

YuMe Campaign Results to date – October 7-November 11, 2013

YuMe	Contracted Impressions	YuMe Imp/TD	Clicks	75% Views	100% Views	Companion banner Imp/TD	Companion banner clicks/TD	CTR	AVCR
Pre-roll-RS	256,410	132,890	1,343	98,278	91,322	23,857	6	1.01%	82%
Pre-roll-GRH		3,156	5	2,500	2,336	630		0.16%	85%
Mobile pre-roll-									
RS	259,740	129,902	1,148	86,016	80,926			0.88%	72%
Mobile pre-roll-									
GRH		3,093	26	2,423	2,200			0.84%	82%
Pre-roll 35-64-									
RS	1,071,429	530,003	4,094	406,196	375,379	88,632	44	0.77%	84%
Pre-roll 35-64-					·				
GRH		13,111	30	10,573	9,924	2,559		0.23%	87%

Value Add Promotions

In addition to paid media spots, over \$98,600, an additional 22%, was negotiated in no charge promotional media value. The value add provided by the radio stations, Pandora and YuMe, during the fall 2014 campaign was split promoting Rideshare, GRH, 'Pool Rewards, MWCOG new Website (25%) and Virginia DOT messaging (25%). Five, ten and fifteen second promotional spots ran on radio stations in addition to rotating Rideshare, GRH and Megaprojects banner ads on the websites for WBIG, DC101 and autofill on Pandora and YuMe.

Listeners were reminded of the cost-saving benefits of ridesharing through no charge spots and reduced rates provided by WFMD, WFRE, WFLS, WTOP, ESPN, WBIG and DC101. NBC4 married :05 Commuter Connections tags to :10 traffic reports for the television campaign.



http://youtu.be/XIJp3G352HU

Ridematching and GRH Campaigns

Radio was the anchor medium for the Rideshare and GRH umbrella campaigns during fall 2014. The focus was on exurb stations and D.C. news, sports and rock stations. Support messaging aired on TV during Rideshare weeks and alternative media to reach mobile, internet and tablet users. Both campaigns also reached out to Spanish-speaking commuters with spots running on powerhouse station El Zol. The campaigns ran on the following media outlets:

Rideshare and GRH media outlets:

- WAFY/WWEG* (103/106.9 AC/Classic Hits)
- WPGC* (95.5 Urban AC)
- WFLS*(93.3 Country)
- WFRE* (99.9 Country)
- WFMD* (930AM News Talk)
- WTOP**(103.5 News)
- WLZL* El Zol (107.9 Spanish)
- NBC4* (ABC News 7)
- Pandora Radio*
- YuMe Premium Network*
- YuMe Mobile/Tablet*
- ESPN (980 Sports)
- WBIG (100.3 Classic Rock)
- WWDC (DC101,101.1, Rock Alternative)

Note: October 7 – November 3, 2013, Rideshare and GRH were airing simultaneously with GRH starting a week later than Rideshare. Those * above were originally airing only the Rideshare message with the exception of WTOP. WTOP was airing both Rideshare and GRH messages this year. Starting November 4th, the campaign messages were split up by weeks. All media outlets (except NBC4 which aired only RS spots) began alternating message weeks starting with Rideshare messages and banner ads the week of 11/4 and continuing with the weeks of 11/18, 12/2, and 12/16. GRH messages aired the weeks of 11/11, 11/25, and 12/9.

Radio

The following spots promoted the Ridematching program this fall:

Ridesharing: :30 - "Rideshare for Real 1" English

SFX: Marimba iPhone sounds, Blackberry sounds Incoming email, typing on keyboard "You have 5 messages" (repeat/overlap)

Announcer: Is this what your day sounds like? Mak a different connection. Through ridesharing. Sfx: Car door closing. Audible sigh of relief.

The kind that involves Real Friends. Real Conversation, and oh yeah. Real Savings. Rideshare through Commuter Connections. At Commuter Connections.org

Ridesharing: :30 "Rideshare for Real 1" Spanish

Sonido de Marimba del iPhone, sonidos de la Blackberry, correo entrando en el buzón de entrada. Escribiendo sobre el eclado.

Tienes 5 mensajes

¿Es así como se ve tu día? Has una conexión diferente. Compartiendo tu viaje (Sonido: puerta del auto/carro cerrándose y que se eschuche suspiro de alivio)

Con amigos de verdad. Conversacion verdadera

iY claro!...ahorros de verdad.

