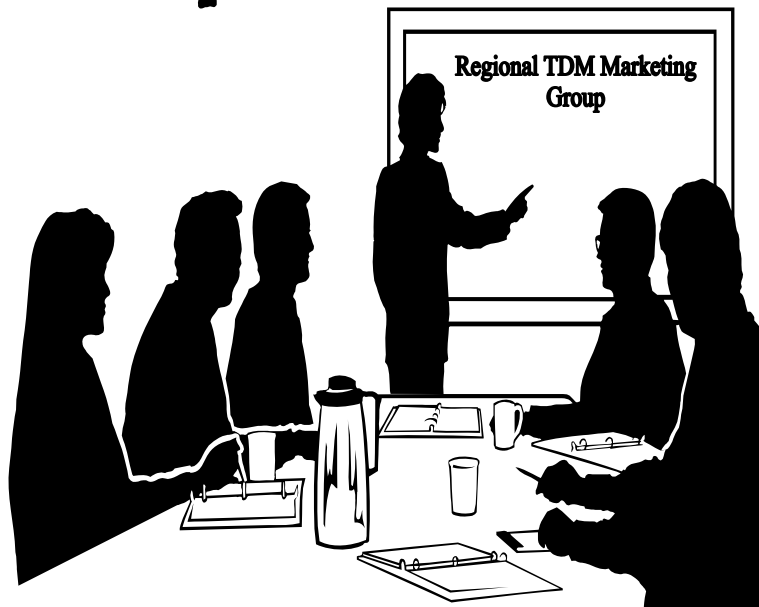


HANDOUTS

from previous meeting



December 16, 2008

**WASHINGTON METROPOLITAN REGION
TRANSPORTATION DEMAND MANAGEMENT**

**RESOURCE GUIDE
AND
STRATEGIC MARKETING PLAN**

Version 12.0

*FY09 Final Report
December 2008*

PREPARED BY:

COG/TPB Staff in conjunction with
the COMMUTER CONNECTIONS
REGIONAL TDM MARKETING GROUP

- Table of Contents -
FY09 TDM Resource Guide and SMP

~ Section One ~

Background..... Page 4
Executive Summary..... Page 6
Regional Activity Centers..... Page 8
Mission Statement Page 9
Acknowledgements..... Page 10
Guiding Principles of Strategic Marketing Plan..... Page 12
Key Findings and Strategic Implications..... Page 13
Summary of Proposed Strategy for FY 2009..... Page 15

~ Section Two ~

Regional Profile..... Page 17
Product Profiles..... Page 19
 Carpools and Vanpools..... Page 20
 HOV Lanes..... Page 23
 Transit..... Page 30
 Table – Summary of Bus Activity..... Page 32
 Table – Summary of Rail Activity..... Page 36
 Table - Summary of Park & Ride Activity..... Page 38
 Telework..... Page 40
 Bicycling..... Page 42
 Bike Sharing..... Page 45
 Car Sharing..... Page 46
 Guaranteed Ride Home..... Page 47
 Commuter Benefit Programs..... Page 48
 Clean Air Partners..... Page 52
 Live Near Your Work..... Page 56

~ Section Three ~

Current Marketing Strategies and Budgets for Regional Partners..... Page 57
Calendar of Regional Events for 2008-2009..... Page 81
Marketing Strategy
 Current Profile *Central - DC, Arlington, Alexandria*..... Page 82
 Marketing Strategies - *District of Columbia* Page 84
 Marketing Strategies - *Crystal City/Pentagon and Rosslyn/Ballston* Page 86
 Marketing Strategies - *Alexandria* Page 88

- Table of Contents -
FY09 TDM Resource Guide and SMP

~ Section Three Continued ~

Current Profile - <i>Northern Virginia</i>	Page 90
Marketing Strategies - <i>Tysons Corner and Merrifield/Dunn Loring</i>	Page 93
Marketing Strategies - <i>Fairfax Center/GMU and Dulles Corridor</i>	Page 95
Marketing Strategies - <i>I-95/Springfield</i>	Page 97
Marketing Strategies - <i>Leesburg</i>	Page 99
Marketing Strategies - <i>Manassas</i>	Page 100
Current Profile - <i>Suburban Maryland</i>	Page 102
Marketing Strategies - <i>Frederick</i>	Page 106
Marketing Strategies - <i>Friendship Heights/Bethesda/ North Bethesda, Gaithersburg /Germantown/ Rockville/, Silver Spring/Takoma Park/Wheaton</i>	Page 107
Marketing Strategies - <i>Greenbelt/College Park/White Oak/ New Carrollton/Largo/ Nat'l Harbor/Oxon Hill</i>	Page 109

~ Section Four ~

TDM Research Summaries	Page 110
Creative Campaign Qualitative Research Findings for marketing TERM (<i>July 2003</i>)	Page 111
Telecenter Utilization and Teleworker Travel Behavior Survey (<i>September 2004</i>)	Page 112
Employer Metrocheck Survey Results Summary (<i>May 2005</i>)	Page 113
2004 Performance of Regional High-Occupancy Vehicles Facilities on Interstate Highways In The Washington Region (<i>September 2005</i>)	Page 115
Employer Satisfaction Survey FY05, Commuter Connections, (<i>January 2006</i>)	Page 116
Transportation Emission Reduction Measure (TERM) Analysis Report FY 2003-2005 (<i>January 2006</i>) ..	Page 118
Applicant Database Annual Placement Survey Report FY06, Commuter Connections (<i>May 2006</i>)	Page 121
Guaranteed Ride Home Program (GRH Participant Survey FY05, Commuter Connections (<i>May 2006</i>)) ..	Page 125
End of Ozone Season Survey (<i>October 2006</i>)	Page 126
Metrorail Station Access & Capacity Study, WMATA (April 2008)	Page 129
State-Of-The-Commute Survey Report (<i>June 2008</i>)	Page 133
Bike To Work Day 2007 Survey Report (<i>July 2008</i>)	Page 139
Metropolitan Washington Region Vanpool Survey (<i>November 2008</i>)	Page 142

BACKGROUND

The Washington metropolitan region initiated its first formal transportation demand management efforts in the early 1970s with *Commuter Club*, which was established by the Metropolitan Washington Council of Governments (COG), the General Services Administration, and the Greater Washington Board of Trade to provide basic ridematching for carpools and vanpools. In subsequent years, the program grew into a COG-coordinated network of local rideshare agencies, and in 1989, it became the *Ride Finders Network* which provided free information and computerized ride matching services to area residents seeking to join car or vanpools or locate appropriate transit arrangements and park-and-ride locations. In 1996, the regional network was renamed *Commuter Connections*. In 1997, *Commuter Connections* expanded its services to include regional telework assistance and resources, a new Internet site, a regional Guaranteed Ride Home program, information on bicycling to work, InfoExpress commuter information kiosks, and free assistance to employers for the development and implementation of alternative commute programs and benefits. In 2003, *Commuter Connections* expanded its marketing efforts through the implementation of a regional mass marketing measure. The purpose of the measure was to brand the *Commuter Connections* name as the umbrella organization for commuter transportation information in the Washington Metropolitan area and to subsequently increase the usage of alternative forms of commuting.

The current *Commuter Connections* regional network provides commute services and information to area residents and employers in the Washington metropolitan region in order to reduce traffic congestion and emissions caused by single occupancy vehicles (SOVs). The outreach mission is to create awareness of SOV alternatives and their resulting benefits; to build the *Commuter Connections* network as an umbrella resource that provides support services to network organizations and individuals who currently drive alone, and to facilitate those who are seeking to change SOV behavior by way of providing assistance about available commute options and alternatives. Activities promoted by the *Commuter Connections* network include ridesharing, transit, bicycling, walking, teleworking and employer services.

The following agencies share the regional commuter database, provide ridematching services and share information and resources: Alexandria Local Motion, Annapolis Regional Transportation Management Association, Baltimore Metropolitan Council, BWI Partnership, City of Baltimore, Bethesda Transportation Solutions, Fairfax County RideSources, Frederick County's TransIT Services, Food & Drug Administration, GWRideConnect, Harford County, Howard County, LINK/Reston Transportation Management Association, Loudoun County, Metropolitan Washington Council of Governments, Montgomery County Commuter Services, Maryland Transit Administration, National Institutes of Health-Bethesda, North Bethesda Transportation Center, Northern Neck Planning District Commission, Northern Shenandoah Valley Regional Commission, Prince George's County, Potomac and Rappahannock Transportation Commission, Rappahannock-Rapidan Rideshare, and Tri-County Council for Southern Maryland.

Commuter Connections is a program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments, and is funded through the District of Columbia, Maryland and Virginia Departments of Transportation, and the U.S. Department of Transportation. Other entities that play a major role in the delivery of Transportation Demand Management (TDM) products, services, and

messages in the Washington region include transit agencies, local governments, business partnerships, bicycle associations, and transportation management associations.

The partnership between agencies and jurisdictions has been encouraged in order to develop and promote a seamless inter-modal transportation system, and a coherent message to commuters that will accelerate the trial and use of alternative commute modes. Transportation Demand Management (TDM) marketing will assist the region in achieving its air quality conformity goals through implementation of regional transportation emission reduction measures, which in turn will help increase regional mobility through decreased traffic congestion, realize efficiencies in the use of the existing transportation infrastructure, conserve energy, and improve public health by reducing air pollution.

The purpose of the Washington Metropolitan Region Transportation Demand Management Resource Guide and Strategic Marketing Plan is to summarize the TDM activities that are occurring in the region. It also provides background on TDM products and services, which offer choices to Washington area residents and businesses to assist commuters in finding and adopting alternative transportation methods.

Resources to accomplish this goal are oftentimes limited and marketing activities must be carefully planned and executed. Regional TDM campaigns must offer quality products and services to commuters and have a specific call-to-action. The messages must also be tailored and targeted to audiences who are most inclined to sample the product being promoted. Evaluation methodologies will need to be validated in order to measure levels of change in travel behavior.

