

Metropolitan Washington Council of Governments FY2012 Second Half Marketing Campaign Summary September 18, 2012 Final Report

Introduction

A relatively robust economy in the Washington D.C. region brings along with it some of the nation's worst traffic congestion. This congestion costs the average commuter almost \$1,500 annually in fuel burned (37 gallons) and time lost (74 hours) sitting in traffic. Commuter Connections' focus is on returning that money to the commuter's pocket. And, depending on the alternative chosen, the commuter could save considerably more.

The region's transportation challenges are well reported and discussed. They are at the forefront of most commuters minds as they make the trek to and from work. The Commuter Connections mass marketing campaign reinforces commute options and the positive benefits offered by the Commuter Connections Rideshare and Guaranteed Ride Home (GRH) programs.

Telecommuting is no longer simply a commute option, it is a cornerstone of the new "intelligent working" method being adopted by many public and private employers in the region. Teleworking allows businesses to keep on working even if the office is not accessible. Increasingly employers and employees are recognizing the benefits afforded by teleworking.

Commuter Connections is poised to continue to encourage and support the region's commuters and employers with solutions to the commuting challenges they face. A new umbrella campaign was launched in February 2012 advocating commuters to rideshare as an easier way to keep their money. Commuters who rideshare, take public transit, bicycle, or walk to work, were reminded to register for the GRH program.

The Commuter Connections marketing campaign has built on a wealth of extensive research and campaign experience. The FY2012 Marketing Communications Plan and Schedule, distributed to network members in August 2011, laid the foundation for FY2012's marketing efforts. The strategies behind the FY2012 marketing campaign reflected the current state of events for the region's commuters and built upon the research and findings of the following reports:

- 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

- FY 2009 Commuter Connections Applicant Database Annual Placement Survey Report
- 2008 Commuter Connections Transportation Emission Reduction (TERM) Analysis Report.
- Commuter Connections Stakeholder Attitudes and Opinions, April 2007.

Research, campaign experience, current economic factors, and transportation challenges, all contributed to the strategy for FY2012 - to convert single occupant vehicle (SOV) commuters to alternative transportation by raising awareness of:

- GRH as a commuter safety net, and;
- Ridesharing as an easy way to save money.

The campaign's efforts for the second half of FY2012 included the following:

- The launch of a new umbrella marketing campaign in February 2012 explored new messaging and media to most effectively communicate solutions to the region's transportation challenges.
- Extension of the 'Pool Rewards program to include vanpools.
- Marketing initiatives tied to specific event planning to keep alternative commuting options front of mind. This includes Bike to Work Day and Car Free Day.
- Communication outreach such as the employer newsletter and earned media efforts.
- Diligent efforts of network members to forge and leverage relationships with commuters throughout the region.

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 metropolitan Washington area. Major services include ridematching for carpools and vanpools, 'Pool Rewards, 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:

City of Alexandria	ARTMA	Fairfax City
Fairfax County Office of Transportation	National Institutes of Health (NIH)	Mass Transit Administration (MTA)
Northern Virginia Transportation Commission (NVTC)	Potomac and Rappahannock Transportation Commission (PRTC)	Virginia Department of Transportation Northern Virginia District Office
TYTRAN	Virginia Department of Transportation (VDOT)	LINK
Virginia Department of Rail and Public Transportation	Dulles Area Transportation Association (DATA)	Tri-County Council for Southern Maryland
Virginia Railway Express (VRE)	Washington Area Bicyclist Association (WABA)	Washington Metropolitan Area Transit Authority (WMATA)
Arlington County	Maryland Department of Transportation (MDOT)	VPSI
General Services Administration (GSA)	District Department of Transportation (DDOT)	Loudoun County Office of Transportation Services
Maryland State Highway Administration	Montgomery County Ride On	Montgomery County Commuter Services
Northern Neck Rideshare/PDC	Rappahannock Area Development Commission (RADCO)	Rappahannock-Rapidan Regional Commission

Cornerstones of the Marketing Program

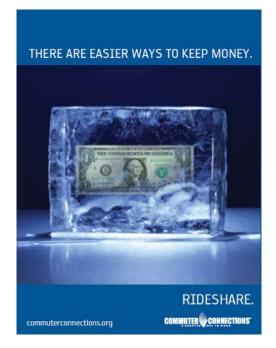
The key programs featured within the marketing campaign were GRH and Ridematching. Both of these programs were critical to growing the regional database and making it easier for commuters to find and maintain shared ride arrangements. Other areas included in marketing outreach include transit, bicycling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

The objectives of the program include the following:

- Create a platform that 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 the group as the region's first resource for alternatives to driving alone.
- Promote awareness of Ridematching services among commuters and increase applications for the program.
- Promote awareness of the GRH service among commuters and increase applications for the program.
- Use special events such as Car Free Day and Bike to Work Day to encourage commuters or, in the case of Car Free Day, the general population, to use the occasion to try an alternative form of transportation.
- Promote the growth and adoption of new carpools and vanpools in the region through innovative incentive programs like 'Pool Rewards.
- Recognize employers in the region who promote and encourage the adoption of SOV commute alternatives.

Messaging Strategy

The FY2012 spring campaign's Ridematching message was very direct, reminding commuters of the money to be saved through ridesharing. As indicated in past surveys and supported by the market research, commuters are motivated to switch to alternative transportation primarily in order to save money. Over the years, consumers have developed numerous cost-cutting, penny-pinching ways to save money. This year's Rideshare campaign took a light-hearted approach by contrasting some extreme ways to save money with the simple one of sharing a ride. The visuals provide extreme examples of hiding money under a mattress or in a freezer, contrasting those ideas to sharing a ride, and reminds commuters "there's easier ways to keep your money". The call to action is to visit commuterconnections.org.





The radio spots painted extreme money-saving scenarios and captured the listeners' attention through the use of over-the-top sound effects to draw them into the ,message, sign-up to rideshare, save on gas, and keep your money.

The message for this year's GRH campaign was to remind commuters that GRH exists as a safety net. No chances need to be taken, no luck is involved, commuters just sign up for GRH and will have a ride home if they need it. Simple but powerful illustrations were used in the year's visuals to connect luck and chance to GRH safety net.