Comparte el viaje con Commuter Connections, en commuterconnections.org

Commuter Connections te facilita conexión garuita con personas ques pueden compartir

el viaje contigo en el área metropolitana de Washington

Registrate en commuterconnections punto org o llama al 1-800-745-7433

Ridesharing: :30 "Rideshare for Real 2" English

Person 1: Pin it, tag it, friend it, follow it, like it, tweet it, link it, text me, mail me, save me!

Announcer: You do it all day: link, connect, friend, follow. You find people who share your interests and you share your ideas, work, or sometimes just a laugh...

Why not share your ride? Extend your social network. Find real people, real conversations, and real savings. With over 15,000 commuters looking to share the ride, Commuter Connections can get you started, and it's free! Visit Commuter Connections dot org or call 800-745-RIDE.

The following spots promoted GRH this fall:

Guaranteed Ride Home: live :15 Dangling 1"

Left dangling after sharing a ride into work? Get a Guaranteed Ride Home in case of emergency. Visit commuterconnections.org to register for the Guaranteed Ride Home program or call 800-745-RIDE. Some restrictions apply.

Guaranteed Ride Home: live :15 Dangling 2"

Get home with the Guaranteed Ride Home program if you rideshare and are left dangling at work. Sign up at commuterconnections.org. That's Commuter Connections dot org or call 800-745-RIDE. Some restrictions may apply.

Guaranteed Ride Home: live :15 Dangling 3"

Don't be left dangling. If you rideshare, you can get an emergency ride home through the Guaranteed Ride Home program. Sign up at commuterconnections.org or call 800-745-RIDE. Some restrictions apply.

Guaranteed Ride Home: live :30 reads Dangling 4

Hello? Hello? Anybody there? Helloooo... Don't be left dangling at work! If you rideshare with regularity, you're eligible for a free Guaranteed Ride Home through Commuter Connections if an emergency or unscheduled overtime occurs. Sign up for free at commuterconnections.org, that's commuter connections.org or call 800-745-RIDE. You'll never be left again...dangling... (Hello?) Guaranteed... Ride. Home. At commuterconnections.org

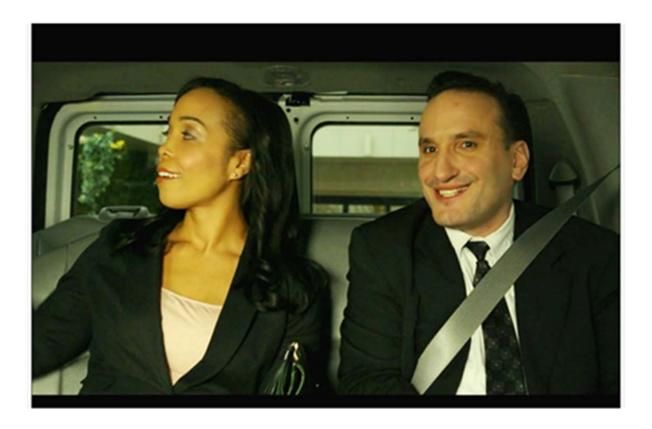
Guaranteed Ride Home: recorded :30 Spanish Dangling

¿Hola? ¿Hola? ¿Hay alguien ahí? ¡No te quedes varado en el trabajo! Si compartes tu viaje regularmente pero se produce una emergencia o tienes que trabajar tiempo extra, puedes calificar para recibir un viaje a casa gratis y garantizado, a través de Commuter

Television - Rideshare

A television commercial reinforced the radio spots with a depiction of tension building technology distractions throughout the day, and then showing the relief/relaxation upon entering the carpool for the commute home with a personable rideshare partner.

The commercial ran on NBC4.