Furthermore, the Washington Metropolitan Region TDM Resource Guide and Strategic Marketing Plan has been developed as a reference tool for use by the regional agencies and jurisdictions and outlines regional marketing campaigns and budgets that effectively promote TDM practices.

EXECUTIVE SUMMARY

Commuter Connections through partner input conducts and reviews regional data and marketing research and applies it to planning and marketing communication programs by targeting alternative commute messages to specific audiences groups likely to adopt such practices.

This regional resource guide and marketing plan is designed to focus on key activity centers/corridors within the Washington metropolitan region. It includes data from previously collected research, together with new information gathered from members of the Regional TDM Marketing Group and Commuter Connections Subcommittee. An initial survey and interview process occurred in May 1997 for the inaugural report, and updates have been made each fiscal year since. A research appendix includes executive summaries of TDM related studies in addition to other TDM relevant research that stems back several fiscal years. It is the intention of the Regional TDM Marketing Group to update this document on an annual basis each fall.

The 2000 Census figures indicates that the number of Washington area residents who drive alone to work each day increased by a quarter-million during the 1990s. And as the region's employment sprawled outward with its population, the number of people who carpooled, took transit or walked to work decreased. However, it should be noted that the Washington D.C. region still boasts one of the highest pool rates in the country, but also some of the worst congestion in the country. Experts believe tourists have contributed to the higher ridership, as have residents who use public transportation for errands and social events.

In 2007, about 71.0% of weekly commute trips made to worksites outside the home were made by driving alone. This represented a decrease from the 74.1% of weekly trips that were drive alone in 2004. The region's average one-way commute is now 35 minutes, up from 32 in 2001. The three-minute increase in commute time is equivalent to three full eight-hour work days wasted. The time increase is due to more congestion and longer distances from home to work for many commuters. The average commute distance was 16.3 miles in 2007 versus 15.5 miles in 2001. Suburban sprawl continues as a means to find more affordable housing. About 18.7% of regional commuters said they teleworked at least occasionally, up substantially from the 2004 level of 12.8%. Teleworkers also did so more frequently, 1.5 days per week on average in 2007 compared to the 1.3 days per week reported in the 2004 Commuter Connections State of the Commute survey.

In the 2007 State of the Commute, about a quarter (27%) of respondents said their commute was more difficult than it was a year ago. The primary reason for it being worse was that the route was more congested now (75%). Six percent said the commute was easier because they started using an alternative mode and two percent said they improved their commute by using HOV lanes.

Over half (52%) of respondents said they had seen, heard, or read advertising for commuting in the six months prior to the survey and two-thirds of these respondents could cite a specific advertising message. This was approximately the same result as was observed in the 2004 State of the Commute survey.

A cohesive marketing plan that leverages the experience and marketing budgets from individual partners who pursue promoting alternative commuting positively serves this region. The formation of rideshare arrangements is still primarily supported through employer programs, and secondarily by word of mouth. Regional advertising and public relations campaigns magnify the work done at employer sites, supports the message currently being provided by the Commuter Connections partnership, and increases awareness for the further expansion of word of mouth.

Focus groups conducted in June 2003 for the Mass Marketing TERM by NDW Communications on behalf of Commuter Connections found that commuters are looking for a solution to the frustration resulting from their commute, and the morning commute to work appears to be more of a stressor than the evening commute home. Additionally, commuters need flexibility in their choice of commute options; therefore the advertising messages should underscore the fact that commuters can make ridesharing a part-time option, rather than a full-time commitment. Carpooling is not attractive for many due to the need to have an automobile available for work responsibilities and personal errands. In the 2007 State of the Commute Survey Report, nearly half of respondents (48%) stated that they did not know anyone with whom they could carpool or vanpool with.

As a part of its continuing effort to reduce the severity of ozone pollution in the Washington and Baltimore metropolitan areas, Clean Air Partners, through the COG, contracted with Virginia Commonwealth University's Center for Environmental Studies to conduct a survey at the conclusion of the 2006 ozone season. Respondents were asked their perceptions of air quality change over the last five years. A higher percentage of respondents in 2006 than in 2001 agreed, either "somewhat" or "strongly," that poor air quality had a negative impact on their quality of life (2001 = 80.5%; 2006 = 86.6%). Forty-seven percent reported that they thought the air quality had "gotten worse" or had "gotten a lot worse". Only 15.6% reported a perception that the air quality had "improved" or "improved a lot".

The 2007 State of the Commute reveals that employer provided commute assistance appears to encourage use of alternative modes while the provision of free parking discourages the practice. Driving alone was less common for commuters who had access to employer provided incentive/support services. Only 62% of commuters with these services drove alone to work, compared with 78% of commuters whose employers did not provide these services. Respondents who did not receive free parking from their employers used alternative modes at much higher rates. Less than half (48%) of respondents who did not have free parking drove alone, compared with 83% of respondents who did have free parking.

Due to a continuing campaign of TDM advertising, promotions and public relations, in 2007, about 53% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. About 18% of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. This was the same percentage as was observed in 2004. The most persuasive messages appealed to commuters' interest in saving the environment, saving money, or experiencing less stress.

About a quarter (26%) of regional respondents knew that there was a regional GRH program. This was a large decrease however from the 59% who said they knew of such a program in 2004. About a third (37%) noted Commuter Connections as the sponsor, a significant increase over the 21% who named Commuter Connections in 2004 and the 13% who mentioned Commuter Connection in 2001.

This document includes a promotional strategy that will utilize message points with various mediums such as direct mail, radio, signage and internet, which will target key activity centers/corridors as described in COG's Regional Activity Centers. These activity centers have large populations and/or employment centers and provide commuters with a variety of alternative modes to single occupant vehicle commuting, such as HOV lanes, rail, buses, bicycle paths or telework centers.

Metropolitan Washington Regional Activity Centers

The Regional Activity Centers have been developed by COG's Metropolitan Development Policy committee as a tool to help guide land use and transportation planning decisions. This publication was issued in 2007 and is an update to the 2002 publication. These activity centers are sorted in descending order by number of jobs.

Activity Centers	Jobs 2005	Households 2005
Downtown Washington	561,092	50,011
Pentagon/Reagan Airport/Alexandria Area	120,744	22,074
Dulles Corridor	100,693	6,143
Tysons Corner Area	92,603	7,879
Bethesda/Friendship Heights	86,954	17,623
Rosslyn/Ballston Corridor	80,963	19,661
Rockville/North Bethesda	68,610	5,272
Fairfax Center/City Of Fairfax/GMU	56,972	12,191
Gaithersburg/Life Sciences Center	55,237	8,720
South Dulles Area	52,064	2,452
Greenbelt/College Park Area	50,844	9,661
I-95/Springfield Area	42,259	2,912
Merrifield / Dunn Loring	40,345	4,611
Frederick Area	33,129	2,633
Silver Spring/Takoma Park/Wheaton	29,741	5,646
North Dulles Area	29,497	1,410
Bailey's Crossroads Area	27,258	14,048
Konterra/Route 1	26,666	168
Waldorf Commercial	23,450	4,528
Potomac Mills/Woodbridge Area	22,724	8,720
New Carrollton/Largo Area	20,491	7,646
Manassas Area	19,151	6,627
White Oak	11,429	4,125
Leesburg Area	9,933	4,810
Germantown/Clarksburg	7,840	1,407

Central: *District of Columbia* - Downtown, SW Federal Center, Georgetown, Monumental Core
Arlington County - Crystal City/Pentagon, Rosslyn/Ballston
City of Alexandria – Old Town, Landmark

Northern Virginia: *Fairfax County* – Dulles Corridor, I-95/Springfield , INOVA Fairfax Hospital, Tysons Corner, Merrifield/Dunn Loring, Richmond Hwy, Fairfax Corner, Centerville/Chantilly, Bailey’s Crossroads
Loudoun County – Downtown Leesburg
Prince William County - Manassas

Suburban Maryland: *Frederick County* - Frederick
Montgomery County – Countywide, Bethesda, Friendship Heights, Clarksburg Gaithersburg, Germantown, NIH Medical Center, Rockville, North Bethesda, Silver Spring/Takoma Park, Wheaton. Shady Grove
Prince George's County – Greenbelt/College Park/White Oak, New Carrollton/Largo, National Harbor/Oxon Hill
Charles County – Waldorf Commercial

MISSION STATEMENT

To provide a cooperative regional transportation marketing approach designed to reduce driving alone while maximizing use of commuter transportation alternatives in the Washington-Baltimore Metropolitan Commute Area:

- This document serves as a resource directory of current products, research, and marketing activities that have been conducted within the Washington metropolitan region and Baltimore region. It will be maintained with the most current information available from notable sources.
- This document's goals are to outline a strategy for a regionally coordinated TDM marketing campaign in order to maximize the campaign's effectiveness in increasing awareness regarding TDM, by targeting specific employment activity centers for the promotion of specific modes and to create promotional events with trackable results.
- This document focuses on primary impacted activity centers/corridors in this region, and targets products along those employment activity centers that are competitive with driving alone for the audience who is most likely to try alternative transportation products.

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GUIDING PRINCIPLES OF STRATEGIC MARKETING PLAN

Through the research previously conducted within the region, it is clear that the general population is aware of the regional congestion and clean air challenges. Unfortunately, many have not translated this awareness into action, although they state intent to do so. The alternatives to SOV behavior are perceived to lack the key characteristics of *convenience, reliability, and time efficiency*. Therefore the marketing campaign initiated within the Washington region must possess these attributes while promoting genuine alternatives to driving alone. In addition, it must show that the options are flexible to match the commuters' daily needs, and that it will solve the stress and frustration commuters are experiencing.