Radio spots used unlikely but humorous situations of workers relying on luck or survival skills to avoid working late and missing the carpool. The level-headed colleague grounded the spot in reality with a message to register today for GRH to be prepared for an unexpected emergency or unscheduled overtime.

Brand Character

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

Washington region commuters and media most often turn to Commuter Connections for information and answers to the region's commuting challenges. Commuter Connections is positioned as an innovative leader in transportation services and a major resource for transportation information.

Media Objectives: Guaranteed Ride Home

The Guaranteed Ride Home program campaign utilized drive time radio to raise GRH awareness among commuters and increase applications for this program. GRH leverages alternative transportation by removing one of the perceived barriers, how to get home in case of an emergency.

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

- 35-54 years old (63%)
- 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%), with a special emphasis on Prince William (17%) and Fairfax Counties (13%); work in D.C (63%) and Virginia (26%)

Geographic Targeting

Washington D.C. DMA

GRH Spring Budget	COG Cost	Gross Dollars
Radio	\$134,511	\$158,248
Total Budget	\$134,511	\$158,248

Media Objectives: Rideshare

The campaign to promote the Rideshare program used a mix of traditional approaches to maintain awareness among commuters and increase applications.

Target market (from <u>FY 2009 Commuter Connections Applicant Database Annual Placement</u> <u>Survey Report</u>):

- 25-54 years old (82%), 35-54 years old (63%)
- Caucasian (64%) and African-American (20%)
- \$80,000+ annual household income (68%)
- Commute of more than 20 miles/30 minutes
- Live in Virginia (65%) or Maryland (33%); work in D.C. (49%) or Virginia (34%)
- Work for employers with 100+ employees (71%), work for employers with 1000 or more employees (41%)
- Work for federal agencies (50%) and private sector (31%)
- Professional (37%), Executive/managerial (30%), and administrative (16%)

Geographic Targeting

Washington D.C. DMA

Rideshare Spring Budget	COG Cost	Gross Dollars
Radio	\$149,851	\$176,295
TV (begins in March)	\$125,247	\$147,350
Online (news/weather sites)	\$39,950	\$47,000
Total Budget	\$315,048	\$370,645

Spring FY2012 Media Flowchart

		FEB	3		M	٩R				٩PR	2			MA	٩Y			JL	JN		NET
MEDIA	1	2	2		1	1	2			1	2	3		1	2	2		1	1	2	TOTAL
	3	0	7	5	2	9	6	2	9	6	3	0	7	4	1	8	4	1	8	5	
RADIO																					
Rideshare																					\$149,851
GRH																					\$134,511
BTWD																					\$24,464
'Pool																					\$19,975
Rewards																					
Total Radio																					\$328,801
TELEVISION																					\$125,247
ONLINE																					\$39,950
DONATED																					
Signage*																					\$5,420
Fairfax																					
Connector																					
Mont County																					
PRTC																					
Tri-County																					
SMD																					
DIRECT MAIL																					\$89,178
PRINT ADS																					
BTWD																					\$4,800
Emp Rec																					\$5,000
Awds																					
Baseball																					\$4,000
TOTAL																					\$602,396
IUIAL																					\$002,390

Rideshare GRH Rideshare & GRH

*Printing expenses only

BTWD 'Pool Rewards Emp Recognition Awards

Value Add Media

In addition to the paid media for the Spring Umbrella campaign, another \$115,617 of value-add media was negotiated with the media vendors.

Much of the value-add media was used to promote the 'Pool Rewards program. Billboards and sponsorships on WAFY/WWEG, WBQB, WFLS, WILC, and WNEW added approximately five hours of additional air time in promoting 'Pool Rewards over the length of the campaign. Banner ads on espn980.com, wfre.com and wfmd.com directed users to commuterconnections.org for 'Pool Rewards information. Interviews on WILC informed Spanish-speaking listeners of the 'Pool Rewards program and guided them to the website for more information. A half page 'Pool Rewards print ad was included in WBQB's spring newsletter distributed to approximately 64,000 homes.

In addition to promotion of the 'Pool Rewards program, value add opportunities were used to urge commuters to save money through ridesharing. A half-page ad for Ridesharing was included in the WBQB's spring newsletter. Interviews on WILC explained the benefits of ridesharing and how Commuter Connections can help listeners find a ride match. Bonus spots were provided on WTOP and no charge commercials were run on WJLA-TV. WTTG-TV providing a reduction in rates and allowing for more airtime to be purchased. Approximately 40,000 free pop-under banner ad impressions were provided on 3 Interactive's publishers network.

Radio

During the spring umbrella campaign, radio was used as the primary medium for the campaigns. Focus was on exurb stations supplemented with D.C. news and sports stations and Total Traffic Network live traffic reads. The campaign also reached out to Spanish-speaking commuters with spots running on Romantica (WILC). The following stations were used during the campaign:

ESPN 980 (Sports)	Total Traffic Network (Clear Channel)	WAFY-FM (Key 103, Adult Contemporary) / WWEG-FM (106.9 The Eagle, Classis Hits)
WBQB (B101.5, Adult Contemporary)	WFLS-FM (93.3, Country)	WFRE-FM (99.9, Country) / WFMD-AM (930, News/Talk)
WILC-AM (Romantica 900 AM, Spanish Contemporary)	WNEW (All-News 99.1 FM)	WTOP (News/Talk 103.5 FM)

WNEW and ESPN promoted the Commuter Connections GRH program exclusively. WTOP promoted Commuter Connections' Ridematching program only. The exurb stations and Total Traffic Network promoted both programs on alternating weeks.

The following spots promoted the Ridematching program this spring:

Ridesharing::30—"Easier Ways to Keep Your Money 1"

A wry tone is used to set the stage for Ridesharing as an easier way to keep your money, as opposed to more extreme measures such as freezing it, placing it under your mattress, or hiding it under a litter box.

