

Metropolitan Washington Council of Governments

FY24 First Half
Marketing Campaign Summary
Draft Report

Regional TDM Marketing Group

December 19, 2023

FY24 First Half Marketing Campaign Summary

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Executive Summary

Overview

This document summarizes FY24 marketing activity by Commuter Connections occurring between July and December 2023.

Today more employees in the region continue to work from home than before the pandemic. Despite an August 2023 push from the White House for federal employees to return to the office, thus far, unions representing those workers continue to embrace remote work. Those who are required to commute to the workplace are choosing SOV over other forms of travel, such as transit. Additionally, researchers comparing travel data from cellphone users found that the average travel time had increased 20% to 35 minutes for commuters in the region.

Some forms of alternative commuting however, are seeing significant gains. A new report from the North American Bikeshare & Scootershare Association shows riders took 157 million trips in 2022.² Nearly two-thirds (64%) of riders reported using shared micromobility for first and last-mile connections to/from transit.

Ridesharing & GRH Fall Campaigns

Rideshare has numerous benefits and the ability to form a small circle of familiar riders resonates with many. The State of the Commute (SOC) 2022 survey reports that 75% of carpoolers found their carpool partner by riding with family members, alleviating social anxieties. The fall 2023 campaign was geared to workers returning to the office, even for just a few days a week. The "Together" concept shows an overhead view of a shared vehicle and quote bubbles from its occupants. It offered a quick and visual way to convey the social and financial positives of ridesharing, such as having an affordable, reliable way of getting to and from work with a group that is known and trusted. Commuting is better and happier when done together, through trusted channels. \$358,498.

The Guaranteed Ride Home (GRH) portion of the campaign encouraged registrations and re-registrations using a similarly themed message. The FY24 second half media buy for GRH was \$239,999 for the Washington, DC region and \$24,976 for the Baltimore region.

Car Free Day

A marketing campaign promoted the Car Free Day 2023 event that was held on September 22nd. The total cost of the Car Free Day media buy budget was \$44,998.

Employer Recognition Awards

A nomination brochure and form were developed and mailed to Level 3 & 4 employers to kick off the 2024 call for nominations, which opened December 1, 2023.

¹ The Washington Post. "New habits are making more commutes miserable": Sept. 22, 2023.

² NABSA. 2022 Shared Micromobility State of the Industry Report. August 2023.

Incentive Programs

Marketing campaigns for various Commuter Connections incentive programs ran during the months of October-December 2023. A small portion of each of the two media buys will however extend into January 2024. The CarpoolNow media buy was \$14,966. The 'Pool Rewards regional media buy was \$19,982. Additional value added marketing for 'Pool Rewards was provided for the 495 NEXT project in the form of digital banner ads and radio spots.

Introduction

The following reports were assessed as part of the planning process to help shape approaches and media selection during the first half of FY24. These survey reports indicate respondents' attitudes, preferences, behaviors, and patterns about commuting and Commuter Connections programs, services, and events. Many of the surveys also gathered demographic data to help understand the age, income, gender, and ethnic backgrounds of the region's citizens and Commuter Connections members.

- 2022 Commuter Connections Guaranteed Ride Home Applicant Survey Report for the Baltimore Region
- 2022 Commuter Connections Guaranteed Ride Home Applicant Survey Report for the Washington, DC Region
- 2021 Commuter Connections Applicant Database Annual Placement Survey Report
- 2020 Commuter Connections TDM Analysis Report (FY18–FY20)
- 2022 Commuter Connections Bike to Work Survey Analysis Report
- 2022 Commuter Connections State of the Commute Survey Report

The first half of FY24 included the following activities:

- Car Free Day promotion and event
- Regional TDM Marketing Group meetings (September & December 2023)
- Summer/fall employer newsletters
- CarpoolNow campaign
- 'Pool Rewards regional campaign
- GRH and Rideshare fall campaigns
- Employer Recognition Awards (call for nominations)
- Bike to Work Day sponsor drive and creative development
- Spring umbrella campaign creative concept development

About Commuter Connections

Commuter Connections is a network of transportation organizations coordinated at the regional level through the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments. Commuter Connections offers free commuter services to workers in the Washington, DC metropolitan area. Major services include ridematching for carpools and vanpools, and administration of the Guaranteed Ride Home (GRH) program in the Washington, DC and Baltimore regions. Other key elements include TDM evaluation, incentive programs, and special events. Through its Employer Outreach Representatives, Commuter Connections also assists employers with guidance on establishing and enhancing commuter programs, including telework and offering free collateral materials.