In order to realize the mission of Commuter Connections, the following will be pursued:

- The document will summarize key findings of the most relevant research related to the products and demographics associated with TDM issued over the last five years.
- The document will address the full range of strategic marketing activities related to selling the alternatives to single occupant drivers.
- The document will focus on specific messages that have proven effective in past campaigns and modify them, if necessary, for impacted activity center promotions.
- The document will convey to the audience, the opportunities presented within specified impacted activity centers/corridors for marketing and promotions based on ample capacity and demand for alternative commuting.
- The document will outline impacted activity centers/corridors where alternative commuting will be promoted to maximize conversion from single occupant vehicles.
- The document will outline the marketing strategy that should be utilized to maximize penetration within the region and increase awareness of the benefits of alternative commuting.
- Regional Marketing campaign Summaries will evaluate the promotions and advertising strategy by reviewing phone volumes for the 800-745-RIDE number, hits to the Web site for Commuter Connections home page and the Guaranteed Ride home pages, and number of Internet applications for matchlists.

KEY FINDINGS AND STRATEGIC IMPLICATIONS

Several key findings and strategic implications were noted after review of the research summarized within the appendix of this document. These important observations and implications were taken into consideration while planning the FY09 marketing campaign. Ongoing research will continue to help Commuter Connections understand our target audience.

Focus Group Findings, Commuter Connections, 2000

Employers from the focus groups state that telemarketing and e-mail marketing are the best mediums for keeping them informed about employee commute assistance programs.

Information to employers should be communicated directly through the employer outreach representatives through a methodical telemarketing campaign, combined with advertisements, and direct mail/e-mail marketing directly to HR executives.

NDW Communications Research, 2003

In general the psychographic profile of the SOV and HOV commuter is very similar, with both being frustrated with their commutes. The SOV commuter is attracted to finding a solution that is convenient and will assist in improving their quality of life, and reduce stress.

Develop a mass marketing campaign designed to position Commuter Connections as a source for a myriad of solutions for all kinds of commuters. Use media that targets commuters during the time when their frustration is at its peak, which would be drive-time radio, predominantly during the morning.

2007 State of the Commute, Commuter Connections, June 2008

The Commuter Connections program including the regional marketing efforts and local activities of network members continues to be successful; driving alone is at a slightly lower rate now than it was in 2001 or 2004.

- Driving alone is down to 71.0%, down from 74.1% in 2004, and 72.6% in 2001.
- All other modes, including train, carpool/vanpool, bus, and bike/walk are all up from 2004.
- It is impressive that one in every three trips is made (or avoided) with alternatives to driving alone
- Sex: Women and men are very similar in their likeliness to use alternative transportation options.
- Top reasons for using alternative mode:
 - Save money 18%
 - Changed jobs/work hours 18%
 - Save time 13%
- The most persuasive messages appealed to respondents' interest in saving the environment, saving money, or reducing congestion.
- By far, the most prominent service sought by respondents was transit information, sought by 60% of respondents who contacted a local program.

- About four percent of respondents said they would definitely try carpooling if offered a financial incentive and another 10% said they would probably try carpooling to receive the \$25 gift card. A slight increase was noted in respondents' interest; at the \$50 level.

Stakeholder Interviews, 2007

A series of interviews were conducted with stakeholders to identify their needs, interests, and ideas to enhance the effectiveness of the Commuter Connections network. Several findings encourage enhancing the synergy of the network members to cooperatively operate campaigns or programs; other findings pointed out the differences in each area and the need to customize messages and materials—but maintain a single, consistent look and theme. Some of the findings include:

- Each network partner serves distinct, manageable-sized geographic area and knows the unique needs, stakeholders, opportunities, and challenges of their territory.
- SmarTrip will create a seamless fare structure—but without the seamless service to complete the promise of a stress-free commute to work, many will likely to continue to drive alone. The Network can help fill the gaps between transit systems and encourage seamless service throughout the region.
- The variety of issues faced by the different agencies calls for customization of messaging strategies that promote viable transportation options from and within that particular area.
- While regional marketing efforts can grow general awareness of options and services, individual efforts by network members can build on these efforts through local marketing and partnerships with organizations that can reach people likely to be receptive to the message

SUMMARY OF PROPOSED STRATEGY FOR FY09

The overall objective of Commuter Connections is to reduce traffic congestion and its resulting vehicle emissions, by changing the behavior of single occupancy drivers into alternative forms of commuting. In FY09 the overall marketing program will support ridesharing, Guaranteed Ride Home, telework, transit, bicycling and the role of the employer in encouraging and supporting change in commuting behavior.

According to the Commuter Connections FY 2006 applicant database Placement Survey Report, nearly two-thirds of the audience most likely to seek alternative commuter information from Commuter Connections is between the ages of 35 to 54. Females make up 58% of the respondents and the overwhelming majority of respondents work in professional occupations. Over two-thirds of respondents reported their annual household income is \$80,000 or greater. More than two-thirds work for companies that employ 250 or more and over half work for the Federal Government. Average commute distance was 36.3 miles one way, with 59% commuting 30 miles or more.

In order to focus Commuter Connections resources, key strategies that will guide the FY09 program will include promotional efforts specifically geared to matching the audience profile of top Activity Centers and a focus on getting employers to offer benefits that will change employee commuting behavior.

The Commuter Connections regional marketing campaign for FY09 will include input from the Regional TDM Marketing Workgroup made up of TDM stakeholders from various jurisdictions within the National Capital region. Continuing to engage the region's transportation demand management companies, transit operators, and local city, state and county governing agencies will ensure that we are meeting their needs as well as serving the needs of entire Commuter Connections regional service area. Commuter Connections and its constituents have long felt that it would be of great value to the region to continue with the transportation "vision" or umbrella theme around the Commuter Connections brand.

Marketing will provide frequent regional promotion of alternative commute options including; car/vanpooling, teleworking, mass transit, bicycling, walking; and support programs such as Guaranteed Ride Home, the Commuter Connections network ridematching services and Bike to Work Day. The marketing program aims to raise awareness of alternate commute options, and support the Commuter Connections network in persuading commuters to switch to alternative commute modes from the use of single-occupant vehicles (SOV), and persuading commuters currently using alternative commute modes to continue to use those modes. A new effort will also be implemented to promote a Car-Free/Car-Lite Day event in the region. This event will encourage commuters and the general population to leave their cars home or to use alternative forms of transportation such as carpools, vanpools, public transit, bicycles, or walking.

Marketing Input: The background for this marketing brief was derived from the following sources:

- 2007 State of the Commute Survey;
- 2007 GRH Applicant Survey Report, and;
- Commuter Connections Stakeholder Attitudes and Opinions, April 2007.

While using the above listed reports as a cornerstone for the FY09 Marketing Brief, it is necessary to accommodate the record increases in gas prices in the input. During 2008, gas prices rose for 21 consecutive weeks resulting in an overall increase of 38.3%. The Commuter Connections FY2008 umbrella campaign was positioned to respond to these unprecedented market conditions and drive the impressive application response rate resulting in over 2500 Rideshare applications in May and June alone.

Although many expect a leveling or slight decrease in gas prices during the next few months with the run up to the presidential election, high gas prices are predicted to remain over \$4 a gallon for 2009. Predictions such as this combined with historical trends and performance data from the FY2008 campaign, support a continued cost savings and high gas prices message in the Commuter Connections FY2009 umbrella campaign.

As gas prices level, commuter behavior will also moderate. Commuters who may be motivated to consider alternate commute options based on saving money and high gas prices, most likely will have gotten the push from the gas price increase and the cash saving incentives offered through non-SOV commuting. The FY2009 campaign will continue to promote awareness of commute options for commuters and the benefits these options offer the SOV driver. The Guaranteed Ride Home message will continue to focus on peace of mind, addressing and removing any concerns about being stranded due to non-SOV commute options.

Finally, for the thousands of commuters who have opted to try alternative transport, the FY2009 campaign needs to continue to encourage and reinforce the changed behavior. Regular communication with recent converts is encouraged to build loyalty and leverage further conversions. With a database of over 2500 new converts from May and June alone, a significant number of new applications potentially could be derived from referrals. Incentives may be offered for referrals leading to new applications.

Marketing Strategies: Marketing strategies are chosen based on Scarborough Research reports, based on the target markets for each message or event: Ridesharing, Guaranteed Ride Home, Employer Recognition, and Bike to Work Day and other Special Events. These reports identify specific media that are best to use to reach the desired market. The report information is combined with the marketing consultants' experience as well as review of past Commuter Connections campaigns.

For FY09, radio is again recommended as the anchor medium for the program, with its ability to reach a large portion of our target markets (90 percent) with significant frequency (each individual will be exposed to the radio message 31 times on average).

Bus Shelters provide repetitive communication to geographically targeted areas. Internet advertising is interactive and closer to one-to-one selling than any other form of media. Websites are targeted to key counties, and include news, weather, television affiliate, and special geo-targeted websites.

A balance of non-traditional media will be investigated for FY2009 including gas pump toppers, coffee cup sleeves, and cinema advertising.

Existing creative will be used for the fall campaign; results of the complete 2008 campaign will be studied in September 2008 by COG/TPB staff and the marketing consultant to help identify the most effective messaging strategies for implementation for spring 2009.

REGIONAL PROFILE

In the Washington region the current transportation system includes a network of highways (many of which have HOV lanes), rail lines, several bus systems, bike paths, and a number of telework centers.

From the COG Growth Trends to 2030: Cooperative Forecasting in the Washington Region Fall 2006 report, regional employment is projected to increase nearly 39 percent from 2005 to 2030. It will also experience a slightly higher rate of growth than both population and households. Employment growth would be the greatest during the 2005 to 2010 time period, when an average of 64,000 new jobs are anticipated per year, slightly more than the amount of jobs added from 2010 to 2015. Two-thirds of all new jobs are anticipated in service industries such as engineering, computer and data processing, business services and medical research. Job growth in Northern Virginia (53%) will outpace the growth anticipated in the Maryland suburbs (39%) and the District of Columbia (15%).

Also based on information released by COG in Fall 2007, Regional employment, projected to increase nearly 39 percent from 2005 to 2030, will experience a slightly higher rate of growth than both population and households. Employment growth would be the greatest during the 2005 to 2010 time period, when an average of 60,000 new jobs are anticipated per year—slightly more than the amount of jobs added from 2010 to 2015. Two-thirds of all new jobs are anticipated in service industries such as engineering, computer and data processing, business services, and medical research. Job growth in Northern Virginia (61%) will outpace the growth anticipated in the Maryland suburbs (38%), and the District of Columbia (18%).