Ridesharing::30—"Easier Ways to Keep Your Money 2"

A spirited announcer contrasts Ridesharing as the easier way to keep your money as opposed to radical ideas such as extreme couponing, discount dentistry, or reality show contestants. Over-the-top sound effects catch the listeners' attention and add humor to the spot.

The following spots promoted GRH this spring:

Guaranteed Ride Home::30-"Why Risk It"

A worker inventories his good luck charms he has amassed in order to avoid having to work overtime and miss his carpool. His co-worker reminds him there's no need to rely on good luck charms when he has GRH.

Guaranteed Ride Home::30—"Why Chance It"

A worker surveys the survival gear he has prepared in case he needs to work late and misses his ride home. His co-worker reminds him there's no need to rely on survival gear when he has GRH.

Television

A television commercial reinforced saving money through ridesharing during the FY2012 spring's Rideshare campaign. The commercial featured a carpool singing the virtues of ridesharing while driving through the streets of Washington, D.C.



The lyrics to the jingle are:

Good mornin' sun, love to see you shine (see you shine!) Lightin' up the highway as we're headin' down the line (down the line!)

Bye bye stress; hello to a buck or two When we pull together, there ain't nothin' we can't do

Life is rich when we're sharing the load *(together!)* Ridin' on down the road (female vocalist goes NUTS)

Voice over: "You may never make it big singing on reality tv... but you can still bring home big money when you Rideshare. Rideshare...at commuterConnections.org"

The commercial ran on Fox TV's WTTG and ABC7 WJLA during the morning and evening news.

Internet Advertising

An Internet component utilizing a number of local media sites that have performed well in the past is part of the spring campaign to promote the Ridematching program. The following sites are being used in the spring campaign:

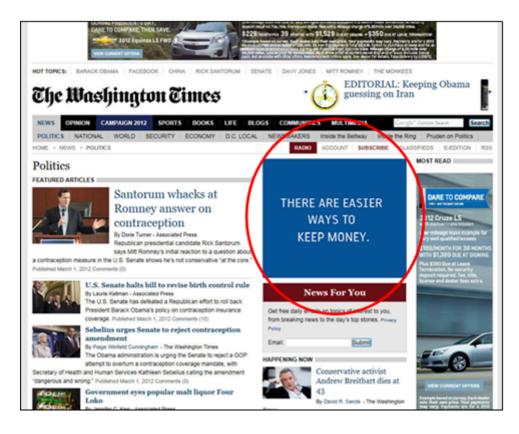
- WUSA9.com
- WJLA.com
- NBCwashington.com (NBC4)
- WashingtonTimes.com
- Run-of-Site/Run-of-Network (ROS/RON) pop-under ads served to select websites of 3 Interactive's publisher list

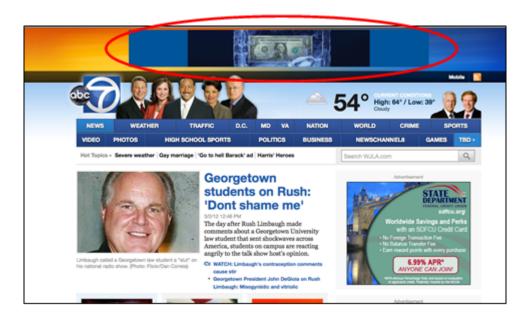
The online ads were placed on the home page and news section of the Washington Times; the home page, weather, traffic, and business pages of WJLA; the news, weather, and traffic pages

of NBC4; and run-of-site on WUSA. The ads ran four months and performance was monitored throughout the campaign in order to optimize performance.

The ads use the Rideshare visuals with a call to action to visit commuterconnections.org

Rideshare Banner Ads



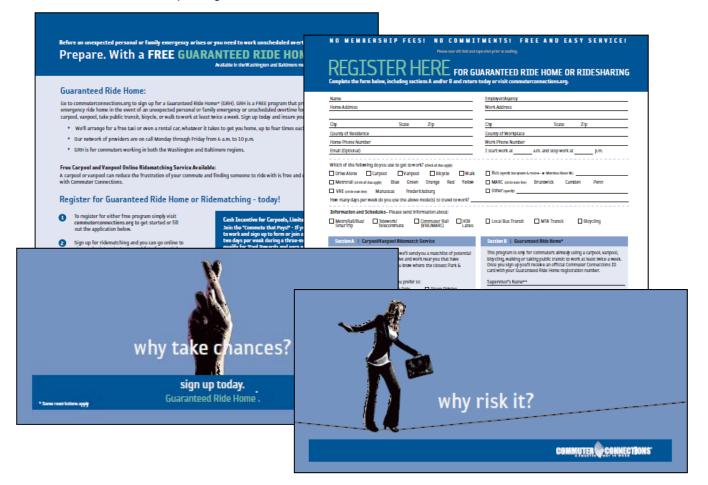


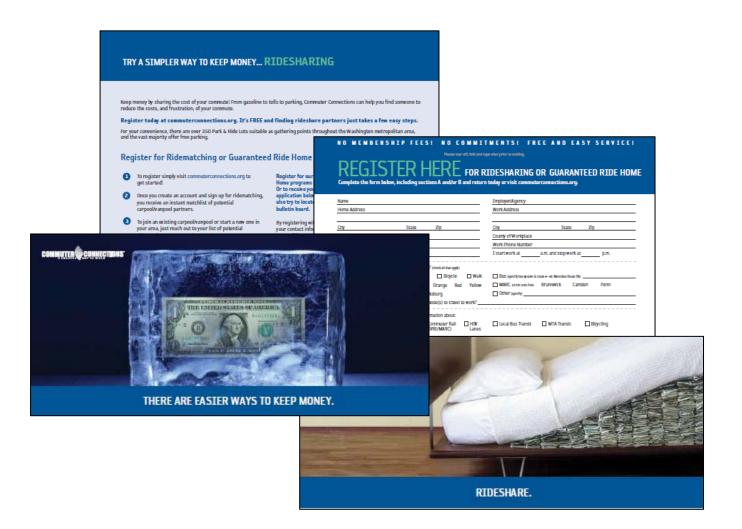
Direct Mail

A direct mail campaign piece was sent in late June 2012 to 500,000 households within the Washington region to promote Ridematching and the GRH program. For each targeted zip code, the GRH piece was sent to 25% of the households or 125,000 mailers, while 75% of the households received the Rideshare mailer.