Organizations represented in the Commuter Connections Regional TDM Marketing Group include:

- Arlington County Commuter Services
- Bethesda Transportation Solutions
- City of Alexandria GO Alex
- City of Fairfax
- District Department of Transportation
- Dulles Area Transportation Association
- Enterprise Rideshare
- Fairfax Connector
- Fairfax County Commuter Services
- GW Ride Connect
- Loudoun County Commuter Services
- Maryland Department of Transportation
- Maryland State Highway Administration
- Maryland Transit Administration
- Montgomery County Commuter Services
- Montgomery County Ride On
- National Institutes of Health

- North Bethesda Transportation Center
- Northern Virginia Transportation Commission
- OmniRide (PRTC)
- Prince George's County Department of Public Works and Transportation
- Rappahannock-Rapidan Regional Commission
- TransIT Services of Frederick County
- Tri-County Council for Southern Maryland
- Tysons Partnership Transportation Council
- U.S. General Services Administration
- Virginia Department of Rail and Public Transportation
- Virginia Department of Transportation
- Virginia Railway Express
- Washington Area Bicyclist Association
- Washington Metropolitan Area Transit Authority

Brand Character

Commuter Connections delivers a brand promise as the preeminent and trusted regional network of transportation organizations in the Washington, DC region, providing free commuting assistance, services, and solutions for nearly 50 years. Through Commuter Connections' online Ridematching system, commuters are given free direct access to others who are looking to carpool and vanpool, along with access to routes and other alternative mode options such as transit, bicycling, and teleworking. Sharing a ride to work positively affects air quality and mobility for the region.





Car Free Day 2023

Car Free Day was celebrated on September 22, 2023. The event promoted alternative travel modes for both commute and non-commute trips, by encouraging commuters and the general public to take the pledge to use car free or car-lite transportation.



Media Objectives

Car Free Day challenges drivers to leave their cars home for the day and go car free or car-lite. The campaign promotes the use of alternative modes of transportation such as taking transit, carpooling, vanpooling, bicycling, scootering, and walking. In addition, participating by teleworking is also included. The objectives are to encourage workers, residents, and students to take the Car Free Day pledge to reduce traffic congestion and auto emissions. The campaign also looks to engage employers, area universities, and the general public.

The Car Free Day media buy consisted of radio, text messages, social media, and digital banner ads. Other efforts to promote Car Free Day included flyers and earned media.

Car Free Day Media Spending	Gross Dollars	COG Net Cost	Final Impressions
Text Messages	\$471	\$400	7,595
Spotify	\$9,778	\$8,433	78,978
WTOP	\$22,625	19,231	184,078
WJFK	\$5,300	\$5,005	208,500
WPGC	\$5,870	\$4,990	293,300
WTOP.com & Federal NewsNetwork.com	\$5,883	\$5,001	640,531
YouTube	\$750	\$750	36,680
Facebook	\$1,471	\$1,471	304,156
Twitter (X)	\$250	\$250	392,496
Totals	\$53,162	\$45,810	2,146,314

Value Add

A total of approximately \$4,475 in value add was negotiated for Car Free Day 2023.

Proclamation

The Car Free Day 2023 Proclamation was signed by the National Capital Region Transportation Planning Board Chair, Reuben Collins, at the Metropolitan Washington Council of Governments. This was to recognize Friday, September 22, 2023, as Car Free Day throughout the Washington, DC metropolitan region.



Car Free Day Flyer

A mailing was sent to employers inclusive of a cover letter and flyer. The flyer was available in PDF format on the event website and was sent as an email blast to employers, stakeholders, and past year's participants of Car Free Day and Bike to Work Day events.



Radio

New radio spots were developed for Car Free Day 2023 and aired on three radio stations: WJFK (106.7), WTOP (103.5), and WPGC (95.5).







Radio Scripts

"Car Free Day 2023":30 seconds

Take a stand for less traffic congestion and clean air on Car Free Day, Friday, September 22nd. Try other ways to get around – like transit, rideshare, biking, walking, scootering or teleworking. Take the free pledge at CarFreeMetroDC.org for special promotions and a chance to win great prizes, even if you're already car free or commuting on a hybrid work schedule. Sign up at CarFreeMetroDC.org

"Car Free Day 2023":10 seconds

Stand up for less traffic and clean air on Car Free Day, Friday, September 22nd. Take the free online pledge and get a chance to win prizes. Sign up today at Car Free Metro D-C.org.

Spotify

A:30-second radio spot ran on internet radio platform, Spotify, and was accompanied by a companion image.





Banner Ads

Digital banner ads were placed on WTOP.com and federalnewsnetwork.com.



Transit Ads

Transit advertising space was donated by Montgomery County Ride On, Arlington ART, Metrobus and Fairfax County Connector.









YouTube Video

A short, animated video was produced and advertising was purchased on YouTube to promote the Car Free Day event over a four-week period, leading up to September 22, 2023. A link to the YouTube video was made available on the Car Free Day website.



Car Free Day Social Media

Social Media was used to keep followers up to date on activities and sponsor-donated prizes for the Car Free Day raffle. Car Free Day is "liked" by 4,800 Facebook fans and has 743 followers on X.

Facebook



X



Social Media Posts

A series of images featuring each travel mode were developed for use on social media (Facebook, Instagram, and Twitter). The unique images were posted every several days in September, leading up to Car Free Day, along with promotional copy.



Email Blast

An email blast was sent to participants of recent Car Free Day and Bike to Work Day events.



