COMMUTER CONNECTIONS REGIONAL TDM MARKETING GROUP

FY2015 MARKETING ACTIVITY

Dan O'Donnell

March 17, 2015



PROGRAM OBJECTIVES

- Convert single occupant vehicle commuters to alternate modes
- Encourage continued use of alternative modes
- Reduce vehicle trips and miles
- Reduce traffic congestion and improve air quality

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COMMUTER CONNECTIONS

INITIATIVES

- Ridesharing
- Guaranteed Ride Home
- Pool Rewards
- Bike to Work Day
- Employer Recognition Awards
- Newsletter
- Stakeholder Interviews
- Car Free Day



SPRING SCHEDULE

- JAN Art Production and Media Placement
- FEB Rideshare Campaign Launches
- FEB Winter Newsletter Distributed
- MAR GRH Campaign Launches
- APR Bike to Work Day Promotion
- MAY 'Pool Rewards Promotion
- JUN Employer Recognition Awards Event









TRENDS & ENVIRONMENT

- Gas prices down
- Natural resistance to change
- Paid ridesharing apps
- Perceived depersonalization of "ridesharing"

CREATIVE STRATEGIES

- Focus on quality of life
- Differentiate as trusted, reliable
- Differentiate as public benefit vs. for profit
- Make it relatable



rideshare

SPRING CREATIVE





rideshare

MEDIA CONSUMPTION

Radio is the best drive-time media

 Every week, Radio reaches 91% of adults who engage in 10 or more eco-friendly activities on a regular basis. ¹

1 Scarborough USA+ 2013 Release 2 (August 2012-September 2013)

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COMMUTER

MEDIA STRATEGIES

- Drive time radio talk to them while they're traveling to work
- Awareness building through promotions & partnerships
- Snipes and Squeezebacks
- Live reads and celebrity endorsements trusted personalities
- Leverage partners social media and continue to build our own
- Streaming audio





PROMOTIONS

- Celebrity promotion
- Positive commuting story radio promotion
- Carpool Reward giveaway promotion
- English & Spanish radio roundtable discussions



FY15 SPRING MEDIA BUDGET RIDESHARE

\$136,000
\$ 90,000
\$ 50,000
\$ 10,000
\$286,000

Added Value: Direct Mail:

* Estimate

\$ (36,000) \$ (45,000)*



rideshare

SPRING RIDESHARE RADIO

:30 English radio spots (2)



:30 Spanish radio spots (2)





COMMUTER

Flight dates: 2.23 - 6.15

rideshare

SPRING RIDESHARE TV

FREE RIDESHARING SERVICES **RIDESHARE**.



COMMUTER CONNECTIONS commuterconnections.org 800.745.7433

WJLA Squeezeback

ride happy

Comcast Snipe

Flight dates: 2.23 - 6.15





SPRING RIDESHARE DIGITAL ADS

Division D Dynamic ad units served across smart phones, tablets, and desktops.

Popunder, geotargeting to VA, MD, & DC

Baltimore Sun & Daily Press

Web & mobile leaderboards and cubes

Washington Times

Web leaderboards and cubes

Flight dates: 3.1 – 5.31





SPRING RIDESHARE VALUE ADD



Billboard & ticker messages during Caps & Wizards games

Added value from the media outlets including:

- :05 & :10 radio reads
- Homepage takeover
- Banner ads
- E-newsletter promotion
- Snipes, billboards & ticker messaging on Comcast SportsNet Baltimore feed



Guaranteed Ride Home



STRATEGIES

- Be clear and concise
- Focus on benefit of registering
- Integrate with promotions where possible





CREATIVE STRATEGIES

- "Just in case" so it's there when you need it
- Bring forward what it is not when you use it
- Prominent call to action





SPRING CREATIVE



JUST IN CASE.

A Free Ride Home For Those Who Rideshare REGISTER NOW FOR GUARANTEED RIDE HOME

commuterconnections.org 800.745.RIDE

ne restrictions appl

COMMUTER CONNECTIONS



JUST IN CASE.