The direct mailer was sent to residents within the COG footprint who reflect Commuter Connections' target demographic (ages 24-55 with household incomes of \$75k and above) and live within zip codes identified through the PRIZM system, based on a previous analysis conducted in 2006. PRIZM was developed by Claritas Inc., and is a product of Nielsen. PRIZM is a widely used customer segmentation system for marketing based on analysis of U.S. census data. It provides a set of geo-demographic segments which categorize U.S. consumers into demographically and behaviorally distinct groups to discern consumers' likes, dislikes, lifestyles and purchase behaviors.

Mailers included a postage paid reply mechanism containing a built in Ridematching and GRH application form. Commuters were 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, mailhouse services and postage was \$89,178.





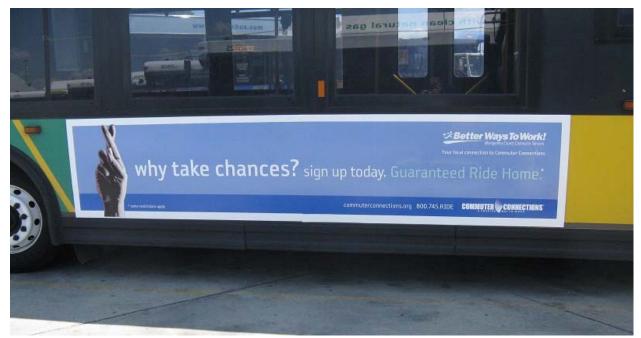
Member Donated Placements for Signage

Members across the region provided donated space on transit, Park & Ride lots, and parking facilities to promote the Rideshare and GRH programs.









Rideshare and GRH were promoted on bus sides and bus shelters in Montgomery County. Ad space was provided by Montgomery County Commuter Services on 30 bus sides and 50 bus shelters reminding residents to save money by Ridesharing.



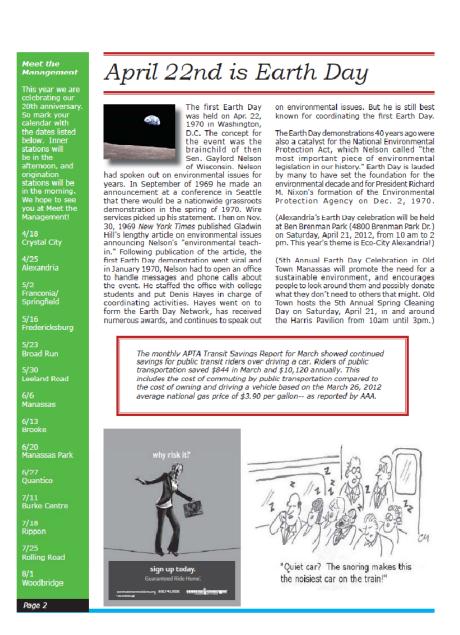
Fairfax Connector provided 31 bus tails; Tri-County Council of Southern Maryland placed signs in Park & Ride lots.



PRTC donated ad space on 10 bus kings for GRH.

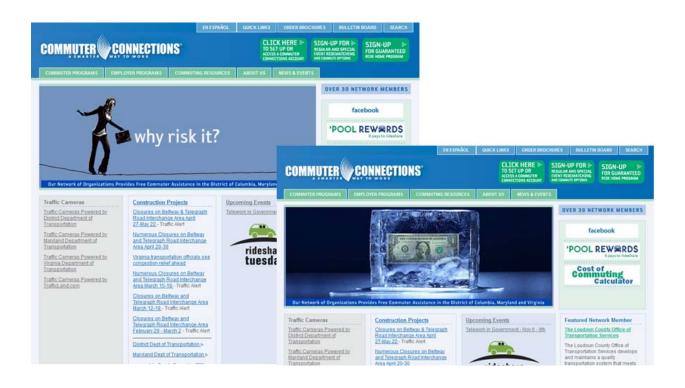
VRE Newsletter Print Ad

Virginia Railway Express (VRE) produces an onboard publication, VRE Update. This publication, written exclusively for train riders, reaches a high-end, coveted demographic right where they commute. A GRH ad ran in the April 18, 2012 edition of the VRE Update.



Commuter Connections Website Home Page Flash

To provide a fully integrated user experience, the Commuter Connections web site's home page was updated with a new flash file to match the visuals used in the new Rideshare and GRH campaigns.



'Pool Rewards

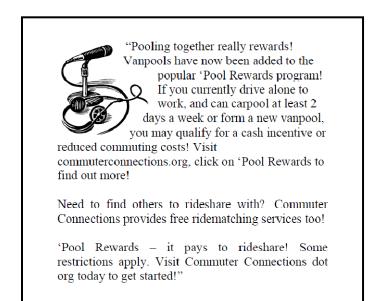
The 'Pool Rewards program has been expanded to include vanpools as well as carpools. In order to be eligible for the program, vanpools need to be newly formed and originate in Maryland, West Virginia, Pennsylvania, New Jersey, or the District of Columbia and have a destination anywhere in the Washington 8hour Ozone Non-Attainment area as defined by the U.S. EPA. Participants need to register with Commuter Connections and submit an application for the program through one of the qualified vanpool providers: VPSI Inc. or Enterprise Rideshare. Vanpools accepted into the program and meeting program requirements receive a \$200 monthly subsidy.

In order to support the expansion of the program, the 'Pool Rewards logo was revised to encompass vanpools as well as carpools. Magnets were designed for use on the driver and passenger side front doors. The magnets



identify the vans as being operated as part of the program and include the Commuter Connections' URL and phone number for inquiries.

A double-sided rack card was designed for collateral use to promote the program. One side of the card promotes carpools and the other vanpools.