Text Messages

When participants took the Car Free Day pledge, they could opt-in to receive text messages about the event. Three messages were sent throughout the campaign to encourage a visit to the website to take the Car Free Day pledge. Over 5,900 messages were sent during this campaign, and no person received more than two text messages.

Previous Year's Registrants

September 5, 2023 - Message #1:

Car Free Day 2023: Take the free pledge and be entered into the prize raffle at no cost! https://www.carfreemetrodc.org/

2023 Registrants

September 12, 2023 - Message #2:

Car Free Day 2023: Thanks for taking the free pledge. Ask a friend to do the same! https://www.carfreemetrodc.org/

Last Chance to Pledge

September 19, 2023 - Message #3:

Car Free Day 2023. Take the free pledge on or before Sept 22 for a prize raffle entry at no cost! https://www.carfreemetrodc.org/



Earned Media

The Car Free Day earned media efforts included calendar listings, press releases, media pitches, and promotional tool kits. The tool kits were sent to universities to help them promote Car Free Day, and to in-kind sponsors to help them publicize their support of the event.

Prizes

Each event registrant who took the Car Free Day pledge received a 24-hour pass for unlimited rides on Capital Bikeshare, as well as 50% off orders at All About Burger. A \$30 Nift Gift credit was also given to all who took the pledge, for use at local participating businesses in the DC area. Registrants were also entered into a raffle for a chance to win several sponsor-donated prizes. Depending on level, in-kind sponsors received a logo/link on the Car Free Day website, and mentions on social media, press releases, and an email blast.

College Campus Challenge

Colleges were provided with a digital toolkit to promote the Car Free Day event. A special seal was added to the PDF version of the poster and forwarded to university contacts. The winner of this year's college challenge was the University of Maryland. Their win will be celebrated with a pizza party, provided by Ledo Pizza and sponsored by WTOP.





Clean Air Partners

Clean Air Partners serves the metropolitan Baltimore-Washington regions by empowering individuals and organizations to take simple actions to reduce pollution and protect public health. Commuter Connections is one of Clean Air Partners' financial sponsors. As part of its sponsorship, during Ozone Action Month in August, Clean Air Partners integrated Commuter Connections and Car Free Day messaging at various events to build awareness about Car Free Day. One of its interactive promotions included an on-site Trivia game, which included Car Free Day questions.



GRH & Rideshare Fall Campaigns

The "Together" concept used a view from above a vehicle with quote bubbles from the ridesharing passengers. It offered a quick and visual way to convey the many social and financial benefits of ridesharing, such as having an affordable, reliable way of getting to and from work with a group one knows and trusts. The concept is that commuting is better and happier when done together, through trusted channels.

Costs from the media buy and associated impressions are below:

Didaahasing Dudgat	Cuasa Caat	COC Coot	Estimated
Ridesharing Budget	Gross Cost	COG Cost	Impressions
Causal IQ	\$58,823.53	\$50,000	6.691,920
All Over Media	\$111,764.71	\$95,000	37,448,085
Instagram	\$1,764.71	\$1,500	TBD
LinkedIn	\$2,352.94	\$2,000	TBD
Facebook	\$1,176.47	\$1,000	TBD
YouTube	\$1,764.71	\$1,500	TBD
NBC4.com	\$17,647.06	\$15,000	450,000
WashingtonPost.com	\$11,764.71	\$10,000	450,000
FederalNewsNetwork .com	\$4,705.88	\$4,000	150,000
WTOP.com	\$12,352.94	\$10,500	300,000
WTOP-FM	\$82,380	\$70,023	5,226,600
WFED-AM	\$11,730	\$9,970.50	900,000
iHeart (WITH, WASH, WWDC)	\$52,950	\$45,007.50	2,500,000
El Zol	\$23,525	\$19,996.25	733,700
WPGC-FM	\$27,060	\$23,001	792,300
Totals	\$421,762.66	\$358,498.25	55,642,605

GRH Budget	Gross Cost	COG Cost	Estimated Impressions
Causal IQ	\$26,470.59	\$22,500	3,011,364
YouTube	\$1,764.71	\$1,500	TBD
WTOP.com	\$4,705.88	\$4,000	300,000
FederalNewsNetwork. com	\$5,882.35	\$5,000	150,000
Instagram	\$1,176.47	\$1,000	TBD
Facebook	\$588.24	\$500	TBD
LinkedIn	\$588.24	\$500	TBD
All Over Media	\$100,000	\$85,000	37,448,085
El Zol	\$14,100	\$11,985	478,200
WFED-AM	\$17,640	\$14,994	900,000
WJFK	\$21,180	\$18,003	803,000
iHeart (WITH, WASH, WWDC)	\$41,200	\$35,020	1,800,000
WTOP-FM	\$47,055	\$39,996.75	4,323.400
Totals	\$282,351.48	\$239,998.75	42,214,049

GRH Baltimore Budget	Gross Cost	COG Cost	Estimated Impressions
WPOC	\$14,676.47	\$12,475.00	887,600
WBAL	\$14,706.47	\$12,500.50	373,800
Totals	\$29,382.94	\$24,975.50	1,261,400

Value Add

A total of approximately \$48,960 in value add was negotiated for Ridesharing, \$26,210 for Guaranteed Ride Home, and \$7,500 for Guaranteed Ride Home Baltimore.