Internet & Mobile/Tablet Advertising

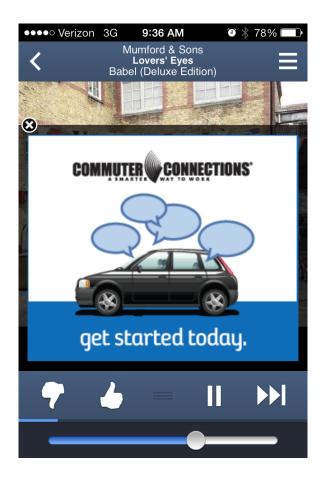
A new approach in the fall umbrella campaign was to include Pandora and YuMe as alternatives to the standard Run-of Site internet used in the past. Pandora offered Commuter Connections the flexibility to target audio ads by age, male/female and county. For the first four weeks of the fall campaign, Pandora ran :30 audio web and mobile friendly ads for the Rideshare campaign that encouraged users to click on the follow up banner. YuMe was able to geotarget/behavioral-target a :30 Rideshare pre-roll video and companion banner to a segment of the region's audience that combined vehicle owners with full-time employees in an attempt to find the audiences that are most likely interested in carpooling. While Pandora promoted the Ridematching program, YuMe promoted both Ridematching and GRH for the fall campaign. The sites selected were the following:

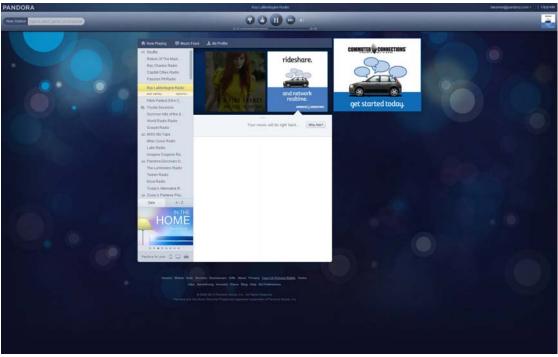
- Pandora Web and Mobile audio, Mobile Display
- YuMe Interactive pre-roll (A35-64, vehicle owners & Full-time employees)
- YuMe Companion Banners (A35-64, vehicle owners & Full-time employees)

Ad sizes include leaderboard (728x90) and medium rectangle (300x250). Pandora ads ran for four weeks and YuMe ran twelve weeks, with performance monitored throughout the campaign. As needed, ad placements were modified during the campaign to optimize performance.

The ads used the Rideshare and GRH visuals with a call to action to visit commuterconnections.org.

Pandora – Audio Web & Mobile Banners





YuMe - Online Pre-Roll



Direct Mail

This first element of FY2014's spring campaign was delivered to 400,000 households within the metropolitan Washington region in December. The mailers promoted the Ridematching and GRH programs and reminded residents that they may be eligible to participate in 'Pool Rewards. Recipients were households within the COG footprint, ages 25-64 with annual incomes above \$75,000. Mailers include a postage paid reply mechanism containing a Ridematching and GRH application form. Commuters are also encouraged to go online to commuterconnections.org. Additional information on other options such as transit, SmartCard, bicycling, telework, HOV Lanes etc. could also be requested. Total Cost including printing, mailing list purchase and postage was \$89,691.

Rideshare Mailer







Employer Recognition Awards

The Commuter Connections Employer Recognition Awards program recognizes employers who voluntarily initiate worksite commute programs to assist their employees. Winners and nominees will be honored at an awards ceremony in June 2014. A nomination brochure for the 2014 awards was developed and distributed during the first week of December. The application form was also made available electronically at www.commuterconnections.org.



Bike to Work Day Sponsorship Drive

Commuter Connections began its annual sponsorship drive in October 2013 for the 2014 Bike to Work Day. Letters and phone calls were sent to past sponsors and prospective sponsors. Several sponsors were secured in the first half of FY 2014 including Marriott at the gold level; Bike Arlington at the silver level; and AAA Mid-Atlantic, Bike and Roll, Crystal City BID, and Potomac Pedalers at the bronze level, for a grand total of \$15,000. Sponsorship drive is open until the end of January 2014.



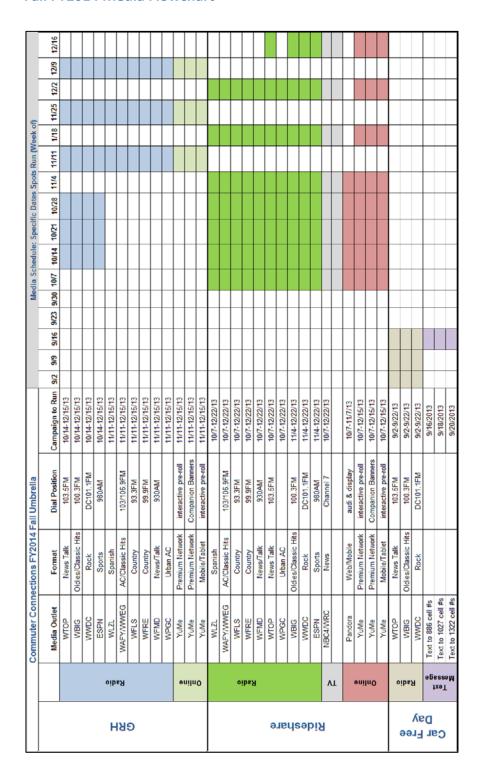
Commuter Connections Newsletter and Federal ETC Insert