Fairfax, Prince George's, and Montgomery counties would add the largest numbers of new jobs to the region's employment base during the 2005 to 2030 forecast period, followed by Loudoun County and the District of Columbia. Collectively, the region's inner suburbs will add the largest number of new jobs, 605,000, by 2030. However, as with population and household growth, the largest percentage increases in employment will occur in the outer suburbs of Virginia and Maryland. Together, these outer jurisdictions will add 333,900 jobs to the region's base, and will grow their number of jobs 65 percent by 2030.

Despite the tremendous growth in suburban employment shown in the forecasts, the District of Columbia will continue to have the largest number of jobs of any single jurisdiction and would account for a fifth of the region's employment in 2030. Collectively, the central jurisdictions will account for 30 percent of regional employment.

Regional economic growth will continue to attract new residents and fuel a general demand for new housing. Households, or occupied housing units, in turn form the basis for population forecasts for most jurisdictions participating in the Cooperative Forecasting process. Planners monitor housing construction and estimate population growth by multiplying the number of occupied housing units by the average number of people in the jurisdictions' households.

The addition of more than 657,000 households during the 2005 to 2030 forecast period reflects the growth in jobs and in-migration to the region. The largest number of new households will be in Fairfax, Montgomery, and Loudoun counties, and the District of Columbia, which collectively contribute more than half of the household growth during the forecast period. Loudoun County will grow at a rate of 90 percent, the most rapidly of all jurisdictions, adding 78,400 households to the 2005 base of 87,500 households.

The region's population is expected to grow steadily through the forecast period, adding an average of approximately 64,000 persons a year. Population will be spurred by the long-term strength of the region's economy, high rates of in-migration and international immigration, and declines in average household size less

rapid than previously anticipated. The region's population 65 years of age and older will more than double from 2000 to 2030, while the number of children will increase by about 30 percent during the period.

Most of the population growth will be in Fairfax, Loudoun, Montgomery and Prince William counties. However, the outer jurisdictions will experience the fastest rates of growth, led by Loudoun (89 percent), Stafford (79 percent), and Prince William (59 percent) counties. The region's central jurisdictions will grow more slowly. In the City of Alexandria and Arlington County, population will increase by 26 and 22 percent, respectively. The District of Columbia will experience an end of short-term population loss and will grow by 24 percent during the forecast period.

According to the region's Constrained Long-Range Plan, the highway system in Washington won't keep pace with growth. Only 30% of transportation dollars will be spent on new roads and transit expansion. Daily VMT's will increase by 41 million but only 2,300 new lane miles will be created. Furthermore, in 2030, most of the Washington Capital Beltway will be stop and go with speeds less than 30 mph.

PRODUCT PROFILES

In the Washington metropolitan region there are several products being offered to commuters as alternative transportation methods to driving alone to work:

1. Carpools and Vanpools
2. HOV Lanes
3. Transit
 - a. Buses - Both Fixed Route and Express
 - b. Commuter Rail (VRE, Amtrak, MARC)
 - c. Metrorail and Light Rail
4. Park and Ride Lots
5. Telework Centers and Home Based Teleworking
6. Bicycling/Walking
7. Bike Sharing
8. Car Sharing

Also included in the following analysis are support services or promotions for alternative commuting:

1. Guaranteed Ride Home
2. Commuter Benefit Programs (Commuter Choice, Metrochek /SmarTrip)
3. Clean Air Partners
4. Live Near Your Work

CARPOOLS AND VANPOOLS

Product Profile

Carpools are a highly used form of alternative commuting. HOV lanes provide an additional benefit for carpools and vanpools – time savings. In areas not served by HOV lanes, cost savings and reduced stress (from not driving everyday) are the most important benefits. Commuter Connections assists commuters in finding suitable ridesharing arrangements through a new and improved on-line ridematching capability that was released in FY 2009. Commuters simply set up an account through the Commuter Connections web site and then sign up for ridematching and are able to obtain a map and a “matchlist”. Both the map and the matchlist indicate potential carpool drivers or passengers, and available vanpools that have the same or similar route and schedule. Commuters who carpool represent approximately 14 percent of the overall commuting population within the metropolitan region, second to commuters driving alone to work. Carpooling is the mode most preferred alternative mode due to the flexibility and convenience it affords a commuter when compared to vanpool, and transit modes.

Whereas the number of commuters carpooling has remained steady over the past decade, vanpooling has been on the decline. Many of the vanpool operators, including VPSI and ABS vanpools, accept Metrochek and SmarTrip as fare payment. Vanpools typically travel greater distances than carpools. The majority of vanpools in the Washington region originate in Virginia, mostly in Prince William, Spotsylvania, and Stafford counties. The primary destinations of vanpools are the District of Columbia, Arlington, and Fairfax County. There are several vanpool operators in Virginia, and a large number of single owner operated vans.

The number of vanpools had been increasing until 1992 when there were over 1,000 vans regionally. Since 1992, the region had experienced a steady decrease. Over the past few years, the number of vanpools has stabilized or has slightly increased due to higher gasoline prices. The decrease is attributed to several factors:

- Government downsizing
- Washington, D.C. businesses relocating to the suburbs
- Federal government increasing use of flextime and alternate work schedules
- HOV on I-66 decreased from 3 to 2 inside the beltway and made it easier to form carpools
- Opening of Virginia Railway Express

Current Strategies

- Encourage ridesharing as solution to high gas prices
- Encourage greater carpools and vanpools through placement of highway signs with the Commuter Connections phone number and web site in Maryland, Virginia and the District of Columbia.
- Promote new ridematching software offered by Commuter Connections through the broadcast and direct mail campaigns
- Educate commuters that Prince William County, through PRTC, offers personal property tax relief for vans used for not-for-profit ridesharing purposes.
- Educate commuters that PRTC redeems Metrocheks for all vanpools in Prince William County and the Cities of Manassas and Manassas Park.
- Educate commuters that all Northern Virginia rideshare agencies offer temporary financial assistance to new vanpools or vanpools experiencing emergency loss of ridership that threatens the survival of the ridesharing arrangement through the Van Start/Van Save program.
- Educate commuters that Fairfax County offers a personal property tax reduction for large vanpools that are "privately owned," and the VanSave/Start subsidy for vanpool support.

- Educate commuters that RADCO Rideshare redeems Metrocheks for all vanpools in the Fredericksburg region.
- Educate commuters that Prince George's County offers 100% subsidy for first month, 50% for second month and 25% for third month of newly formed vanpools with a minimum of eight passengers in a 12-15 passenger van, or with five passengers in 9 passenger vans.
- Educate commuters that Frederick County provides start-up funds for new vanpools for the first year of operation.

Strengths

- Cost savings from high gas prices, and lower maintenance costs due to less wear and tear on personal vehicles
- It is very simple, it's free and quick to set-up an commuter account with Commuter Connections for ridematching services on a new regional "state-of-the-art" on-line ridematching system.
- If using HOV lanes, substantial time-savings may be enjoyed
- Addresses the suburb-to-suburb commute more efficiently than public transit.
- Reduces maintenance of parking lots or leasing costs for employers.
- Employers can give \$115 tax-free subsidy to vanpoolers each month via SmartBenefits or other Transit Voucher.
- Reduces the stress of daily driving.
- Allows commuters to relax, read, or use lap top during the commute.
- GRH supported.
- The vanpool riders determine their route and schedule based on their needs, making vanpooling very flexible.
- Reduces the need for families to have an additional vehicle.
- Increasing gasoline prices makes ridesharing an attractive option with its associated cost-savings.

Deficiencies

- Perceived as an option that takes away freedom and personal space from commuters.
- SOVs do not think the cost savings are worth the effort of picking up a commute partner or vanpool.
- Many employees believe they need their vehicle for use during the day.
- Difficult to recruit vanpool drivers.
- Schedule inflexibility.

Promotional Strategy

- Promote Commuter Connections' new ridematching software
- Promote GRH more to encourage greater number of carpools and vanpools.
- Promote commute cost savings for carpools and vanpools.
- Target large employers, especially government agencies and defense contractors with transportation fairs.
- Promote ridesharing as a car-lite alternative through the CarFree Day promotion.
- Focus on suburban employers to fill the commute needs of the suburb-to-suburb commuters.
- Work with employers moving to suburbs from an area that was well served by transit. Encourage these commuters to maintain their alternative commute with ridesharing options.
- Promote carpooling and vanpooling to commuters using park and ride lots that are at capacity.
- Focus on employer-based vanpool promotions in the federal and defense contractor sector.

- Worksite promotion at designated employer sites with demonstrated interest from employees. Promotions include zip code party, a \$120 subsidy per employee per month, and free trial week.
- Promote ridesharing opportunities in HOV corridors with regard to time savings.
- Promote preferential parking programs for carpools and vanpools through the Commuter Connections newsletter and through the Employer Services program.

Threats

- Violation rates in all HOV corridors.
- “Empty lane syndrome”.
- Congested HOV lanes will diminish advantage of time savings.
- Commuters do not understand the value of carpools and vanpools, because they do not realize how much they spend commuting.
- Low levels of marketing and advertising to commuters.
- Difficulty of recruiting new vanpool drivers
- Rising insurance costs

HOV LANES

Product Profile

All HOV lanes include car and vanpools, buses and motorcycles.

In Northern Virginia, there are approximately 70 miles of HOV lanes, including a 28-mile two-lane reversible HOV facility located on Interstate 95 and 395 between Quantico Creek and the District of Columbia. These lanes are northbound between 6:00 a.m. and 9:00 a.m. and restricted southbound between 3:30 p.m. and 6:00 p.m. It is restricted to 3-person carpools, vanpools, buses, motorcycles, and taxicabs.

Interstate 66 has 11 miles of HOV inside 495 and 21 miles outside I-495 for a total of over 30 miles, with the recent completion of the HOV lane extension project in Prince William County from Va. 234 Business (Sudley Road) to Va. 234 Bypass (Prince William Parkway). I-66 inside the Beltway is HOV-2 eastbound in the AM hours and HOV-2 westbound in the PM hours. The HOV-2 lanes outside I-495 are concurrent flow HOV.