'Pool Rewards was promoted throughout the spring campaign using value add opportunities. To launch the vanpool program, paid spots ran on WFED (Federal News Radio) and WNEW (All News 99.1) for the weeks of May 21, June 4, 11, and 18th. A :30 read was provided to the radio stations for recording. The read urged commuters to "pool together" through carpooling or vanpooling. Listeners were asked to go to commuterconnections.org to get more information or for help finding a ride match. **'Pool Rewards Rack Card**

'Pool Rewards Vanpool Magnet

POOL REW RDS it pays to rideshare

commuterconnections.org 800.745.RIDE



Special Events

Bike to Work Day

This year marked the most successful Bike to Work Day to date with 12,700 area workers registered to commute by bike on May 18th. The event surpassed its goal of 12,500, and increased registration over the previous year by almost 15%. The number of local pit stops grew from 49 pit stops in 2011 to 58 in 2012.



Pit stops welcomed cyclists and bicycling convoys with free T-shirts, food, beverages, entertainment, bike checks and prizes provided by regional and local sponsors.

In preparation for the event, a sponsorship drive raised funds to pay for t-shirts for event participants, pit stop banners, and print ads to promote the event. In-kind sponsorships were also secured to provide food and beverage for many of the pit stops.

For 2012, Commuter Connections launched a new Bike to Work Day website, biketoworkmetrodc.org, to handle event registration and provide event specific information. In the past, registration had been directed to the WABA website where Bike to Work Day was one of the many bicycling activities and events supported. The new website offered information on registration, pit stop locations, commuter convoys, how to find a riding buddy, and tips on how to increase bicycling skills, and a sponsor page. The event poster was available for download as a PDF.



Posters and rack cards were sent to employers and employees through various distribution channels in order to create awareness and encourage registration. In order to continue reach Hispanics, a Spanish version of the poster was created.

Radio advertising targeted adults ages 25-49, slightly skewed toward men, with a household income above \$30,000. A half-page, full color ad ran in the Washington Post Express Monday through Thursday of the week preceding Bike to Work Day.

Poster



Print Ad – Express Newspaper



Facebook and Twitter were used to engage with commuters and drive registration to the website.





Fifteenth Annual Employer Recognition Awards

The Commuter Connections Annual Employer Recognition Awards program recognized employers who voluntarily initiated worksite commute programs to assist their employees. Winners and nominees were honored at an awards ceremony held on June 26, 2012. A special invitation and program agenda were produced for the event. After the event, a ½ page advertisement ran in the Washington Business Journal.

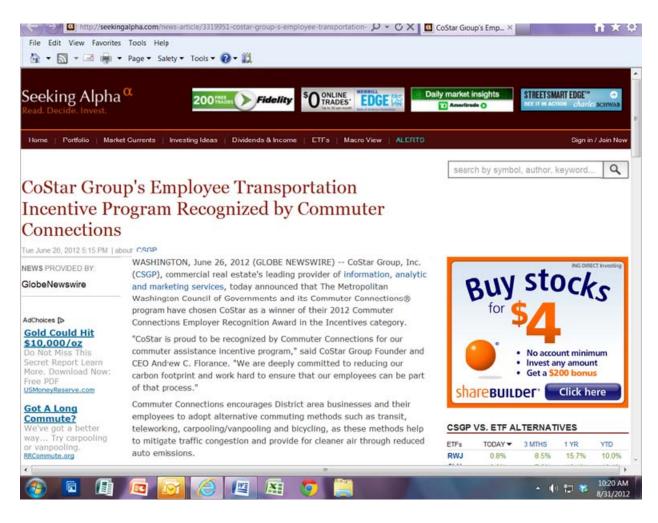


Brandmarks

In an effort to provide year-long recognition of the outstanding work that award winning employers are doing to address some of the region's commute challenges, beginning this year, winners received a brandmark that can be placed on printed material or their website identifying their organization as a winner of a Commuter Connections Employer Recognition Award.



Trade Web Site



Additional Marketing, Outreach, and Earned Media

Commuter Connections Newsletter and Federal ETC Insert

Winter and spring editions of the Commuter Connections Newsletter were produced during the second half of FY2012. The six page 4-color newsletters are distributed quarterly to approximately 5,000 employers, the TDM community and COG stakeholders. The newsletter was placed in PDF format on the Commuter Connections web site. The PDF version along with a special "Federal ETC Updates" piece are distributed to federal Employee Transportation Coordinators via the U.S. General Services Administration and also placed online at www.federaletc.org.



Bowie Baysox Game Sponsorship

Commuter Connections sponsored a Bowie Baysox game on May 26. Sponsorship included the following:





- Pre-event publicity included the Commuter Connections name printed on every ticket for the game and listed on the Bowie Baysox ticketing page.
- Five days prior to the event, the Commuter Connections name was displayed on the Route 301 Marquee, receiving approximately 70,000 impressions per day.
- Three inning spots on the Baysox video board, text displayed on the scoreboard, and P.A. mention announced to the crowd.
- Commuter Connections signage was displayed inside the concourse and at the front entrance. A marketing table was set up for distribution of information to all fans entering and exiting the stadium.
- Commuter Connections logo was displayed on the video board during the fireworks presentation.



Earned Media

The Price of Gas Influences Commuter Driving Habits

During the second half of FY 2012, earned media efforts continued to enforce and build on Commuter Connections' leadership role as an expert in addressing the region's transportation challenges. The regional media was supplied with a steady stream of information using both traditional and social media outlets, creating new contacts and enhancing existing relationships with key members of the media as well as with COG/TPB's Commuter Connections' program partners and stakeholders.

Commuter Connections' rideshare application rate has shown a 20% increase in 2011 over 2010, To identify and develop earned media opportunities for Commuter Connections based on the increase in applications over the past year, a comparison was conducted of the rate of Rideshare applications by month during 2011 and 2010 with the US Department of Labor, Bureau of Labor Statistics' Consumer Price Index, and Average Prices for the Washington-Baltimore, DC-MD-VA-WV region including:

- Housing (monthly cost of shelter including fuel and furniture)
- Transportation (monthly cost of transportation, including gas and maintenance)
- Gallon of Milk (national average)
- Gasoline

As a result, a press release was issued in March identifying the economic factors, in particular the price of gasoline, which influence ridesharing participation. Earned media placements that resulted from the press release are included in Appendix 1 Earned Media Placements.