Summer and fall editions of the Commuter Connections Newsletter were produced during the first half of FY2014. The six page 4-color newsletter was distributed to approximately 7,000 employers and stakeholders. It was also placed in .pdf form on the Commuter Connections web site. Newsletters with a Black & White federal ETC insert were also distributed in PDF form to the federal Employee Transportation Coordinators via GSA and placed online at www.federaletc.org.



Appendix A

Fall FY2014 Media Flowchart



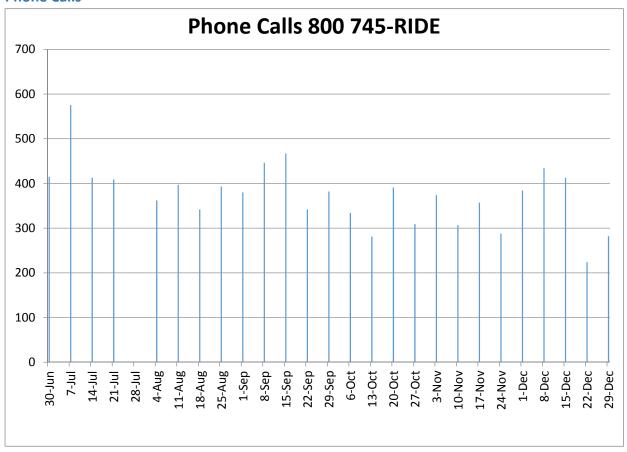
Appendix B

Web Visits

Month	FY 2013 Web Visits	FY 2014 Web Visits	+/-	+/- %
	1100 11010	77 62 715165	.,	., ,,
July	8,622	9,492	870	10.1%
August	9,299	9,057	(242)	-2.6%
September	12,855	9,359	(3,496)	-27.2%
October	12,550	3,907	(8,643)	-68.9%
November	13,515	6,343	(7,172)	-53.1%
December	10,709	5,822	(4,887)	-45.6%

67,550 43,980 (23,570) -34.89%

Phone Calls



Rideshare Applications

Month	Rideshare FY 2013 Applications	Rideshare FY 2014 Applications	Change	%
July	1,672	1,101	-571	-34.2%
August	1,053	769	-284	-27.0%
September	880	623	-257	-29.2%
October	851	774	-77	-9.0%
November	978	793	-185	-18.9%
December	835	552	-283	-33.9%

6,269 4,612 (1,657) -26.4%

GRH Applications

Month	GRH FY 2013 Applications	GRH FY 2014 Applications	Change	%
July	899	1,024	125	13.9%
August	1,520	1,141	-379	-24.9%
September	851	942	91	10.7%
October	1,232	864	-368	-29.9%
November	863	747	-116	-13.4%
December	823	716	-107	-13.0%

6,188 5,434 (754) -12.2%

Appendix C

Car Free Day Media Placements

Radio			2
Outlet	Contact	Date	Title
Total Traffic	Tom Roberts	9/22/2013	Car Free Days
WTOP 103.5 FM	Ari Ashe	9/20/2013	Car Free Weekend kicks off Friday

*Total Traffic – Tom Roberts Distributed to 20 affiliate stations:
(WAVA 105.1 FM, WBQB 101.5 FM, WFLS 93.3 FM, WFVA 1230 AM, WHUR 96.3 FM, WIAD 94.7 FM, WINC 92.5 FM, WJFK 106.7 FM, WKYS 93.9 FM, WLZL 99.1 FM, WMAL 630 AM, WMMJ 102.3 FM, WPGC 95.5 FM, WPRS 104.1 FM, WTOP 103.5 FM, WYCB 1340 AM)