Fifteen miles of concurrent flow HOV lanes opened on the Dulles Toll Road in 1998. The lanes are for HOV-2 vehicles and feed into the I-66 facility via the Dulles Connector Road between Va. 123 and I-66.

As of this writing (Summer, 2008), clean fuel vehicles with the appropriate registration plates may use the HOV lanes in Virginia, regardless of vehicle occupancy. This provision is due to expire on June 30, 2009, but could be extended by the Virginia General Assembly. The 2006 General Assembly added the provision that clean fuel vehicles registered after June 30, 2006, could only use I-395/95 with the required occupancy of 3+ people. They can continue to use the I-66 HOV lanes and the DTR HOV lanes without the required number of occupants.

Maryland has 46 miles of HOV lanes. I-270 has one lane devoted to southbound traffic in the AM between 6:00 - 9:00 A.M. and one lane devoted to northbound traffic in the P.M. (3:30 P.M. - 6:30 P.M.). These lanes opened in the winter of 1996. The HOV lanes on US 50 are in operation 24 hours/day. The lanes opened in October 2002. Maryland State Highway Administration conducts an extensive monitoring program and has usage data. The fine for HOV violations in Maryland is \$90.00 and one point against the violator's license.

Current HOV Lanes in Northern Virginia:

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-395 Shirley Hwy	I-395 Two lanes reversible	10	HOV-3, motorcycles, buses, taxis with 3 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	NB: 6:00-9:00 a.m. SB: 3:30-6:00 p.m.	<ul style="list-style-type: none"> • I-395 AM: 2.74 AVO 49 MPH, 12 minutes • I-395 PM: 2.38 AVO 68 MPH, 9 minutes • Non HOV AM: 1.1 AVO, 20 MPH, 30 minutes • Non HOV PM: 1.11 AVO 49 MPH 12 minutes
I-95 Shirley Hwy	I-95 Two lanes reversible	18	HOV-3, motorcycles, buses, taxis with 3 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement	NB: 6:00-9:00 a.m. SB: 3:30-6:00 p.m.	<ul style="list-style-type: none"> • I-95 AM: 2.54 AVO 62 MPH, 18 minutes • I-95 PM: 2.60 AVO 67 MPH, 16 minutes • Non HOV AM: 1.05 AVO, 22 MPH, 51 minutes • Non HOV PM: 1.16 AVO 28 MPH 41 minutes

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
			vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.		
Capital Beltway (not including Wilson Bridge)	N/A	N/A	N/A	N/A	HOT lanes presently under study between I-95 (Springfield Interchange) and Va. 193 (Georgetown Pike). Express Toll Lanes (no HOV provision) under study on the Maryland portion of the Beltway
I-95/I-495 Cap. Beltway at Woodrow Wilson Bridge	Concurrent-flow HOV or transit lanes on bridge and approaches to bridge		To be determined	To be determined.	One lane in each direction reserved for HOV and bus traffic; or for a rail line.
Va. 400 Washington Street	Concurrent-flow curb lane on arterial street in City of Alexandria		HOV-2, motorcycles and transit buses.	NB: 7:00 – 9:00 a.m. SB: 4:00 to 6:00 P.M.	

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-66 (Outside 495)	Concurrent flow HOV lane between I-495 and Route 234 Bypass in Prince William County.	21	HOV-2 motorcycles, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	EB: 5:30-9:30 a.m. WB: 3:00 -7:00 p.m.	HOV AM: 1.82 AVO. 29 MPH, 42 minutes HOV PM: 1.80 AVO. 52 MPH, 21 minutes Non HOV AM: 1.08 AVO, 23 MPH, 55 minutes Non-HOV PM: 1.1 AVO, 43 MPH, 27 minutes
VA 267/ Dulles Toll Road	Concurrent flow HOV lane from Virginia Route 28 to main toll plaza. Approx. 15 mile facility includes Dulles Connector Road segment between I-66 and the Rte 123.	14.8	HOV-2, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to	EB: 6:30-9:00 a.m. WB: 4:00 –6:30 p.m.	<ul style="list-style-type: none"> • Opened December 1998 • HOV AM 1.67 AVO, 58 mph, 12 min • HOV PM 1.7 AVO, 58 mph, 16 min • Non-HOV AM 1.05 AVO, 46 mph, 15 min • Non-HOV PM 1.05 AVO, 48 mph, 22 min

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
			use HOV lanes when responding to emergency calls.		
I-66 (inside 495)	Two lanes in peak commute directions between the Beltway to Rosslyn	9	HOV-2, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	EB: 6:30-9:00 a.m. WB: 4:00 –6:30 p.m.	<ul style="list-style-type: none"> • HOV: 1.72 AVO in AM 1.69 AVO in PM • Motorists traveling to and from Dulles International Airport on business are permitted to use I-66 inside the Beltway during HOV hours.

Current HOV Lanes in Maryland:

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-270	Concurrent-flow (1 lane)	SB: 12 miles from I-370 to I-495 NB: 19 miles from I-495 to MD 121	HOV-2, motorcycles, buses NO SOV HYBRIDS ALLOWED	SB: 6:00-9:00 a.m. NB: 3:30-6:30 p.m.	<ul style="list-style-type: none"> • HOV AM: 2.61 AVO • HOV PM: 2.54 AVO • Non HOV AM: 1.13 • Non HOV PM: 1.10 AVO,
US 50 (John Hanson Highway) (Md. 704 to east of US 301/Md. 3)	Concurrent flow Single lane each way	MD 704 to Anne Arundel. County/Prince George's County line; 7.5 miles	HOV 2+, motorcycles, buses NO SOV HYBRIDS ALLOWED	24 hours/day 7 days/week	<ul style="list-style-type: none"> • HOV AM: 2.35 AVO; • HOV PM: 2.66; • Non HOV AM: 1.14 AVO • Non HOV PM: 1.95 AVO

FUTURE HOV PLANS:

Interstate 95/395 and the Capital Beltway: The Virginia Department of Transportation (VDOT) is partnering with Fluor-Transurban in the development of high-occupancy toll (HOT) lane projects for Interstates 95/395 and the Capital Beltway/Interstate 495. The projects are designed to help alleviate congestion. The I-95/395 project will expand the existing reversible high occupancy vehicle (HOV) lanes on I-95/395 from two to three lanes and extend two new lanes south to Massaponax.

Two HOV/Bus/HOT lanes will be added on the Capital Beltway in each direction between the Springfield Interchange and just north of the Dulles Toll Road.

All of these lanes will become HOV/Bus/HOT lanes – meaning buses and carpools with three or more people can use the lanes for free, while non-HOV motorists must pay a toll to access the lanes.

The new I-95/395 lanes will be reversible, operating northbound during morning peak commute times, and southbound in the evening peak period, similar to today's operation.. The Capital Beltway HOV/Bus/HOT lanes will operate in both directions.

The Virginia HOV/Bus/HOT lanes projects are the result of a public-private partnership between VDOT and Fluor-Transurban. Under this partnership agreement, VDOT will own and oversee the lanes and Fluor-Transurban will construct, operate and provide routine maintenance on them.

Assets

- A dedicated lane that offers time and cost savings
- No cost to the user
- Convenient

- Reliable

Deficiencies

- These lanes are, for the most part, single lanes (along I-270, I-66 outside the Capital Beltway, Route 1 and Washington Street in Alexandria). They do not allow for passing.
- Hours of operation are tailored to each corridor; they are not consistent throughout the region. (See I-66 inside and outside 495 hours).
- HOV enforcement is partly dependent on supplemental overtime grants from state DOTs.
- Misuse by SOV drivers using HOV lanes is prevalent since none of the lanes are barrier separated in Maryland.
- Perception of enforcement of HOV rules is lax; penalties may be too low to discourage HOV violators in Maryland.

Advertising/Promotional Strategy

- In specific corridors where HOV capacity has not been reached, promote time and cost savings that result from use of HOV lanes through targeted direct mail or print ads to residential areas surrounding communities who feed into them.
- Working with traffic reporters from radio and television to advise commuters of the time and cost savings resulting from the use of HOV lanes.
- Coordinate with Maryland and Virginia on joint HOV marketing campaigns.

Threats

- Accidents/overuse that will reduce time savings.
- Legal use of HOV lanes in Virginia has reduced speeds.
- Public does not perceive the time savings.
- In some instances, the public perceives that general purpose-lanes are being taken away by dedicating them to HOV.
- Slowdowns and/or traffic congestion can occur due to enforcement of the lanes.
- Performance of concurrent flow HOV lanes on I-270 and I-66 (outside Beltway) are impacted by severe congestion in non-HOV lanes.

TRANSIT

The Washington metropolitan region is served by a number of bus and rail services offering a range of full service transportation to shuttle services. In addition, the region is serviced by commuter rail services, such as MARC and VRE. The major provider of both bus and rail service is the Washington Metropolitan Area Transit Authority (WMATA), which operates both Metrobus and Metrorail. Metrorail currently utilizes 103 miles of track and has 83 stations. Metrobus operates in the core District and in the outlying suburbs, as does Metrorail. Metrorail does not currently connect to Dulles Airport.