A Free Ride Home For Those Who Rideshare REGISTER NOW FOR GUARANTEED RIDE HOME

commuterconnections.org 800.745.RIDE COMMUTER CONNECTIONS

• some restrictions apply



SPRING GRH MEDIA

:30 radio spots (2)



:15 live reads



Flight dates: 3.2 – 6.22



FY15 SPRING MEDIA BUDGET NET \$

Radio

Added Value:

Direct Mail:

* Estimate

\$ (14,900)

\$190,302

\$ (45,000)*

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guaranteed ride home



netro

SPRING GRH PROMOTIONS

Promotion: What do you do "Just In Case"

iHeart Group will promote GRH through the mobile iHeart App.

Participants will be sent to the CC Facebook page, a registration splash page, or back to an iHeart station page where the station will secure prizes for those who register to win by "filling in what you bring just in case of an emergency".

An additional digital campaign will be run at no additional charge





DONATED TRANSIT SPACE

GRH transit space is being solicited







spring 2015

DONATED PRINT SPACE



JUST IN CASE.

A Free Ride Home For Those Who Rideshare **REGISTER NOW FOR GUARANTEED RIDE HOME** COMMUTER CONNECTIONS

800.745.RIDE | commuterconnections.org

GRH DATA Newspaper Ad

JUST IN CASE.

A Free Ride Home For Those Who Ride the Commuter Train **REGISTER NOW FOR GUARANTEED RIDE HOME**

commuterconnections.org 800.745.RIDE

* some restrictions apply

COMMUTER WCONNECTIONS

VRE Newspaper Ad



OUTREACH

Stephen Finafrock,

Chances are you have employees commuting to and from work via carpool, vanpool, bicycle, transit, or on foot at least twice a week. All are eligible to register and get free rides home in the event of a personal or family illness, unscheduled overtime or an unexpected emergency! We want you to know about the Guaranteed Ride Home (<u>GRH</u>) program, and to share this valuable free benefit with your employees.

GRH is available through the Metropolitan Washington Council of Government's <u>Commuter</u> <u>Connections</u> program. Online registration is simple and easy. MWCOG employees who are registered with GRH may use the program up to four times per year.

To help us spread the word about this free commuter benefit, we've attached a short explanation of the GRH program with a link to the Commuter Connections website. Please consider including this helpful information in your upcoming employee communications, such as newsletters, your Intranet, email or other announcements.

A copy of suggested text is below, complete with a hyperlinked Guaranteed Ride Home graphic for your use!

Please contact us if you have any questions at 800-745-RIDE or ridematching@mwcog.org.

COMMUTER CONNECTIONS

Commuters Can Register for Free Rides Home Just in Case

If you carpool, vanpool, bike, walk, or take transit to work at least twice per week in the Washington or Baltimore metro areas, you can qualify for free rides through the Guaranteed Ride Home (GRH) program when life's "surprises" arise, such as a personal or family illness, unscheduled overtime, or other unexpected emergencies. The GRH program is free of charge; but to get this great benefit you must register with Commuter Connections, the Metropolitan Washington regions' most trusted name in commuter alternatives for more than 40 years.

Registration is fast, confidential, and simple online at <u>Commuter Connections</u>. Once complete, you can take advantage of GRH up to four times per year. Knowing there's a free guaranteed ride home just in case of an emergency, makes it easier than ever to use alternative commuting options with peace of mind.