Print/Online			21
Outlet	Contact	Date	Title
Frederick News Post	Jen Bondeson	9/22/2013	City Notes: A surprise in the streets
Georgetown Patch	Shaun Courtney		Georgetown Businesses Swap Parking for Parks
Georgetown raten	Shadir Courtiley	9/20/2013	<u>Friday</u>
WAMU 88.5 FM	Armando Trull	9/20/2013	D.C. Parking Spots Become Real Parks For A Day
GU Wellness		9/19/2013	GUEST POST: CAR FREE DAY
The Neighborhoods of			
EYA		9/19/2013	Park It: Car Free Days September 20th – 22nd
NoMA News		9/19/2013	Picnic in a Park(ing) Spot with NoMa
Bike and Roll DC	Bethany		
BIRC dild Noil BC	Dawson	9/16/2013	<u>Car Free Days in DC</u>
Georgetown Patch	Greg Hambrick		Park(ing) Day: D.C. Parking Spaces Will Be
Georgetown Patch	Greg Hambrick	9/15/2013	<u>Handed Over for Park Use</u>
UMBC News	Karly Trinite	9/13/2013	Celebrate World Car Free Day
ActioNet		9/13/2013	ActioNet Participates in Car Free Days
Ecowomen	D. Robbins	9/9/2013	Car Free, Care Free: How to Get Around in DC
Region Forward			Annual Car Free Day Event to Span Weekend of
Region Forward		9/5/2013	<u>Sept. 20-22</u>
The District of Columbia			District of Columbia to Participate in PARK(ing)
The District of Columbia		9/4/2013	Day
The Free Lance-Star	Scott Shenk	9/2/2013	<u>Drivers Brace for "Terrible Tuesday"</u>
Go Montgomery		8/30/2013	Celebrate Car Free Days DC on September 20 to

			<u>22</u>
Alexandria News			<u>Terrible Traffic Tuesday Strikes Again September</u>
Alexandria News		8/30/2013	<u>3</u>
Frederick News Post	Kelsi Loos	8/19/2013	Car-free Days registration opens
Southern Maryland News			
Net		8/10/2013	Pledge Today for Car Free Days
goDCgo			Car Free Days is here again!
AOBA			Encourage Your Tenants to Participate in Car Free
AOBA			Days!
Arlington Transportation			
Partners			Car-Free Days 2013

Social Me	dia		49
Outlet	Contact	Date	Title
Twitter	CarFreeMetroDC		https://twitter.com/CarFreeMetroDC
Facebook	ART - Arlington Transit	9/23/2013	Did you participate in Car Free Day yesterday? Tell us here on our Facebook page how you went car free and where you went, and we'll put you in a drawing for a chance to get a Capital Bikeshare branded pannier or a Give Love Cycle bag.
Twitter	Council of Govts	9/22/2013	Enjoy this #CarFreeMetroDC Sunday! Pledge to go car free by 5pm and win fabulous prizes! http://ow.ly/p3V5f
Twitter	Car Free Diet	9/22/2013	It's #Carfree Day! Bike, walk or take transit to get around. Let us know how it goes on our FB page http://ow.ly/oZVts #CarFreeMetroDC
Facebook	Georgetown University Office of Sustainability	9/20/2013	CarFree Day(s) in DC! It's Car Free Day(s) in DC! Think bike, bus, metro, and walking are great ways to get around? Like this post through Sunday for a chance to win a FREE bike helmet or FREE GU water bottle! Prizes courtesy of GU Office of Sustainability and our friends at GUWellness: Mind, Body, Soul
Facebook	ART - Arlington Transit	9/20/2013	Sunday, Sept. 22 is Car Free Day. Post your story or photo on our Facebook page telling us how you went car free and where you went, and you're in a drawing for a chance to get a Capital Bikeshare branded pannier or a Give Love Cycle bag.