Product Profile

Within the Washington/Baltimore region there are several transit providers, namely:

- Alexandria's DASH service
- Arlington Transit/ART
- Circulator Downtown DC bus
- City of Fairfax CUE bus
- Fairfax County's Connector, EZ Bus, Metrobus, REX, and TAGS bus service
- Falls Church George Bus
- Loudoun County Transit
- Montgomery County Ride On
- MTA Local Bus, Light Rail, Metro Subway, MARC Train and Commuter Bus
- Prince George's County *TheBus*
- PRTC's OmniRide, Metro Direct, OmniLink and Cross County ConnectorTransIT Services of Frederick County
- VRE rail
- WMATA- Metrobus and Metrorail

The factors influencing transit use include:

Automobile-Related

- Availability of auto
- High gas prices
- Operation and maintenance costs of auto, including gasoline costs & availability
- Parking availability and costs for parking of auto

Travel-Related

- Connectivity with other transit modes
- Convenience and comfort of transit
- Distance from origin and destination to transit station
- Mode of travel to transit station
- Number of mode changes necessary to reach destination
- Number of transfers necessary to reach destination
- Reliability
- Time of travel
- Transit fares
- Travel time to destination using transit

Human-Related

- Knowledge of transit system (i.e. schedule and routes)
- Location within urban area
- Perception/Image of transit to public

Transit System-Related

- Connectivity with other modes
- Convenience and comfort of transit
- Number of mode changes necessary to reach destination on transit
- Number of transfers necessary to reach destination on transit
- Parking availability at transit stations
- Parking costs at transit stations
- Proximity to residential
- Proximity to retail and/or tourist attractions
- Security/Safety
- Transit fares

Considering the above factors, commuters may choose public transit if it is convenient, cost effective, and they have sufficient comfort level with understanding how to use transit to get to and from their destination safely and in a timely manner. Therefore to promote public transit, a targeted approach of focusing on residential neighborhoods and employment centers that are close to bus stops and rail stations with a SmartBenefits promotion would be most effective. Additionally, better transit information to increase comfort level for those deciding to take transit would be of benefit, particularly for Limited English Proficiency (LEP) groups.

Summary of Bus Activity

<i>TRANSIT AGENCY</i>	<i>BUS ROUTES</i>	<i>CAPACITY</i>	<i>TYPE OF SERVICE</i>	<i>ROUTES CLOSE TO CAPACITY¹</i>	<i>ROUTES IN NEED OF RIDERSHIP INCREASES</i>
WMATA	147 (46 in DC, 58 in MD, 43 in VA)	29-70	Peak and Non peak service		
WMATA	DC	29-70	Peak and Non peak service	X2, 70, 71, X8, 42, 52, 54, 60, 62, 64, 90, 92, S2-5, A2, A3, A6, A7, A8, 30, 32, 34, 36, 80, H8, H9, A4, A5, P1-6, 67, D2, D4, V6-9, B2, H2, H4, L1, L2, N2-6, M6, S1, G8, W4, M20, X1, M4, W6, W8, A9, 73, B8, B9	U8, 9, 94, E2-4, U5, 6, G2, U4, 96, 97, D8, W1, W2, V5, K2, D5, E6, W9
WMATA	MD	29-70	Peak and Non peak service Buses traveling on HOV lanes: J9	T18, P12, C2, C4, Q1, Q2, J1, J2, J3, 84, 85, K6, D12, S12, M11, C12, C14, V12, A12, A15, C11, K12, K19, J11-15, Y6, Y7, Y8, Y9, F4, F6, C8, C21, C22, W11, W12, W15, W17, P17, P19, T2, T15, T16, T17, Z11, W13	R4, R1, R2, 82, 83, 86, Y4, F2, H11, H12, H14, Z8, C23, C24, C25, C26, F14, L8, R12, F8, V14, Z2, 89, C6, Z4, R3, C7, F13, Y3, P12, P13, Z7, Z9, Z17, Z19, B23, B24, B21, B22, Z1, Z3, Z5, Z13, 87, 88, C28, Z29, Y1, B25

TRANSIT AGENCY	BUS ROUTES	CAPACITY	TYPE OF SERVICE	ROUTES CLOSE TO CAPACITY¹	ROUTES IN NEED OF RIDERSHIP INCREASES
WMATA	VA	29-70	Peak and Non peak service Buses traveling on HOV lanes: 7C, 7E, 7F, 7G, 7H, 7P, 7N, 7W 7X, 8X, 8Z, 12C, 12E, 12L, 12S, 17G, 17K, 17L, 17M, 18F, 18J, 21A, 21B, 21D, 25A, 25F, 25G	7A-X, 38B, 10B, 10C, 9A-G, 22A-F, 3A-F, 3W, 3Z	16A-J, 28A, 28B, 10A, 10E, 23A-T, 16S-X, 25B, 25A, 25F, 25G, 25J, 25P, 25R, 8S-Z, 2A-G, 4A-S, 24M, 24P, 29K, 29N, 28F, 28G, 21A-F, 1B-Z, 13A-M, 2W, 29C, 29E, 29G, 29H, 29X, 18L-R, 17G, 17H, 17K, 17L, 12E, 12F, 24T, 18G-K, 12C, 12D, 17A, 17B, 17F, 17M, 12L, 12M, 18A-F, 20F-Z, 15K, 15L, 12R, 12S, 11Y, 11P
Alexandria DASH	9 routes Plus, Dash About free weekend shuttle	61	Local peak and non peak, peak to Pentagon HOV: AT3, AT4	#2, #3, #4 # 8	#7 , # ¾ loop
Fairfax Connector	56 routes	29-55	Peak and Non-peak service. HOV:	980, 950, 595,597, 551, 401, 151,152, 171	304, 305, 307, 380, 553, 574, 605, 922, 924, 926, 927, 929
Fairfax City Cue Bus	4 Routes –Green and Gold	40	Loop – Clockwise and counter clockwise, City GMU, and Vienna/Fairfax-GMU Metrorail Station		Green and Gold routes
Loudoun County Transit	4 Routes-- Loudoun County to DC; Cascades/Lowes Island to West Falls Church Metro; and WFC Metro to Loudoun County	55-67	Peak service	65-70% capacity most LC to DC buses, some buses are currently at capacity	Cascades/Lowes Island to West Falls Church, WFC to Loudoun County and Dulles South to Washington, D.C.

TRANSIT AGENCY	BUS ROUTES	CAPACITY	TYPE OF SERVICE	ROUTES CLOSE TO CAPACITY¹	ROUTES IN NEED OF RIDERSHIP INCREASES
Montgomery County Ride On	80 routes	19-43 (seated) 28-64 (standing)	Peak and Non peak service HOV: Rt. 70, 71, 75, 79, 100, 124	Because of growth in last 3 years, most routes have capacity issues at some time during their operating day	
Prince George's <i>TheBus</i>	25 routes	22-38	Peak and Non peak service	14,16, 30, 32, 33, 34, 53 are over capacity 15X, 17, 20, 21, 51, are at/near capacity	11,12,13,15, 22,23, 26, 28
PRTC OmniRide/ Metro Direct	13 routes: 8 areas in Prince William County 10 routings in Washington DC/Pentagon/Arlington. 2 single trips (C1, RT1). 3 routes to Metrorail stations. 1 route within Prince William County	38 - 57	Commuter Service Service to Metrorail Stations	New trips added to relieve chronic overcrowding	Manassas Metro Direct North Route 1 OmniRide
PRTC OmniLink/ Cross County Connector	7 routes	29	Local	Dumfries, Dale City, Woodbridge, and LakeRidge	Manassas Park and Manassas
TransIT Services of Frederick County	9 Routes 5 Commuter Shuttles	16-29	Local, Commuter	10, 20, & 40 are crowded during peak rush hours	70, 80 & East County Shuttle

1. Routes close to capacity are defined as 80% occupied during peak periods.

Assets (for bus only)

- Bus is the least expensive commute mode; a number of passes available for reduced fares
- Attractive alternative to commuters without vehicles
- In addition to publicly-owned transit, there are a number of private commuter bus services
- Convenient to many home destinations, shopping centers and business centers
- Benefits from the GRH program
- Faster than SOVs when their route includes HOV lanes

- Allows passengers to relax
- Commuter Stores, plus on-line ability to purchase bus fares via CommuterPage.com; Montgomery County's web site, and Fare Media by Mail.
- Costs savings for commuters compared to driving alone

Deficiencies

- Commuter still has to get to the bus stop and final destination
- More parking required at some bus stops
- SOVers perceive as nuisance and source of pollution
- Slow with multiple stops
- Considered as an inferior mode of transportation by SOVers
- Public Transit is oriented to downtown commute pattern. Some suburban systems (e.g. Montgomery County) have bus system oriented to feed Metrorail stations and to serve other activity centers.
- Little service to Beltway users
- Rapid ridership growth can create overcrowding

Prospects

- Conversion to alternative fuels to increase its environmentally friendly image
- Prime mode of travel for DC residents
- SmarTrip® card and Metrochek/SmartBenefits subsidies
- SmarTrip® now available on all Metrobuses. Expansion of to RideOn sometime in the Fall or Winter.
- Use of queue-jumpers and other prioritization methods, including Bus Rapid Transit
- Use of smaller buses for increased flexibility in routes for residential areas
- Real-time bus arrival information (AVL/GPS)

Threats

- Fare increases
- Lack of funding for operations and expansion
- Limited Parking
- Limited routes
- Overcrowding

Summary of Rail Activity

<i>PROVIDER</i>	<i>RAIL TYPE</i>	<i>ROUTES</i>	<i>CAPACITY</i>	<i>ROUTES TO MARKET</i>
VRE	Commuter	Manassas Fredericksburg	Close to capacity	Rippon & Woodbridge, Manassas and Burke (stations with avbl pkg).
MARC (MTA)	Commuter	Brunswick Line Camden Line Penn Line	Close to capacity	1) Brunswick Line (Martinsburg, WV and Frederick, MD to Union Station) 2) Camden Line (Baltimore to Union Station) 3) Penn Line (Perryville, MD to Baltimore to Union Station)
Metro (MTA)	Subway	Owings Mills to Johns Hopkins Hospital	Not at capacity	Northwest Baltimore Corridor: Owings Mills, Downtown. Johns Hopkins Hospital.
Light Rail (MTA)	Commuter	1) Hunt Valley to BWI Airport 2) Glen Burnie to Timonium (Spur to Amtrak's Penn Station)	Not at capacity	Hunt Valley to Downtown to Camden Yards to BWI. Glen Burnie to Downtown to Timonium.
AMTRAK	Regional/ Commuter	Northeast Corridor	Not at capacity	Northern Virginia District of Columbia Southern Maryland Baltimore - BWI
Metro (WMATA)	Subway	Yellow, Green, Red, Orange, Blue lines	Capacity during peak periods	District of Columbia: (all quadrants) Maryland: Prince Georges, Montgomery Counties Virginia: Arlington, Alexandria, Fairfax