1) Logo with Link to GRH website





EARNED MEDIA

OBJECTIVES

- Expand on paid media campaign
- Increase messaging impressions through earned media

STRATEGY

- Position the network as key resource for commuter information
- Promote economical, environmental, and social benefits
- Affirm Commuter Connections as an innovator in transportation alternatives





MEDIA SELECTION PROCESS

Analyze research results

Calculate reach & frequency

Analyze cost/value proposition of each media option

Reality check

Negotiate

Media purchase

Launch

Measure/Evaluate results





MEDIA SELECTION PROCESS

African American Commuting Ranker – Adults 25-54

Station	Format	% of Station
WIHT-FM	Тор 40	46.6%
WTOP-FM	News Talk	33.1%
WTEM-AM(ESPN)	Sports	29.5%
WASH-FM	AC	26.6%
WBIG-FM	Oldies/Classic Hits	20.6%

Source: Washington, DC (Metro Survey Area); Scarborough RS 2014: Sept13-Aug14; Metro; M-Su 6a-12m; P 25-54 Black; Qualitative Criteria used: Spent 30 minutes or more traveling to work one way









social media

SOCIAL MEDIA

OBJECTIVES Have a continued presence Connect activities with measurable outcomes





social media

KIRK COUSINS/CELEBRITY PROMOTION

RESULTS

- 281,038 impressions on Facebook and Twitter (including Comcast SportsNet (CSN) Mid-Atlantic and CSN Redskins)
- 123% increase in Commuter Connections Facebook likes from beginning to end of promotion (302 to 674 likes)





BIKE TO WORK DAY

RESULTS

- 237 social media mentions were counted on Facebook, Twitter, Flickr and YouTube, including a tweet from the US Secretary of Transportation Anthony Foxx
- 110% increase in social media mentions (2014 vs 2013)
- 72 blogs covered the 2014 event



LOOKING AHEAD

Develop media interest by reaching out early to key bloggers

- Send complimentary Bike to Work t-shirts and new reveals such as color and material choices to top bloggers to build momentum pre-event
- Develop outreach package (email and fact sheet including sponsors, raffle prizes, posters, etc.)







STAKEHOLDER RESEARCH FY2015



QUANTITATIVE RESEARCH

General population of men & women 18-65 living in the Commuter Connections service area.

QUALITATIVE RESEARCH

3 Sessions scheduled, one each in Virginia, Maryland, & DC. Audiences included Commuter Connections Network members and funding organizations in DC, Maryland, and Virginia.



FINDINGS

Benefits:

- Regional coordination is valuable and beneficial
- CC brand lends credibility to local efforts

Recommendations:

- Increase idea sharing between network members
- More coordination & consistency between jurisdictions will help all areas





FINDINGS

Guaranteed Ride Home and 'Pool Rewards:

Seen as valuable benefits to attract people into the rideshare program

Recommendations:

Create a rack card or simple fold-over business card with brief info





COMMUTER FINDINGS: PREVIOUS ADS OBSERVATIONS

Reaction to Ridesharing ads:

- Concept understanding 70+%
- Highest understanding correlated to highest interest in learning more

Reaction to Guaranteed Ride Home ads:

- Concept understanding 80+%
- Highest understanding correlated to highest interest in learning more
- Liked ads that used plain English & had minimal cautionary language





COMMUTER FINDINGS

- Social media, web, radio, and TV are the preferred means of learning more about commuting.
- They prefer to communicate with each other primarily through email, text, mobile phone, and social.
- Meet audience where they are and make it easy for them to click and/or share.
- The more the audience understands the message, the more likely they were to want to know more.
- After reviewing the ads in the survey, over half were somewhat or very interested in learning more about the options.
- It appears a large audience percentage teleworks at least part-time. How do we better engage this audience and get them to try other parttime options.





PARTICIPANTS – IN-PERSON INTERVIEWS

Tiera Harris, Brand Marketing Specialist, goDCgo

Michelle Golden, Senior Marketing Manager, Montgomery County Commuter Services

Kathryn Nicholson, PRTC

Nate Graham, goDCgo

Maggie Awad, Marketing Manager, Arlington Transportation Partners

Jesse Kafka, Marketing Specialist, vRide

Adrienne Moretz, Community Relations Manager, TransIT Services of Frederick County

Mark Sofman, Program Specialist II, Montgomery County Commuter Services

Traci McPhail, Marketing Manager, North Bethesda Transportation Center

Gabriel Ortiz, TDM Coordinator, City of Alexandria



PARTICIPANTS - ONLINE

All regions were represented,

- Washington D.C. 13.04%,
- Maryland 47.83%
- Virginia 39.13%.