Twitter	Chuck Bean	9/20/2013	MWCOG ED @ Transportation Director enjoying
			#CarFree Day at rush hour #MetroDC @CarFreeMetroDC
			@regionforward pic.twitter.com/wGlhjecn1c
Twitter		0/20/2012	Pledge to go car free in #MetroDC today & enter to win
	Council of Govts	9/20/2013	prizes, all while saving you money & stress!
			@CarFreeMetroDC http://ow.ly/p3V5f
Twitter	NCPD	9/20/2013	Approximately 90% of NCPC staff walk, bike, or take
			public transportation to work. #CarFreeMetroDC
	sustainablegu	9/20/2013	#carfreeday(s) continue thru Sunday in #metrodc! Like
Instagram			out #carfree posts here, @sustainablegu, @guwellness
			or at facebook.com/sustainablegu for a chance to win a
			free #drinklocal water bottle or a free #bike helmet!
			Join GU Sustainability and @guwellness on Healy Lawn
Instagram	sustainablegu	9/20/2013	this morning for #carfreeday and you could win a #bike
			helmet or snazzy #sustainability water bottle!!
			You like prizes, right? Sure you do! Take the Car Free
F b l		0/40/2042	Days Pledge, and you'll be automatically entered to win
Facebook	goDCgo	9/19/2013	one of many fabulous prizes, like an iPad or \$250 gift
			certificate fromBicycleSPACE!
	Ride Scout DC	- / - /	Get there with @RideScout! #CarFreeMetroDC RT
Twitter		9/19/2013	@wcp: All your evening plans http://bit.ly/1a7dOMY
	Capital Bike Share	9/19/2013	MT @goDCgo >3,500 DC region residents have taken the
Twitter			#CarFreeMetroDC Pledge. Come on DC-we can do better
			than that! http://bit.ly/r6Jb9J
	goDCgo		No station closings for #Metro for #CarFreeMetroDC
Twitter		9/19/2013	weekend. Some service adjustments on Red & Orange
			lines: http://gdcg.co/1eUNFXN
	Bike Arlington		It's about time you had a serious talk about your
Twitter		9/19/2013	relationship, with your car
			http://bit.ly/1gDqeOi #CarFreeMetroDC #CarFreeDay
	Capital Bike Share	9/19/2013	Visit our parklet tomorrow for Park(ing) Day! Kick off
Twitter			#CarFreeDays & celebrate our 3rd Birthday. 700 F St
			NW. RT for chance to win prizes!
	ART Alert	9/18/2013	Going #carfree this weekend? Tell us your story on our
Facebook			FB page & be entered to win a bike bag.
			http://ow.ly/oZVQH #CarFreeMetroDC
Twitter	goDCgo	9/18/2013	@CleanAirPartner Thanks to you for providing all the
			great information! #CarFreeMetroDC
Twitter	Clean Air Partners		@CarFreeMetroDC Here's the link to the Air Quality
		9/18/2013	Index. http://bit.ly/gADJli #CarFreeMetroDC
		1	mach http://bit.iy/ghbsii #call recivietiobe

Twitter	DC Circulator	9/18/2013	And don't forget to work a \$1 ride on Circulator into your Car Free Days! #CarFreeMetroDC
Twitter	Brett Jones	9/18/2013	I'm RTing from a bus! (Plz dont) try THAT in a car. RT @BCasey: Who's pledging for Car-Free-Days? http://ow.ly/oZDdU #CarFreeMetroDC
Twitter	Capital Bike Share	9/18/2013	RT @DCBAC .@CarFreeMetroDC @goDCgo @ZipcarDC Don't forget that @bikeshare is also a good option! #CarFreeMetroDC
Twitter	Zanna Worzella	9/18/2013	I can definitely attest to being happier with bike and transit options in #Arlington http://bit.ly/18STGgm #CarFreeMetroDC
Twitter	goDCgo	9/18/2013	If you need help learning how to get around DC w/out a car, try our interactive map: http://gdcg.co/16F4LmF #carfreemetrodc
Twitter	Clean Air Partners	9/18/2013	In the greater Metro Balt-Wash region more than 500K adults & 190K children have asthma and are impacted by poor air quality #CarFreeMetroDC
Twitter	Clean Air Partners	9/18/2013	Each year cars and trucks travel more than 38Billion miles on roads, accounting for 30-40% of the ozone-causing pollutants #CarFreeMetroDC
Twitter	goDCgo	9/18/2013	RT @CarFreeMetroDC #Fri, #Sat & #Sun are Car Free Days in Metro #DC #CarFreeMetroDC http://bit.ly/1emG2s3
Twitter	goDCgo	9/18/2013	Join us now for twitter chat w/ Commuter Connections & @CleanAirPartner about Car Free Days! Follow hashtag #CarFreeMetroDC @CarFreeMetroDC
Twitter	Arlington Environment	9/18/2013	#carfreedays are almost here. Are you planning to go car free or car lite Sept 20-22? http://bit.ly/16t8HXt
Twitter	Desiree French	9/18/2013	Miniature #parks in metered parking spaces? c/o Park(ing) Day, Fri., 9/20. http://parkingday.org #PublicSpace #GreenSpace #CarFreeDays
Facebook	ART - Arlington Transit	9/17/2013	Car Free Day is Sunday, Sept. 22. Post your story or photo on our FB page on Sept. 22 telling us how you went car free and where you went, and you're in a drawing for a chance to get a Capital Bikeshare branded pannier or a Give Love Cycle bag.
Twitter	Ride Scout DC	9/17/2013	Heard of #CarFreeMetroDC? Join us in choosing not to drive this weekend! (plus win some awesome prizes) http://bit.ly/18t2CXI