Assets (for Rail only)

- Although Commuter Stores are not run by WMATA, they provide an excellent sales vehicle for merchandise and tickets
- Bi-level coaches on VRE and MARC Train systems
- Clean
- Convenient: Leave the driving to someone else
- Favorable cost when compared to driving alone long distances
- Food and beverages allowed (except Metro)
- GRH program makes more accessible during non-rush hour
- In some cases, rail is faster than driving alone
- Parking at commuter rail stations is free
- Reliable (not affected by congestion)
- Safe stations
- Transit Link Card between Metro, MARC and VRE makes it easier and economical to combine trips
- Quiet cars available on most MARC trains

Deficiencies

- Commuter rail has limited schedule and is not as flexible in its routes as Metrorail or buses
- Limited or lack of parking at some park and ride lots
- Limited off peak service (train service by VRE and MARC)
- No weekend service to suburbs (train service by VRE and MARC)
- Overcrowding has occurred on some line due to high gas prices

Prospects

- Provides attractive transportation option to commuters of all income ranges
- Provides an opportunity to its riders to relax during the commute

Threats

- Fare increases
- Limited use of track time from CSX Railroad (VRE)

Summary of Park & Ride Activity

<i>LOCATION</i>	<i>NUMBER</i>	<i>PAY</i>	<i>TYPE</i>	<i>CAPACITY</i>	<i>USED</i>	<i>% Used</i>
District of Columbia	2	No	Official	1,148	1,010	88%
	5	Yes	WMATA	2,083	2,083	100%
Frederick	8	No	SHA	863	525	61%
	4		MARC	1,976	1,570	79%
Montgomery County	14	No	Official	3,524	1,868	53%
	3	No	SHA	1019	418	41%
	11	No	MARC	2,125	1,594	75%
	7	Yes	WMATA	9,560	9,560	100%
Prince George's	16	No	Official	4,656	4,180	90%
	4	No	SHA	868	358	41%
	5		Private	450	53	12%
	7	No	MARC	7,973	6,938	87%
	9	Yes	WMATA	18,779	18,779	100%
Arlington	3	2 No 1 Yes	County	880	94	11%
	1	Yes	WMATA	422	422	100%
Alexandria	1	Yes	WMATA	361	357	99%
Fairfax (City)	1	1 No	1 City	15	0	0%
Fairfax County	19	No	Official	6,207	4,219	68%
	8	Yes	WMATA	14,657	14,657	100%
	5	No	VRE	1,348	904	67%
	11		Other Private	1,403	839	60%
Loudoun County	2	No	Official	798	494	62%
	12	No	Private	1064	584	55%
Prince William	15	No	Official	6,857	4,694	68%
	13	No	Private	2,167	1,482	68%
PWC, Manassas, Manassas Park	6	No	VRE	3,518	2,654	75%
	11	No	Other Private	1,195	332	28%

Official lots include VDOT and County owned lots.

Private lots include proffered lots, leased lots and lots for which County has agreement with the owner.

Park and Ride lots support mass transit, carpools, and vanpools. With the exception of Metrorail lots and a few others, the overwhelming majority of commuter parking is free within the Washington metropolitan region. Most rail parking for MARC and VRE in the region is free, while most Metrorail parking lots require paid parking through mandatory SmarTrip cards. Metered spaces are also offered at most of the Metrorail parking lots. At several Metrorail park and ride lots, there are specially designed parking spaces for car/vanpool vehicles. These include the Huntington, Shady Grove and New Carrollton lots. The Huntington and Shady Grove lots have random monitoring to insure that pool vehicles exclusively use the designated spaces. In Montgomery County, there are discounts for monthly parking in the facilities in Silver Spring and Bethesda for

carpools and vanpools. Five person carpools are given greater discounts. Northern Virginia District park and ride lot demand is projected to increase by approximately 50% by the year 2020.

Assets

- Allows for more commuters to use transit
- Safe and convenient
- Used as a meeting point for car and vanpools

Deficiencies

- Increases the cost of commuting on Metrorail
- Congested lots
- Confusion as to type of facility (fear of being towed)
- WMATA requires a SmarTrip card to exit most Metrorail parking lots

Prospects

- Lots can be used as a site to communicate promotions to users, cost effectively
- Can promote carpooling or cycling to lots if advantages are given such as free parking, spaces near entrance and safe lockers
- Communicate type of Park and Ride to commuter i.e., that commuters can park in store parking lots

Threats

- Will need funding to increase capacity at some stations
- Expansion typically meets with some neighborhood resistance
- Cost to commuters have been increased at some lots
- Not enough lockers for bikes at some stations
- Vandalism
- Limited Parking

TELEWORK

Product Profile

One of the few alternative modes that has experienced increased use is telecommuting or teleworking; either home based or teleworking from specific centers. Based on the Commuter Connections 2007 State of the Commute Survey Report, almost 19% of regional commuters said they teleworked an average of 1.5 days per week, a substantial increase from the 2004 level of 13%. This percentage equates to approximately 456,000 teleworkers in the region. Teleworking grew in nearly every demographic and employer segment in which telework is feasible.

Teleworking among federal agency workers continues to grow. In 2007, 16% of respondents who worked for federal agencies teleworked, compared to 12% in 2004 and only seven percent in 2001.

The 2007 survey also found that an additional 24% of commuters who do not telecommute today “could and would” telecommute if given the opportunity. These respondents said their job responsibilities would allow them to telecommute and they would like to telecommute. About two-thirds of these interested respondents said they would like to telecommute “regularly,” while one-third would like to telecommute “occasionally.”

With the rapid advancements in technology in recent years, many employers feel teleworking will become more common in the future. Recent technology development is allowing workers to work "without walls" in virtual offices or from home, and therefore telecommuting is gaining a newfound momentum.

Commuter Connections began helping businesses start implementing or expand telework programs in 1996. Throughout the years, Commuter Connections has provided information packets, videos, seminars, demonstration projects, sample telework policies and agreements and information on regional telework centers. In FY09, telework will be supported via collateral, employer support, online case studies and radio.

Other telework resources available in the area include:

- Office of Workplace Initiatives for Federal Employees, managed by GSA
- Mid Atlantic Telecommuting Advisory Council, www.midatlantictelework.com
- Telework! VA Program, www.teleworkva.org
- Telework Partnership with Employers (MD), www.teleworkbaltimore.com
- Washington Metropolitan Telework Centers, www.WMTC.org

In the Washington metropolitan region, there are 16 regional telework centers in Maryland, Virginia, and West Virginia and in the District of Columbia. The Washington Metropolitan Telework Centers, (WMTC) were established to be a streamlined resource for employers to address the needs of employees unable or unwilling to work at home.

Promotions

- **TPE**- The Telework Partnership with Employers (TPE) program provides free consulting services to employers in the Washington-Baltimore regions. A Web site was developed by MDOT to provide information on the program.
- **Telework!VA**- The Telework!VA program was an initiative designed to reduce traffic congestion in Northern Virginia. The program provided financial incentives to companies to help them start or expand a

telework program for their employees. This pilot is administered by the Commonwealth of Virginia Department of Rail and Public Transportation (VDRPT). Funding is appropriated to participating employers for a two-year period. Telework!VA is limited to reimbursement of lease costs and consultant/technical assistance expenses. VDRPT expanded the program statewide in 2007 and re-launched the website.

Assets

- Strengthens employee recruitment and retention
- Lowers training costs associated with high turnover
- Reduces absenteeism and late arrivals
- Increases employee productivity
- Improves employee satisfaction by providing flexible work scheduling, better time management and the balance between work and family life
- Reduces costs for office space and parking
- Expands access to skilled workers
- Expands opportunities for business continuity of operations especially in times of natural or man-made disasters
- Enhances public recognition as an innovative business and a good corporate citizen
- Reduces congestion
- Financial incentives are available from the States to assist employers with start up costs and training

Deficiencies

- Management's concern with how to select the appropriate employee who will retain or increase productivity by teleworking
- Concern with the effect telework has on customer service, especially by federal contractors
- The issue of accountability for work performed out of the office is a concern for management
- Workers Compensation issues and OSHA requirements are not well understood
- Workers are afraid of being passed up for promotions because they are out-of-sight
- Cost of equipment

Prospects

A highly positive outlook exists for this mode, provided that ample education and training is provided to decision-makers. Additionally, pressure should be created from the bottom up with public relations stories regarding increases in productivity and quality of life due to telecommuting. About 24% of non-telecommuters have job responsibilities that would allow them to telecommute and would be interested in telecommuting, according to the 2007 State of the Commute. Needless to say, teleworking is one of the most cost-effective ways to reduce congestion. It's certainly worth significant attention to future marketing efforts.

Threats

COG research has shown that most teleworking starts from the bottom up. Most employers reported that telework started within their organizations in response to a specific employees need or a particular problem in a department or location. Bottom-up style marketing generally takes longer to motivate action when compared to the top-down approach. Much of the growth is technology related, therefore there may be significant up front expense for employers or employees who wish to participate in teleworking.

BICYCLING

Bicycling to work is an important aspect of commuting. Employers can encourage cycling to work by installing secure bike parking, changing rooms, showers and lockers, and by including bicycling in commute workshops. They also can provide their employees with information they need to commute by bike, including the list of available bicycle maps, locations of bike parking and/or health clubs that provide reduced memberships for cyclists. Commuter Connections assists employers with information on bicycling programs for their employees by providing general information and resources from non-profit agencies such as Washington Area Bicyclist Association (WABA).