Both men and women were represented with a skew towards women – reflective of our target

All respondents were employed and commuted to work.

Age groups were reflective or our target audience.









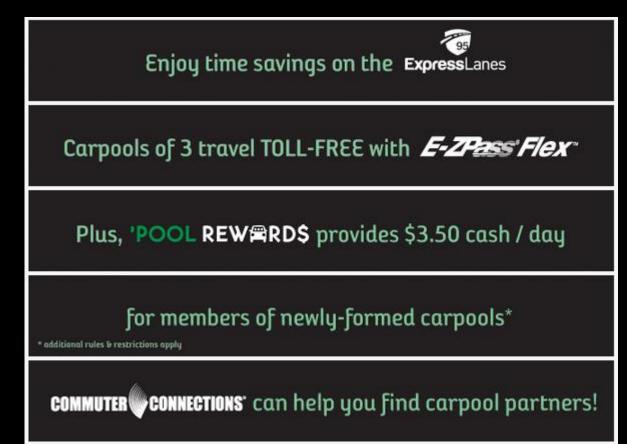
'POOL REWARDS – SPRING

OBJECTIVES Promote 'Pool Rewards benefits/encourage registration Use new & traditional media to promote





'POOL REWARDS – GWRIDECONNECT





'POOL REWARDS – PROPOSED MEDIA BUDGET

Proposed Media:

Radio

TV/Cable

Facebook Ads





Bike to Work Day



BIKE TO WORK DAY Friday May 15, 2015

STRATEGY Promote bicycling as a viable alternate commute mode

Build regional participation

Engage employers and organizations





2015 SPONSORS



COMMUTER CONNECTIONS

CONFIRMED SPONSORS

\$47,100 Cash Sponsorship total In-Kind Sponsorship total

Grand Total

\$10,945 \$58,045





POSTER













RACK CARD



www.BIKETOWORKMETRODC.org or call 800.745.7433

Pre-Register by May 8 for free T-shirt* and bike raffle!

FREE FOOD, BEVERAGES and GIVEAWAYS at all LOCATIONS

Over 75 Bike to Work Day pit stops located in D.C., Maryland and Virginia

Visit www.biketoworkmetrodc.org for specific pit stop locations and times.

*T-shirts available at pit stops to first 14,000 registrants.



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COMMUTER CONNECTIONS

PIT STOP BANNER





WEBSITE



Bike to Work Day

On Friday May 15, 2015 Commuter Connections and the Washington Area Bicyclist Association invite you to join over 10,000 area commuters for a celebration of bicycling as a clean, fun, and healthy way to get to work. Attend one of 79 pit stops throughout D.C., Maryland, and Virginia to receive refreshments, and be entered into a raffle for bicycles being given away.





Pit Stops

Seventy nine pit stops will host Bike to Work Day events throughout D.C., Maryland and Virginia. Take a break at a pit stop on your way to work for lots of food, fun and prizes. Register now, it's free! There are also a few pit stops open for your afternoon commute back. Read More...

Commuter Convoys

Bicycle commuter convoys are forming now for Bike to Work Day on May 15th. All bicyclists are welcome to join the free convoys and there's no need to sign up. Convoys are led by experienced bicycle commuters. Read More.

Find a Ride Buddy

Use the Washington Area Bike Forum to find a ride buddy for Bike to Work Day, or join an online discussion about bicycling in the Washington, D.C. area. Read More...

Event Poster

A PDF of the new Bike to Work Day 2015 event poster will be avaiable in March 2015. Click here to download last year's poster

Sponsors

Bike to Work Day organizers wish to thank our generous sponsors who help make this regional event possible. Please visit our sponsor page and find out more about these great organizations. Read More...