Bike to Work Day

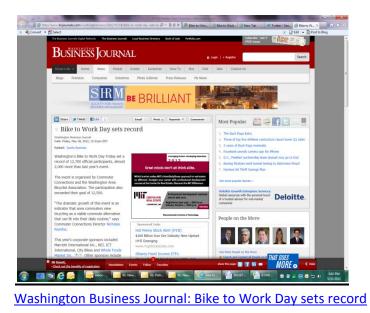
The earned media strategy for 2012's Bike to Work Day supported increases in registration, sponsorship and media coverage over 2011. Media coverage of the event spanned more than three months beginning March 26 shortly after COG issued its first release, and continuing through the beginning of June.

As in previous years, an earned media strategy was developed working in close collaboration with COG's Public Information Office to maximize coverage of Bike to Work Day, specify a communication protocol for media contact, and to distribute materials efficiently to area media.

A total of 118 earned media placements were generated for Bike to Work Day in 2012. A Google search of blogs from March 29, 2012 to May 21, 2012 produced 39,200 results for Bike to Work Day + DC.

Significant in the 2012 earned media effort were the following:

- 1. An early-on press release to announce registration directed registrants to the new website and supported an early uptick in registration.
- 2. Outreach to the media resulted in local and national placement, including distribution of the press release by the Associated Press, together with placement in The Washington Business Journal, environmental websites and social media.



With Washington, D.C. making the list of the "Most Bikeable" Cities in the US, Bike to Work Day placements appeared in newspapers in several states from Massachusetts to California.



3. This year, the earned media plan focused on building pre-event interest in addition to pressing for live coverage at the event. As a result, a 3:15 minute segment aired on the *Timesaver Traffic* segment of "News Now" morning news – WUSA 9 on May 16th featuring Nicholas Ramfos, Director, Commuter Connections, who shared details about the purpose of Bike to Work Day, and pit stop events, including demos of how to get bikes on transit and information about joining convoys. Greg Billing of WABA discussed bicycle safety and preparedness.



News Now WUSA 9, May 16, 2012

In addition, on the day of the event, a two-minute segment aired on ABC's "Good Morning Washington" featuring Mr. Ramfos who spoke live from the action at the Sterling pit stop. The segment was supplemented with a feature on the WJLA website, with an article and link to the MWCOG website.



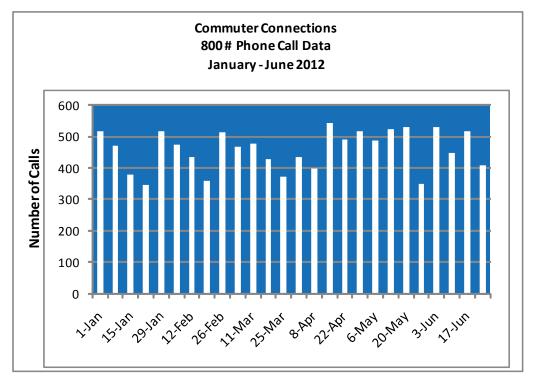
on "Good Morning Washington," ABC 7 from the Sterling Pit Stop on May 18th.

Performance Results Second Half of Year - FY 2011 vs. FY 2012

Web Visits

Month	FY 2011 Web Visits	FY 2012 Web Visits	+/-	+/- %
January	9,849	9,521	(328)	-3.33%
February	20,325	8,730	(11,595)	-57.05%
March	12,013	12,847	834	6.94%
April	13,140	13,132	(8)	-0.06%
May	11,079	15,472	4,393	39.65%
June	13,487	12,056	-1,431	-10.61%
	79,893	71,758	(8,135)	-10.18%

Phone Calls



Guaranteed Ride Home Applications

Month	FY 2011 GRH Applications	FY 2012 GRH Applications	+/-	+/- %
January	1,106	1,358	252	22.78%
February	1,248	1,358	110	8.81%
March	1,033	921	(112)	-10.84%
April	1,067	927	(140)	-13.12%
Мау	1,066	920	(146)	-13.70%
June	925	713	(212)	-22.92%
	6,445	6,197	(248)	-3.85%

Rideshare Applications

Month	FY 2011 Rideshare Applications	FY 2012 Rideshare Applications	+/-	+/- %
January	1,024	1,364	340	33.20%
February	956	814	(142)	-14.85%
March	1,135	894	(241)	-21.23%
April	1,001	982	(19)	-1.90%
May	1,102	813	(289)	-26.23%
June	1,155	752	(403)	-34.89%
	6,373	5,619	(754)	-11.83%

Appendix A 2012 Earned Media Placements

Date	Outlet	Title linked to URL
3/1/12	Washington Post	Are you sharing more rides as gas prices rise?
3/1/12	Washington Examiner	High gas prices push commuters to car pools
3/2/12	Fairfax News.com	Rideshare Makes a Comeback as Pump Prices Go Sky
		<u>High</u>
3/2/12	WTOP	More carpool as gas prices soar
3/11/12	Fredericksburg.com	Vanpools filling up as gas prices drive motorists to
		<u>'rideshare'</u>
4/17/12	Washington Post	<u>\$4 gas reinforces trend toward lower U.S. fuel</u>
		<u>consumption</u>
5/8/12	Fox Business	How to Create Your Own Ridesharing

Bike to Work Day Media Placements

The schedule of information distributed to the media began in March 2012, with a calendar listing followed by three press releases ahead of the event and one immediately following the event. Those releases included:

- 1. 3/29/12: Registration for Bike to Work Day 2012 Opens
- 2. 5/1/12: Bike to Work Day the First Step to Big Savings for Commuters
- 3. 5/14/12: Bike to Work Day Events Spread Throughout Metropolitan Washington Region
- 4. 5/17/12: Thousands Expected to Bike to Work Tomorrow May 18th
- 5. 5/18/12: Record Breaking 12,700 Bike to Work