Radio (Rideshare)

Radio served as the main media component for the fall Rideshare campaign on a variety of radio station formats in the region, including music, news/talk, podcasts, and Spanish.

Rideshare Scripts

:30 Ridesharing - Carpool/Vanpool Radio Script

Life's better when we do things together! Like sharing the ride to work. Even if you're commuting just a few days a week, Commuter Connections can match you with others who live and work near or with you. Plus, you have the added comfort of knowing Guaranteed Ride Home is there for any unexpected emergency—for free! Learn more at Commuter Connections Dot Org or call 1.800.745.RIDE. That's commuterconnections.org. Some restrictions apply.

:10 Ridesharing - Carpool/Vanpool Radio Read

Share the ride to work. Commuter Connections can match you with others who live and work near or with you. Learn more at Commuter Connections Dot Org or call 1.800.745.RIDE.



Digital Banner Ads (Rideshare)

Banner ads in various sizes ran on WTOP.com, WashingtonPost.com, FederalNewsNetwork.com, NBC4.com, and Causal IQ.



Streaming & YouTube Video (Rideshare)

A 30-second animated video was created to promote ridesharing and ran as paid advertising on YouTube. The video touched on commuting by carpool, bus, and train.



Free Ridesharing Options for those Commuting to the Office - Even Just a Few Days A Week

Gas Pump Toppers (Rideshare)

Gas pump toppers promoted ridesharing at various gas stations in the region.





In-Store Ad (Rideshare)

In-store ads promoted ridesharing at numerous convenience store windows in the region.



Digital Truck Ad (Rideshare)

Digital truck ads spread the ridesharing message during peak commuting periods and focused on the I-95 corridor from Prince William County to DC, I-495 Capital Beltway, I-66 from Gainesville to DC, Dulles Toll Road Rt 267 (Loudoun County to the Beltway), I-270 from Frederick County to DC, and US 50 in Prince George's County.



Social Media (Rideshare)

A series of social media posts were created for the fall campaign and were used for paid ads on various social media platforms including Facebook, Instagram, and LinkedIn.















Radio (GRH)

Radio served as the main media component for the fall GRH campaign on a variety of radio station formats in the region, including music, news/talk, podcasts, and Spanish.

Scripts

:30 Guaranteed Ride Home Radio Script

[Loud exhale] Ahhhhh! That's the sound of knowing you've got a free ride home guaranteed! If you like carpooling or vanpooling but worry about getting stuck at the office - relax! With Commuter Connections, you can get a free ride home for unexpected emergencies or unscheduled overtime - even if you're commuting just a few times a week. All FREE! Register or renew today for free at Commuter Connections Dot Org or call 800.745.RIDE. That's Commuter Connections Dot Org. Some restrictions apply.

:10 Guaranteed Ride Home Radio Read

Get a free ride home for unexpected emergencies or unscheduled overtime when you share the ride to work. Get started at Commuter Connections Dot org or call 800.745.RIDE.



Digital Banner Ads (GRH)

Digital banner ads in various sizes ran on WTOP.com, FederalNewsNetwork.com, and Causal IQ.



Streaming & YouTube Video (GRH)

A 30-second animated video was created to promote ridesharing and ran as paid advertising on YouTube, Peacock, and Hulu. The video touched on the benefits of the Guaranteed Ride Home program.



Commuters Sign Up for the Free Guaranteed Ride Home Program

Gas Pump Toppers (GRH)

Gas pump toppers promoted ridesharing at various gas stations in the region.





In-Store Ad (GRH)

In-store ads promoted Guaranteed Ride Home at numerous convenience stores in the region.





Digital Truck Ad (GRH)

Digital truck ads spread the GRH message during peak commuting periods and focused on the I-95 corridor from Prince William County to DC, I-495 Capital Beltway, I-66 from Gainesville to DC, Rt 267 Dulles Toll Road (Loudoun County to the Beltway), I-270 from Frederick County to DC, and US 50 in Prince George's County.



Social Media (GRH)

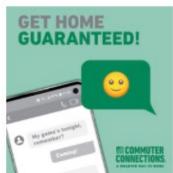
A series of social media posts were created for the fall campaign and were used for paid ads on various social media platforms including Facebook, Instagram, and LinkedIn.

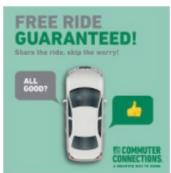














Guaranteed Ride Home (GRH Baltimore)

GRH radio spots aired on the following two Baltimore stations. Both stations also supported the campaign with social media posts.