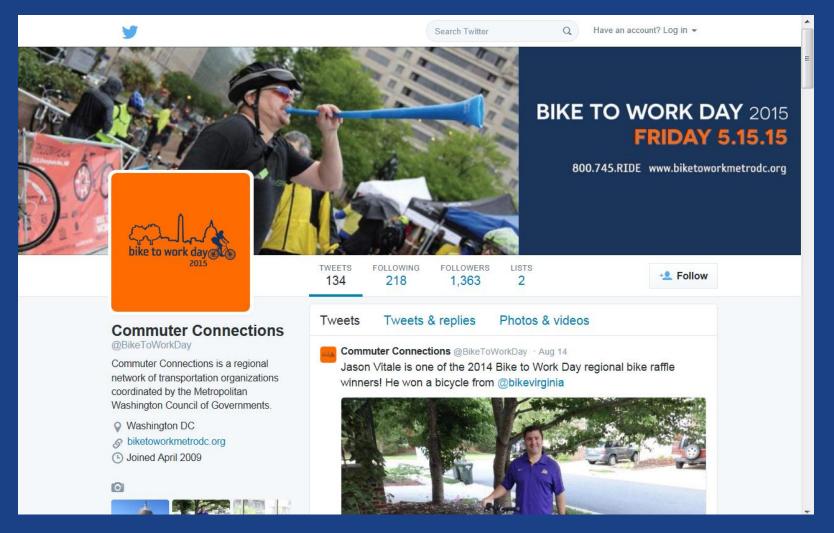
Increase Bicycling Skills

WABA's adult bicyclist education opportunities are available throughout the Washington region for a wide range of skill sets, from beginners to advanced. There are also seminars for commuting to work. Read More ...



SOCIAL MEDIA

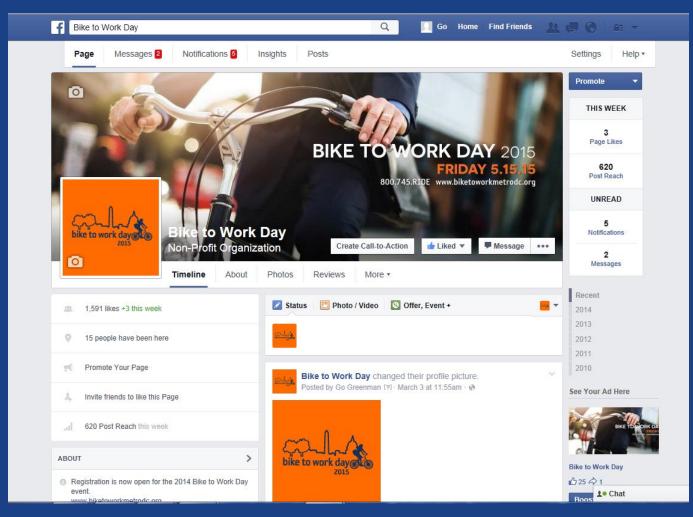






SOCIAL MEDIA

facebook.





TREAD A WAY NONE HAVE TROD BEFORE - WILLIAM BUTLER YEATS

Employer Recognition Awards





2015 EMPLOYER RECOGNITION AWARDS

STRATEGY

Recognize employers who deliver measurable commuter benefits

- Newsletter Story
- Email blast
- Paid & Earned media
- Social Media

Help winners leverage recognition

Employer Winner Kit





SCHEDULE

- JAN Nomination period
- MAR Selection Committee Meets
- APR Marketing Material Development
- MAY Media Coordination
- JUN Ceremony & Print Ad









NEWSLETTER

STRATEGY

- Leverage infographics from State of the Commute
- Publish quarterly
- New digital version being developed