	Print and Online Media	Total Placements 109
Date	Outlet	Title linked to URL
3/26/2012	FrederickNewsPost.com	Registration open for Bike to Work Day
3/29/2012	Washington Examiner	Bike to Work Day registration opens
3/29/2012	Commuter Connections	Registration for Bike to Work Day 2012 Opens
3/30/2012	Washington Post - Post Local	Bike to Work Day
3/30/2012	The Washington Post Local	Bike to Work Day - Registration open
3/31/2012	Charles County Newsletter	Bike to Work Day Website Launched for 2012 event
3/31/2012	FrederickNewsPost.com	Registration Opens for Bike to Work Day
4/1/2012	WAMU	D.C. Region's 'Bike To Work Day' Set In May
4/1/2012	Prince William Trails & Stream	Metro DC Bike to Work Day 2012
4/9/2012	BayNet.com	Annual Bike to Work Day to be Held May 18
4/22/2012	Southern Maryland Net News	Bike to Work Day May 18th
4/24/2012	TPB Weekly Report	BTWD in the Washington Region on May 18
5/1/2012	Connected Communities	BTWD the First Step to Big Savings for Commuters
5/1/2012	Bicycle Retailer & Industry News	Groups mark Bike Month with calls to Congress

E /2 /2012	Downtown DC BID
5/2/2012 5/4/2012	
5/4/2012	Washington Post - Post Local Interesting Nonfiction for Kids
	Washington Post - Post Local
5/7/2012 5/8/2012	TBD on Foot
5/8/2012	City of Rockville Potomac Local.com
5/8/2012	JDAntos - Notes from DC
5/9/2012	
5/10/2012	Belvoir Eagle
5/11/2012	Washington Post - Post Local
5/13/2012	Examiner.com
5/13/2012	Black And White
5/13/2012	Best Messenger Courier DC
5/14/2012	GeorgeTown Patch
5/14/2012	Washington Post - Post Local
5/14/2012	Connected Communities
5/14/2012	MWCOG Newsroom
5/14/2012	Falls Church Patch
5/14/2012	EcoWomen, Washington, DC
5/14/2012	Washington Post - Post Local
5/14/2012	Bike and Roll
5/14/2012	Bike Arlington.com
5/14/2012	TBD on Foot
5/15/2012	College Park Patch
5/15/2012	Redefining Eco
5/15/2012	Laurel Patch
5/15/2012	The Wash Cycle
5/16/2012	CBS DC
5/16/2012	Post Local - The Buzz
5/16/2012	Washington Post - Post Local
5/16/2012	Silver Spring Patch
5/16/2012	
5/16/2012	•
5/16/2012	
5/16/2012	Hyattsville Patch
5/16/2012	Washington Examiner
5/16/2012	CBS Baltimore
5/16/2012	FoxDC
5/16/2012	Washington Examiner
5/16/2012	Washington Post - Post Local
5/16/2012	Express Night Out
5/16/2012	Post Local
5/16/2012	GPB News

Bicycle Mania Dr. Gridlock's traffic, transit tips: Bike to Work Day Happy National Bike Month Bike to Work Day At Least Nine Bicyclists Bike to Work This Month **Biking Students Offered Healthy Snacks** Bike to Work Day - Convoy from Anacosta Workers save time, money during Bike to Work Day Bike to Work Day Bike DC brings enthusiasts to early morning ride Bike to Work Day 2012 Washington DC Bike to Work Day is May 18 **Bike to Work Day** Bike to Work Day **BTWS Events Spread Throughout Region** Bike to Work Day Events Spread Region **Bike to Work Week Begins Biking Successfully!** Dr. Gridlock - Bike to Work Day Free Bike Rentals for Bike to Work Day! Upgrade your Bike to Work Week WMATA's College Park Bike & Ride 100+ Cyclists Expected at City hall for BTWD Celebrate Bike to Work Week! Friday is Bike to Work Day Ride with DC Council Candidate David Grosso BTWD Expected To Draw More Than 10.000 Bike to Work Day expected to draw thousands Bike to Work Day expected to draw thousands **BTWD Features 2 Pit Stops in Silver Spring** Bike to Work Day Friday May 18th **Bike to Work Day is Friday** Bike to Work Day Set for May 18th **BTWDWill Feature a Pit Stop in Hyattsville Bike to Work Friday** Commuters Urged to Bike to Work on Friday Commuters Urged to Bike to Work on Friday Cycling Commuters Taking to the Roads Friday Dr. Gridlock - Be Safe on Friday's Bike to Work Day For D.C., A Great Divide Friday is BTWD more than 10,000 expected Get Ready For BTWD (And Share Your Photos)