Employer Recognition Awards

The Employer Recognition Awards program recognizes employers who initiate outstanding commute benefits and/or telework programs to assist their employees. To kick off the call for nominations, a nomination brochure and form were developed and mailed to Level 3 & 4 employers in late November 2023. Nominations opened December 1, 2023 and will run through January 31, 2024.

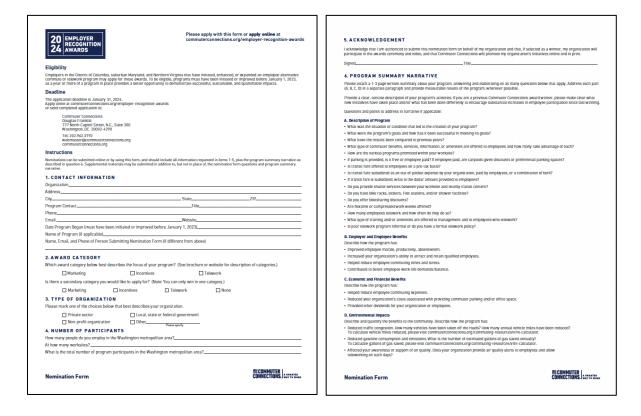


Nomination Brochure



Nomination Form

The Employer Recognition Awards application is available as an online form, and can also be downloaded as a PDF.



Incentive Programs

CarpoolNow

CarpoolNow is a rideshare app that connects users in real-time who are offering a ride with those seeking a ride. It also displays routes, estimates pick-up time, and confirms pick-up and drop-off locations. A media campaign was launched in November 2023 to promote access to free, on-demand carpooling options that included radio ads, social media, and radio station onsite events.

CarpoolNow Budget	Gross Cost	COG Cost	Estimated Impressions
Facebook	\$1,176.49	\$1,000.02	TBD
iHeart	\$16,430	\$13,965.50	200,000
Totals	\$17,606.49	\$14,965.52	200,000

Value Add

A total of approximately \$5,000 in value add was negotiated for CarpoolNow.

Radio Script

:30 sec (recorded spot)

Looking for the right carpool or vanpool connection? Find on-demand ridematching with CarpoolNow. Our free app provides real-time access for commuters in search of drivers, and for drivers seeking passengers! Carpool drivers commuting with passengers found through the app earn \$10 in each direction - that's \$20 a day. And couldn't you really use the extra gas money? Download CarpoolNow today from your app store. For more info, visit CarpoolNow dot org. Some restrictions apply.

Social Media

A series of social media posts were created for CarpoolNow and were used for paid ads on Facebook.







Jingle Ball Event (Value Add)

iHeart will promote CarpoolNow and Commuter Connections by giving away tickets to their annual, highly anticipated holiday event, The Jingle Ball, during two weekends this fall (11/10-11/12 and 12/8-12/10). The event will be held in December at the Capital One Arena.

The Jingle Ball started in 1996 and features popular musical artists. More than 20,000 people are expected to attend this year's event, which will be heavily promoted across the eight iHeart radio stations in the DC market.



'Pool Rewards Regional Campaign

Pool Rewards is a carpool incentive program designed to recruit and retain commuters into carpools/vanpools through a cash incentive. The carpool incentive allows each new qualifying carpooler to earn up to \$130 over a 90-day period through a trip-tracking process. Vanpools may receive a \$200 monthly subsidy. A paid digital and social media campaign started in October 2023 and promoted the benefits of the 'Pool Rewards program.

'Pool Rewards Regional Budget	Gross Cost	COG Cost	Estimated Impressions
Facebook	\$882.35	\$750	TBD
WFED-AM	\$8,920	\$7,582	750,000
WTOP Native	\$4,294.12	\$3,650	450,000
Causal IQ	\$9,411.76	\$8,000	1,454,545
Totals	\$23,508.23	\$19,982	2,654,545

Value Add

A total of approximately \$4,000 in value add was negotiated for the regional 'Pool Rewards fall 2023 campaign.

Radio Script

:30 Radio Script (for recorded spot)

Share the ride. Make a buck! That's right - earn cash just by carpooling or vanpooling two or more days a week through 'Pool Rewards. Earn 130 dollars when you start or join a new carpool OR a 200 dollar monthly subsidy for a new vanpool. Save on parking, gas and tolls every time you rideshare! Plus, you can get a free guaranteed ride home in case of unexpected emergencies or unscheduled overtime. Go to commuterconnections dot org to sign up today for your free account. Some restrictions apply.