NEWSLETTER

FEDERAL ETC UPDATES

Issue 1, Valuere 2015 WHAT'S INSIDE COMMUTER CONNECTIONS'
4 Bio Rester Charged to Save Sher Live Commutes: 2015 files to Work Days A 2015 files to Work Days and the District of Columbia
4 Commutes: ConEcriment 5 CONTINUES: ConEcriment 6 Contractes: Value Pricing 7 Partia gifts 6 HOW Columbia

HOW RIDESOURCING SERVICES FIT INTO THE TRANSPORTATION LANDSCAPE

There has been an abundance of news coverage regarding Transportation Network Companies (TNCs) such as Uber, lyft, Sidecar and many others, who offer ridesourcing services. lyft markets itself as 'your friend with a car', and rival Uber promotes themselves as 'your on-demand private driver."

These recently emerged companies offer a new twist on the well-established taxicab industry, long embedded into the transportation landscape. In fact, the first taxicab company began in New York City over a century ago.

TNCs not only work similar to taxicab companies, in essence, they work exactly like them; the main distinction is technology. Rides do not start with the hailing of a cab or by speaking over the phone to a dispatcher; rather rides are enabled through smartphones and computers. When a ride is needed, customers use an app or go online to make the arrangement. Shortly thereafter a paid driver pulls up and takes the passenger to their destination. The transaction is paid via credit card stored electronically.

Concerning to Commuter Connections, and other non-profit organizations that promote traditional ridesharing, is the misuse of the term "ridesharing" for companies like Uber. For all intents and purposes, these companies are essentially high-tech taxicab services. It's less like ridesharing, and more like ridesourcing. The term "ridesharing" has traditionally been associated with informal, not-for-profit carpooling; an unregulated practice. Ridesharing, by definition is an informal arrangement between private citizens to share a ride in a personal vehicle (typically in a recurring fashion for commuting purposes), in order to reduce overall cost and/or time. Commonly, those who rideshare take turns as drivers.





Critics claim that these new Transportation Network Companies gained unfair advantages by disassociating themselves from the taxicab industry in order to avoid insurance and licensing fees required of the regulated cab industry. Taxicab Associations cried foul, asserting that TNCs did not have to play by the same rules and carry the equivalent financial burdens. Continued on page 2 ansportation Coordinator

DRK WEEK: MISSION ACCOMPLISHED

ork Exchange's National Telework Week saw an cipants as more than 153,000 federal workers, employees in the nonprofit and private sectors, two days, more than four times the

rk Week pledger saved an average of 4.5 hours and costs for the week and avoided a 45 mile round

varticipants saved a total of \$14,042,766, reduced ds of emissions, and could save \$702,138,306 if or a year.

keek, federal employees alone saved more than \$13 million commuting miles, saved more than 8,000 and gained more than 71,600 hours. According ange.com, if all eligible federal employees rage of two days per week, collectively agencies lion per year.

aight year, Telework Week, received an influx of s following a late winter storm, but its continued d the growing influence of the mobile employee splace, according to Mobile Work Exchange.

ork Week's first official year, which drew 39,000 nofficial, more humble beginnings saw just a few kers in government take the pledge. Mobile Work Exchange (MWE) congratulates the federal government on its significant strides forward in telework and workplace flexibility since the Telework Enhancement Act was signed into law five years aga. Although telework continues to be an important issue in government, in light of major program, MWE no longer feels in necessary to hoat a National Telework Week. MWE will continue to work with government agencies to understand the emerging telework landscape and to build out new programs to address community needs and requirements.

Mobile Work Exchange is a public-private partnership focused on demonstrating the value of mobility and telework, and serving the emerging educational and communication requirements of the federal mobile/telework community. For more information, visit www.mobileworkexchange.com.



Winter newsletter



LOOKING AHEAD

- Spring Campaign
- Bike to Work Day Campaign
- 'Pool Rewards
- Spring newsletter
- Employer Recognition Awards

Feb - June 2015 Apr – May 2015 May 2015 May 2015 June 2015