Facebook	goDCgo	9/16/2013	Kick off Car Free Days 2013 by visiting all the "parklets" in DC on Park(ing) Day. On Sept. 20, numerous organizations and businesses will turn parkingspaces into mini-parks!
Facebook	goDCgo	9/16/2013	We're "revved up" for Car Free Days!September 20 – 22 marks Car Free Days in the DC Metro region. Join @CarFreeMetroDC on Wednesday September 18 from 2 - 3 p.m. to get revved up for Car Free Days! We'll have local experts responding to your questions and providing you with useful tips and incentives, whether you plan to go Car–Lite or Car Free. Follow @CarFreeMetroDC on Twitter for more details.
Twitter	Colleen Morgan	9/16/2013	RT @NRDC: Put down the keys, step away from the vehicle http://flip.it/5Mygq #transit #transportation. #carfreedays
Twitter	Arlington Environment	9/14/2013	Got your bike gear ready or transit routes mapped for #carfreedays and #trytransitweek? http://bit.ly/16t8HXt
Facebook	goDCgo	9/12/2013	Take the pledge for Car Free Days 2013 by September 18 and get a coupon for 2 slices and a drink from Flippin' Pizza to use 9/20-9/22.
Twitter	DC Circulator	9/10/2013	MT @goDCgo Have you taken the #CarFreeDays pledge yet? You've got 3 days to participate this year! http://gdcg.co/194PH0V @CarFreeMetroDC
Facebook	goDCgo	9/4/2013	DC will participate in annual Park(ing) Day on September 20! Sponsor a "parklet" by creating a mini-park out of a parking space. Applications are due to the District Department of Transportation by this Wednesday, September 11.
Twitter	Andy Palanisamy	9/4/2013	#CarFreeDays 2013 is set for Sept 20-22 in the Wash #DC region. Pledge today! http://bit.ly/14gD4ld @CarFreeMetroDC (via @NatCapRegTPB)
Facebook	goDCgo	9/3/2013	We're celebrating Car Free Days this year with another awesome giveaway! Tell us how you'll get around car free or car-lite September 20-22 for a chance to win free \$250 in free groceries from Relay Foods, free annual memberships to Capital Bikeshare, dinner for 2 at Jaleo and much, much more! Click here to enter:http://godcgo.com/car-free-day-giveaway.aspx

Twitter	goDCgo	9/3/2013	We're celebrating #CarFreeDays again this year w/ a great giveaway! Free groceries, @bikeshare memberships & more! http://gdcg.co/QuVC3o
Twitter	NatlCapitalRegionTPB	9/3/2013	"Park it. For a whole day or more." #CarFreeDays 2013 coming up Sept 20-22. Pledge today! http://bit.ly/14gD4ld @CarFreeMetroDC
Twitter	goDCgo	8/30/2013	Have you taken the #CarFreeDays pledge yet? You've got three whole days to participate this year! http://gdcg.co/194PH0V @CarFreeMetroDC
Twitter	DC Circulator	8/30/2013	MT @goDCgo Have you taken the #CarFreeDays pledge yet? You've got 3 days to participate this year! http://gdcg.co/194PH0V @CarFreeMetroDC
Twitter	goDCgo	8/30/2013	Have you taken the #CarFreeDays pledge yet? You've got three whole days to participate this year! http://gdcg.co/194PH0V @CarFreeMetroDC
Twitter	goDCgo	8/20/2013	Pledge to drive less Sept. 20-22 & you could win prizes like a \$250 gift certificate to @BicycleSPACE! #carfreedays http://gdcg.co/14z4s8A
Twitter	The Tower Companies	8/21/2013	#PARKIT! Can you go without your car for an entire weekend? Participate in #CommuterConnections #CarFree Days 9/20-22 http://www.carfreemetrodc.com