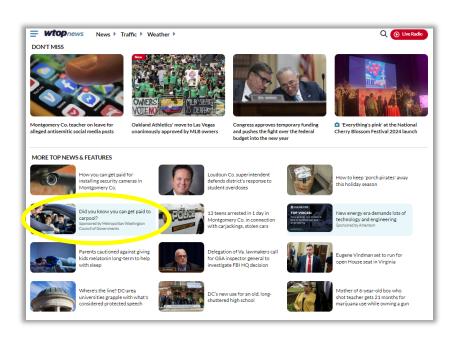
Banner Ads

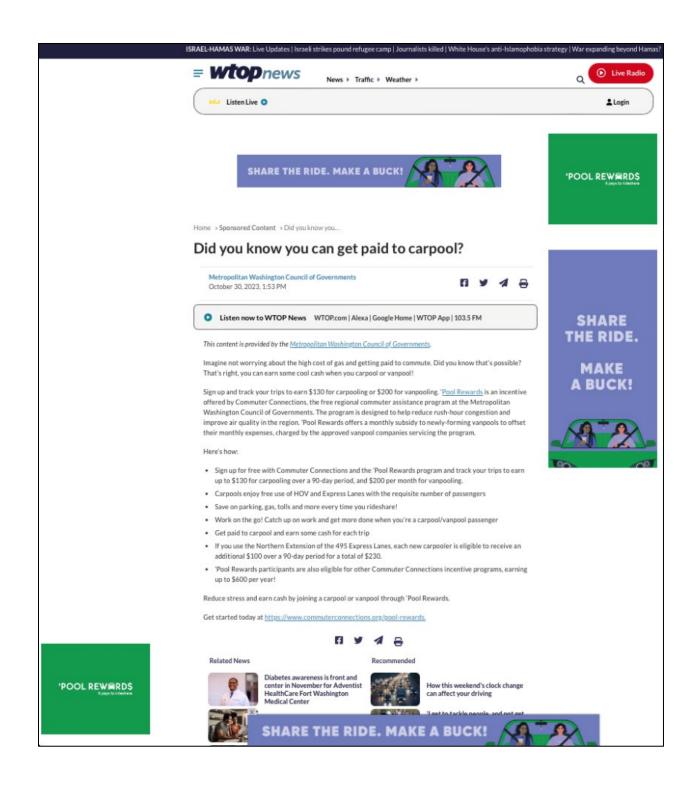
A mix of static and animated banner ads ran on Causal IQ.



WTOP.com Native Article

A native article was promoted on WTOP.com along with various 'Pool Rewards banner ads surrounding it.





Social Media

A series of social media posts were created for 'Pool Rewards and were used for paid ads on Facebook.





'Pool Rewards Value Add

A total of approximately \$4,000 in value add was negotiated for 'Pool Rewards 495 NEXT.

Radio Scripts

:30 Radio Script (for recorded spot)

Earn cash every time you share the ride with 'Pool Rewards. Sign up and track your trips over a 90-day period to earn up to 130 dollars for carpooling OR a 200 dollar monthly subsidy for a new vanpool. PLUS, if you're traveling through the 495 Express Lanes Northern Extension work zone, each new carpooler can earn an additional 100 dollars! It pays to share the ride. Sign up today for FREE at commuterconnections dot org. Some restrictions apply.

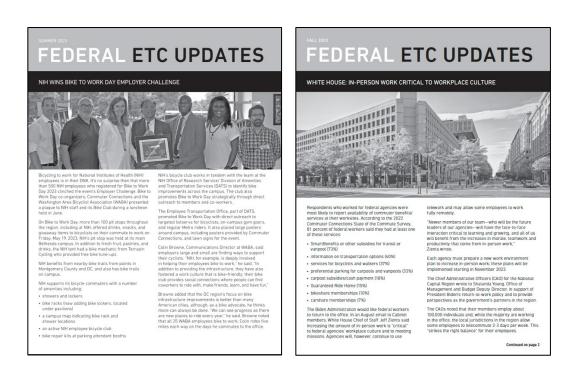
Newsletter

The summer and fall 2023 editions of the Commuter Connections newsletter were issued during the first half of FY24. The six page, 4-color newsletters were produced and distributed quarterly to employers and stakeholders. The newsletters were also available in PDF format on the Commuter Connections website.



Federal ETC Updates Newsletter

The summer and fall 2023 editions of the Commuter Connections Federal ETC Updates newsletter were produced during the first half of FY24. The two-page black & white newsletters were produced and distributed to Federal Employee Transportation Coordinators via GSA. They were also available in PDF format at www.federaletc.org.



E-Newsletters

The summer and fall 2023 editions of the Commuter Connections e-newsletter were emailed to the same employers and stakeholders that received the hard copy in the mail.



APPENDIX A

Performance Measures

Web Visits

Month	FY 2023 Web Visits (Sessions)	FY 2024 Web Visits (Sessions)	Year to Year # Change	Year to Year % Change
July	6,613	7,448	835	12.6%
August	7,159	9,084	1,925	26.9%
September	6,679	8,039	1,360	20.4%
October	8,045	16,103	8,058	100.2%
November	9,404	14,906	5,502	58.5%
December				
	37,900	55,580	17,680	46.6%

Phone Calls

Month	FY 2023 Phone Calls	FY 2024 Phone Calls	+/-	+/- %
July	248	330	82	33.1%
August	303	419	116	38.3%
September	348	350	2	0.6%
October	341	319	(22)	-6.5%
November	382	234	(148)	-38.7%
December			, ,	