F/16/2012	North County Public Padia
5/16/2012 5/17/2012	North County Public Radio Greater Greater Washington
5/17/2012	CBS Money Watch
5/17/2012	Fairfax News
5/17/2012	WAMU
5/18/2012	Commuter Page Blog
5/18/2012	Mobility Lab
5/18/2012	Chasing Mailboxes
5/18/2012	Washington Post
5/18/2012	Wash Cycle
5/18/2012	Vimeo
5/18/2012	
5/18/2012	Huff Post Green
5/18/2012	Kingstowne Rose Patch
5/18/2012	ARLNow
5/18/2012	Bulliten MPCS
5/18/2012	Washington Business Journal
5/18/2012	DCist
5/18/2012	Huffington Post
5/18/2012	Life at Hok
5/18/2012	Burke Patch
5/18/2012	Express Night Out
5/18/2012	The New Republic
5/18/2012	FrederickNewsPost.com
5/18/2012	Wavy.com
5/18/2012	WAMU
5/18/2012	WBUR 90.9
5/18/2012	Explore Baltimore County
5/18/2012	Examinier.com
5/18/2012	Washington Post
5/18/2012	Greater Greater Washington
5/18/2012	Dcist
5/18/2012	Washington Examiner
5/18/2012	DC Map Search
5/18/2012	NBC Washington
5/18/2012	WTOP
5/18/2012	Public Health Newswire
5/18/2012	Neighborhood Nomad
5/18/2012	Sierra Club
5/18/2012	Post Local - Dr. Gridlock
5/22/2012	Oak Hill and Herndon Connection
5/23/2012	Loudoun Times
5/25/2012	Greater Greater Washington
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Get Ready For BTWD(And Share Your Photos) **Big Days for Bikes** Bike to Work Day, May 18: The best time to ride Friday is Bike to Work Day Friday Marks Bike to Work Day in DC 12.700 Attend DC's Region's Bike to Work Day Photos from BTWD at the Rosslyn Pit Stop Bike to Work Day Bike to Work Day - Submit your bicycle photos Bike to Work Day 2012 BTWD 2012 -- Greenbelt MD to Washington DC BTWD 2012 Attracts More Cyclists Than Last Year's Bike To Work Day 2012: Way To A Greener Commute Bike to Work Day Comes to Kingstowne Area Bike to Work Day in Rosslyn Bike to Work Day is Friday, May 18 Bike to Work Day sets Records BTWD Tally: 12,700 Cyclists (and One Trike) **BTWD** : Big Milestone for Capital Bikeshare Bikes of Hok, Washington DC Burke Celebrates Bike to Work Day **DC Rider - Halfway There** Does "Bike To Work Day" Work? **Employees Take Healthy Commute on Bike Day** Friday is Bike to Work Day Great Day for A Bike Ride In America's 'Most Bikeable' Cities, Bike Lanes Rule In Towson, Bike to Work Day gathers 'spokes-people' It's Bike to Work Day - Bike to School Day Too? It's Bike to Work Day - Use Caution Many Biked to Work Morning Roundup: Bike to Work Day Edition **Record Number Bike to Work Rise of Bikes in DC Communities Thousands of Riders Roll Out** Thousands Participating in Bike to Work Day Today is Bike to Work Day Today's Pit Stops U.S. Bicyclists Save \$4.6 Billion Per Year by Riding Watch Out for Bike to Work Day Cyclists Herndon Hosts Bike to Work Day Bike to Work Day Can We Make Bike To Work Day More Diverse?

6/4/2012	Washington Post	Bike Commuting in DC - From the Suburbs	
	About.com	Bike to Work Day in Washington, DC	
	We Love DC	Bikeshare goes monthly, adds a discounted helmet	
	Del Ray Patch	Gear Up for Bike to Work Day	
	Virginia Rail Express Newsletter	May 18 Bike to Work Day	
	Maryland DOT	Participate in National BTWD on May 18, 2012!	
	WUSA 9	Photos of Bike to Work Day	
	Herndon Patch	Region Celebrates Bike to Work Week	
	Tacoma Park Newsletter	Takoma Park Celebrates Bike Month	

On-Camera Television Interviews 3			
Date	Outlet	Title linked to URL	
04/15/12	Charles County Government	BTWD Interview with George Clark	
05/16/12	WUSA 9	Bike to Work Day is Friday	
05/18/12	ABC 7	Good Morning Washington	

Radio 6		
Date	Outlet	Title linked to URL
4/1/2012	WAMU	Region's Bike to Work Day Set in May
5/17/2012	WAMU	Friday Marks Bike to Work Day in DC
5/18/2012	WAMU	A Great day for a Bike RIde
5/18/2012	WBUR 90.9	In America's 'Most Bikeable' Cities, Bike Lanes Rule
5/18/2012	WTOP MetroNetworks radio and their affiliates including WWRC; WARW; WJZW;	Thousands Participating in Bike to Work Day
5/18/2012	WASH;WXTR; WPGC KOSU News	In America's 'Most Bikeable' Cities, Bike Lanes Rule

Blog & Social Media Samples				
Date	Outlet	Торіс		
4/1/2012	Leesburg Patch	Bike to Work Day 2012		
4/1/2012	Fairfax City Patch	Bike to Work Day 2012		
4/1/2012	College Park Patch	Bike to Work Day 2012		
4/1/2012	Vienna Patch	Bike to Work Day 2012		
4/1/2012	Silver Spring Patch	Bike to Work Day 2012		
4/1/2012	Reston Patch	Bike to Work Day 2012		
4/1/2012	Ballston Virginia Square Patch	Bike to Work Day 2012		

4/1/2012	Old Town Alexandria Patch
4/1/2012	Active Rain
5/8/2012	TBD on Foot
5/9/2012	JDAntos - Notes from Washington DC
5/13/2012	Black And White
5/14/2012	GeorgeTown Patch
5/14/2012	TBD on Foot
5/14/2012	Montgomery County
5/15/2012	Cycle Jerk
5/15/2012	Laurel Patch
5/15/2012	Redefining Eco
5/16/2012	FoxDC
5/16/2012	GPB News
5/16/2012	North County Public Radio
5/16/2012	Silver Spring Patch
5/16/2012	Urban Places and Spaces
5/17/2012	Washingtonian
5/18/2012	Commuter Page Blog
5/18/2012	Examinier.com
5/18/2012	Explore Baltimore County
5/18/2012	Gwadzilla
5/18/2012	Life at Hok
5/18/2012	Mobility Lab
5/18/2012	NBC Wahington
5/18/2012	Neighborhood Nomad
5/18/2012	The New Republic
	League of American Bicyclists
	Downtown DC

Bike to Work Day 2012 Bike to Work Day 2012 At Least Nine Bicyclists Died in Traffic Bike to Work Day - Convoy from Anacosta Bike to Work Day 2012 Bike to Work Day WMATA's College Park Bike & Ride Bike to Work Day 2012 Bike to Work Day Friday is Bike to Work Day Celebrate Bike to Work Week! Commuters Urged to Bike to Work on Friday Get Ready For Bike To Work Day Get Ready For BTWD(And Share Your Photos) **BTWD Features 2 Pit Stops in Silver Spring** Bike to Work Day Friday May 18th What to do This Weekend 12,700 Attend DC's Region's Bike to Work Day It's Bike to Work Day -Bike to School Day Too? In Towson, BTWD gathers 'spokes-people' People Biking to Work - photos Photo of **BTWD** Peta: Go Vegan on Bike to Work Day **Dupont Circle** Bikes of Hok, Washington DC A Few Photos from BTWD at the Rosslyn Pit Stop Thousands of Riders Roll Out Today's Pit Stops Does "Bike To Work Day" Work? "Show Congress" Your Bike Month Events Bike to Work Day