1,622 1,652 30 1.8%

GRH Applications

Month	GRH FY 2023 Applications	GRH FY 2024 Applications	Year to Year # Change	Year to Year % Change
July	187	163	-24	-12.8%
August	217	242	25	11.5%
September	220	202	-18	-8.2%
October				
November				
December				

624 607 -17 -2.7%

Rideshare Applications

Month	Rideshare FY 2023 Applications	Rideshare FY 2024 Applications	Year to Year # Change	Year to Year % Change
July	571	413	-158	-27.7%
August	459	573	114	24.8%
September	649	533	-116	-17.9%
October				
November				
December				

1,679 1,519 (160) -9.5%

APPENDIX B

Car Free Day

Digital Results

Campaign Name	Media	Amount Spent	Impressions	Click Thrus or Interactions	Click Thru / Interaction Rate	Cost Per Click / Interaction
Car Free						
Day	Facebook	\$1,470.74	304,156	1,847	0.6%	\$0.80
Car Free						
Day	Twitter	\$250.00	392,496	17	0.0%	\$14.71
Car Free						
Day	Spotify	\$8,432.62	78,978	571	0.7%	\$14.77
Car Free						
Day	WTOP.com	\$5,000.55	640,531	622	0.1%	\$8.04
Car Free						
Day	YouTube	\$750.00	36,680	775	2.1%	\$0.97

\$15,903.91

1,452,841

3,832

APPENDIX C

Car Free Day

Earned Media Placements

Television/E	Television/Broadcasting Interviews				
9/18/2023	WMUC	9.18.23 WMUC News.mp3			
9/21/2023	PGCTV	Car Free Day - PGCTV			
Print/Online	Print/Online Coverage				
9/14/2023	WUSA9	World Car Free Day 2023: Here's what to know - wusa9.com			
9/20/2023	Montgomery Village	Did you know that Friday, Sept. 22 is Car-Free Day? - Montgomery Village News Articles			
08/31/2023	George Mason University	Friday, September 22: Car-Free Day - Parking and Transportation (gmu.edu)			
9/21/2023	DCist	16 Things To Do Around DC This Weekend DCist			
9/21/2023	The Neighborhoods of EYA	Driving Less: Benefits of Car-Free or Car-Lite Living (eya.com)			
9/19/2023	Prince William Living	Car Free Day is This Friday (Prince WIlliam Living)			
9/15/2023	OmniRide	OmniRide Asks Residents to Pledge to Go Car Free on September 22			
	MCDOT	Montgomery County Department of Transportation			
9/18/2023		Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22			
9/18/2023 Social Media		Announces Free Fare for all Ride On Buses in Support			
Social	Instagram – DDOT DC	Announces Free Fare for all Ride On Buses in Support			
Social Media		Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22			
Social Media 8/29/2023	Instagram – DDOT DC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc)			
Social Media 8/29/2023 8/25/2023	Instagram – DDOT DC Instagram goDCgo	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo)			
Social Media 8/29/2023 8/25/2023 9/22/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo)			
Social Media 8/29/2023 8/25/2023 9/22/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023 9/22/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC Instagram – Ride on MTC Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct) Ride On Montgomery County (@rideonmct) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023 9/22/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023 9/22/2023 9/21/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023 9/22/2023 9/21/2023 9/20/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct)			
Social Media 8/29/2023 8/25/2023 9/22/2023 9/22/2023 9/22/2023 9/22/2023 9/21/2023 9/20/2023 9/20/2023	Instagram – DDOT DC Instagram goDCgo Instagram goDCgo Instagram – Ride on MTC	Announces Free Fare for all Ride On Buses in Support of Car-Free Day on September 22 D.C. Department of Transportation (@ddotdc) goDCgo (@godcgo) goDCgo (@godcgo) Ride On Montgomery County (@rideonmct)			
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9/7/2023	Instagram – Car-Free Diet	Car-Free Diet (@carfreediet)	
9/1/2023	Instagram – Car-Free Diet	Car-Free Diet (@carfreediet)	
9/15/2023	Instagram – Art Arlington Transit	ART Arlington Transit (@art arlington)	
9/6/2023	Instagram – Art Arlington Transit	ART Arlington Transit (@art arlington)	
9/22/2023	Instagram - Roozha365	Car Free Day 2023 - (roozha3650)	
9/22/2023		Montgomery County Department of Transportation (@mcdotnow)	
	Instagram -mcdotnow		
9/22/2023	Instagram -mcdotnow	Montgomery County Department of Transportation (@mcdotnow)	
9/22/2023	Instagram -mcdotnow	Montgomery County Department of Transportation (@mcdotnow)	
	Instagram -mcdotnow	Montgomery County Department of Transportation (@mcdotnow)	
9/19/2023		Mantagaran Causti Danarta ant of Transportation	
9/15/2023	Instagram -mcdotnow	Montgomery County Department of Transportation (@mcdotnow)	
	Instagram -mcdotnow	Montgomery County Department of Transportation (@mcdotnow)	
9/12/2023			
9/21/2023	Facebook -RideSmart	RideSmart - (RideSmart)	
9/14/2023	Facebook - RideSmart	RideSmart (RideSmart)	
9/22/2023	Facebook - RideSmart	RideSmart - (RideSmart)	
9/8/2023	Facebook - RideSmart	RideSmart (RideSmart)	
9/22/2023	Facebook - goDCgo	goDCgo (goDCgo)	
8/25/2023	Facebook - goDCgo	goDCgo (goDCgo)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/22/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/20/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/21/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/20/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
9/19/2023	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
	Facebook – Ride on MTC	Ride on MTC (Ride on MTC)	
	Facebook – DDOT DC	DDOT DC (DDOT DC)	
	Facebook - Tri-County Council for Southern Maryland	Tri-County Council for Southern Maryland (TCCSMD)	

	I	Tri County Council for Couthorn Manyland (TCCCMD)	
	Facebook - Tri-County Council for	Tri-County Council for Southern Maryland (TCCSMD)	
9/15/2023	Southern Maryland		
9/22/2023	Facebook – Bike League	Bike League (League of American Bicyclists)	
9/22/2023	X - Bike League	Bike League (League of American Bicyclists)	
9/22/2023	X - Metro Forward	Metro Forward (WMATA)	
9/21/2023	X - Metro Forward	Metro Forward (WMATA)	
9/22/2023	Facebook - Metro Forward	Metro Forward (WMATA)	
9/21/2023	Facebook - Metro Forward	Metro Forward (WMATA)	
9/22/2023	Instagram - Metro Forward	Metro Forward (WMATA)	
9/21/2023	Instagram - Metro Forward	Metro Forward (WMATA)	
9/18/2023	Facebook - Fairfax Connector	Fairfax Connector (Fairfax Connector)	
Calendar Lis	tings		
730 DC		Weekly Scheduler (730dc.com)	
Adams Morg	gan BID	Car Free Day 2023 - Adams Morgan Partnership BID	
		(admodc.org)	
	an Newspaper	Car Free Day 2023 - The Afro Calendar	
Alexandria T	imes	Car Free Day 2023 - Alex Times	
All Events		Car Free Day 2023 - AllEvents	
ALX Now		Car Free Day 2023 - ALXnow	
ARL Now		Car Free Day 2023 - ARLnow.com	
Arlington Chamber of Commerce		Car Free Day 2023 - arlingtonchamber.org	
Arlington Transportation Partners		Car Free Day - Arlington Transportation Partners	
Baltimore Cl	nild	Car Free Day 2023 - (baltimoreschild.com)	
Baltimore Su	ın	Car Free Day 2023 - Baltimore Sun Calendar	
Capital Gaze	tte	Car Free Day 2023 - Capital Gazette Calendar	
Capitol Hill E	BID	Car Free Day 2023 - Capitol Hill BID	
Carroll Coun	ty Times	Car Free Day 2023 - Carroll County Times	
Charles Cou	nty Chamber of Commerce	Car Free Day 2023 - charlescountychamber.org	
City Spark		Car Free Day 2023 - CitySpark	
DC Inno		Events AmericanInno	
DC Military		Car Free Day - DCMilitary Events	
DC Social Guide		DC Social Guide Events - Car Free Day 2023	
DC News Now		Car Free Day 2023 – DC News Now	
Dulles Moms		Car Free Day 2023 – Dullesmoms.com	
Events.com		Car Free Day 2023 – Events.com	
Evvnt		Evvnt Events - Car Free Day 2023	
FFX Now		Car Free Day 2023 - FFXnow	
Frederick Ne	ews Post	Car Free Day 2023 - fredericknewspost.com	

Georgetown DC BID	Car Free Day - Georgetown DC
Greater Greater Washington	Car Free Day 2023 – Greater Greater Washington (ggwash.org)
Loudoun Chamber of Commerce	Car Free Day 2023 - Loudoun Chamber
Maryland Cycling Events	Car Free Day 2023 - BikeRide
Mommy Poppins	Car Free Day 2023 Mommy Poppins
Montgomery Magazine	Car Free Day 2023 - Montgomery Magazine Calendar
Patch - Arlington	Car Free Day 2023 - Patch
Petworth News	Car Free Day - Petworth News
Popville (DC blog)	Car Free Day 2023 - PoPville
Potomac Local	Car Free Day 2023 - Potomac Local News
Prince William, VA	Car Free Day 2023 (pwcva.gov)
Scene Think	Car Free Day Sep 22 SceneThink
The Bay Net	Car Free Day 2023 - The BayNet Calendar
The Georgetowner	Car Free Day 2023 - The Georgetowner
Patch - DC	Car Free Day 2023 - Washington DC, DC Patch
The Wash Cycle	Car Free Day 2023 - TheWashCycle
Washington Family, Reston	Car Free Day 2023 - Washington Family Calendar
Washington Jewish Week	Car Free Day 2023 - Washington Jewish Week Calendar
Washington Parent	Car Free Day 2023 - Washington Parent Magazine
Bike League	Internal Shout-out
Greater Washington Women's Network	Newsletter Shout-out