Assets

- Avoiding rush hour traffic or transit delays
- Arrive at work invigorated and refreshed; combines exercise and drive “time.”
- Improved productivity
- Improved overall health of employees
- Significantly reducing overall commuting costs with less gas use and wear on automobile

According to the 2007 State of the Commute Survey Report:

- 0.7% of the region’s commuters commute to work by bicycle at least once a week.
- Mean days per week 3.2 for bicyclists
- The median commute distance for bicycling/walking commuters was 2.3 miles
- The median commute time for bicycling/walking commuters was 16 minutes

Video counts (12 hr counts) conducted by VDOT in 2008 reported Memorial Bridge usage at 699 bicycles; 14th Street Bridge intersection 2,990 bicycles.

According to the 2000 U.S. Census, bicycling to work is most common in the urban core jurisdictions of the District of Columbia, Arlington County, Alexandria, and inner Montgomery County, and in census tracts adjacent to major bicycle trails. Bicycling in the urban core increased from 1990 to 2000. While bicycling may have declined in the outer suburban areas during the same period, requests for adequate bike facilities in these areas have increased.

Employers located in bicycle-friendly communities or near major bicycle trails are more likely to succeed in persuading employees to ride to work than employers located in areas where the infrastructure does not support cycling.

Features

- Metro Stations have bike racks.
- Metro allows bikes on Metrorail during off-peak hours.
- All Metro buses, Arlington Transit Buses, Fairfax Connector buses, Montgomery County Ride On buses, PRTC OmniLink, and Annapolis Transit buses have bike racks on the front of the bus.
- Free rack parking at Metro Park N Ride Lots.
- Free rack parking at state and local Park & Ride lots.
- Metro Station lockers are available for lease for \$60 to \$100/yr + \$10 deposit.
- All VRE Stations have bicycle parking.

- 2,000 more racks are being installed in Maryland and Virginia in public spaces, 300 in the District of Columbia. The District of Columbia now requires bicycle parking in any building with motor vehicle parking. Montgomery County is considering modifying its zoning ordinance to require bicycle parking.
- Bike Maps for the region can be purchased at www.adcmap.com or www.waba.org; targeted bike maps available from Montgomery County; Arlington County; Fairfax County; the District of Columbia; and the College Park area. Numerous trail maps and commuter and safety guides are available through the Washington Area Bicyclist Association. State maps are available through Maryland and Virginia.
- Over 40% of Washington residents bicycle for recreation.
- WABA provides an online commuter mentor program matching experienced bicycle commuters with first time bicycle commuters.
- Region's trail network is expanding rapidly over the next 10 years, providing links to employment centers.
- Scores of miles of new on-street bicycle lanes have been added recently in the District of Columbia, Montgomery County, and Arlington County. Hundreds of miles of bike lanes will eventually be added across the region.
- Bike Sharing has been introduced in DC in 2008 and is scheduled to launch in Arlington in spring 2009.
- The VDOT Bicycle Locker Program at state owned Park & Ride lots. Cost is \$60/yr, \$40 deposit.
- Fairfax Bicycle Locker Program located at County owned Park & Ride lots.
- Commuter Connections provides free Biking to Work in the Washington Area guides which double as Employer and Employee guides. The guide is also available online as well.

Deficiencies

- Often perceived as a 'fair weather' dependent mode. However, showers and clothing adjustments can mitigate the effects of hot, cold, or wet weather.
- For many longer commutes, bicycling is too time-consuming.
- Perceived lack of safe travel routes
- Parts of the road network within the city and especially in the suburbs are not bicycle friendly
- Need a higher quantity and more secure parking at employer sites
- Need more interconnected on-road routes
- Not enough facilities to shower and change at work
- MARC and VRE only allow folding bicycles on board, and Metrorail only allows bikes on board during non-peak periods
- General public lacks bicycling education and skills needed to bicycle safely in traffic
- Many motorists lack the proper education and understanding of sharing roadways with cyclists.

Prospects

The Washington Area Bicyclist Association (WABA) was founded in 1972, and serves as the regional cycling association working to promote more biking to work and improve bicycling conditions.

WABA has developed an interactive commuter assistance service via the Internet in collaboration with Arlington County and the U.S. Environmental Protection Agency. Such a service could be advertised in employer outreach materials, such as the newsletter. WABA also offers brown bag bicycle commuter presentations at worksites to educate employees and employers of the benefits of bicycle commuting. Bicycling is included as a commuter option in Commuter Connections' employer outreach efforts.

Bike to Work Day has been a tradition in the Washington metropolitan region for many years. In 2000, Commuter Connections began to lend its support to WABA as part of its effort to encourage employers to

promote bicycling to work. This grew the event from a primarily downtown D.C. happening to a truly regional one, with over twenty pit stop rally points for the cyclists through the region that included snacks, prize drawings, T-shirts, promotional items, and elected officials.

The Steering Committee for the event includes representatives from the bicycle and TDM community. This cooperative effort has resulted in an increase of registrants every year, to a high in 2008 of 6,957.

The event is promoted through email (primarily to former participants and WABA's mailing list); links from the region's TMA websites, distribution of collateral materials radio advertising, newsletter articles, and public affairs outreach (performed by COG Office of Public Affairs and WABA). Collateral produced for the event and distributed throughout the region includes rack postcards, posters, street banners, T-shirts. Materials were targeted to employers and cyclists in chosen target markets as well as bicycle shops.

Sponsorships proved key to ensuring the visibility and success of the event. Both cash and in-kind sponsorships are solicited. Depending on donation level, sponsors may include their logo on the T-shirt, posters, rack cards, electronic invitation, radio mentions, and a link from the event web site. A free catered lunch is provided to the employer who has the greatest number of registrants for the event

Bike DC has been reintroduced in 2008 for the first time in years.
Bike Sharing has been introduced in 2008

Less favorable economic conditions and/or high gas prices as experienced in 2008 could act as a boosting agent for bicycling as a low cost transportation alternative.

Threats

While progress has been made in all jurisdictions, the lack of infrastructure in the region to support cycling to work appears to be the primary reason preventing adoption of this mode. A Regional Bike plan has been adopted by the National Capital Region Transportation Planning Board (TPB) in an effort to address improvement of bikeways and parking throughout the region.

In order for marketing efforts in bicycling to become more successful, commuters' attitudes must change in regard to the detriments or weaknesses of bicycling (traffic danger, logistics, employer parking, etc.).

Due to the traditional bicycling season (warmer weather months) bicycling cannot effectively be marketed as a year round transportation choice for most.

BIKE SHARING

Product Profile

DDOT introduced the “SmartBike” bike sharing system in 2008; an automated bicycle rental system developed by ClearChannel. The District’s has placed 120 red four-speed bicycles at ten kiosks between Georgetown and Chinatown. Participants in the program join online and pay an annual subscriber fee of \$40. No separate charges apply for using the bicycles. Cards issued to subscribers are swiped at the various bike stations. Bikes may be rented and returned from different locations provided there is an open return spot available.

SmartBike DC is a new and alternative transportation network that uses the latest technologies to facilitate user access and is structured to enhance the city's public transportation system. Located at key locations in the central business district, the bikes provide a new way of discovering and moving around the city. The bike stations are modular and the bikes are ergonomic and light-weight in a distinct design. Bikes are parked at docking points which use a proprietary locking system to ensure that each bike is securely stored.

The service is accessible via online subscription. Subscribers will receive a personalized SmartBike DC user card that provides access to any station of the program. The program includes fulltime operational service. An operational team manages the rotation of bikes for each station to assure a proper ratio between available bikes as well as drop-off locations. Each bike station consists of a rental kiosk and docking points for secure parking of bikes. The kiosk processes the rental of bikes and provides information for users. It also transmits the operational status of a specific location to the operations center and sends diagnostic information and alerts to the central server. Bikes may not be available at a particular bike station at all times, depending on the frequency of usage. You may check availability of bikes here. The docking points (parking slots with locks), which are incorporated in the horizontal racks, secure the bike when it is parked at a station. Each bike station is equipped with electronic communication assemblies that are in permanent contact with the station terminal.

Arlington County will launch the “Nextbike” bike-sharing program in spring 2009. Arlington will be purchasing 100 bicycles to be available within the Rosslyn-Ballston corridor at 40 stations located at car-share poles and bike circle racks in the spring of 2009. Expansion plans include an increase to 200 bicycles in year two with service added along the Rt. 1 corridor, and an increase to 400 bicycles in year three with County-wide expansion.

A contractor will be selected and will operate and maintain the service. Helmets will not be provided but encouraged. Program liability will rest on the named contractor and Arlington will require them to have insurance for the program. The county will market the program and collect usage fees and ad revenues from businesses who advertise on the bicycles.

The County is not planning on charging an annual membership fee, only a cost to use the bicycles based on length of hourly time. Customers will provide a credit card upon registration and must be at least 18 years of age. Customers not returning their rented bike will be charged a bike replacement fee of about \$400. Theft may be an issue and therefore Arlington has factored a 7% theft ratio into their budget.

The county received a start-up grant of \$209,000 from the Virginia Department of Rail & Public Transportation. The Nextbike service will cost \$175,000 in year one for capital, operations, and maintenance. Ongoing funding will come from user fees, advertising revenues, and other sources to be determined.

CAR SHARING

Product Profile

Car Sharing is an increasingly popular alternative to car ownership. Car sharing organizations, such as Zipcar, allow individuals to reserve cars on-line or over the phone for as little as an hour or up to multiple days. Rates include gas, insurance, the home parking space and maintenance costs. For the occasional driver, car sharing can be a less expensive alternative to owning, leasing, or renting a car. To access a Zipcar, a prospective member can apply on-line with a valid driver's license and a credit card. Once approved, the driver is given their personal access card which is used to scan in and out of the reserved car during the time of the reservation.

Car sharing service in the Washington D.C. region is available through Zipcar (which merged with former competitor FlexCar in late 2007). Zipcars are available in Washington, D.C. and Alexandria, Arlington, Fairfax, Montgomery, and Prince George's County. Zipcars have been available in Washington, D.C. area since September 2001. Currently, there are over 33,000 members and 750 cars in the Washington metropolitan area. To join Zipcar, there is a \$25 application fee plus a \$50 annual fee. Rates range from \$7 to \$14.50 per hour, plus \$0.45 per mile, after the initial 180 free miles. The maximum daily rate varies depending on car type, costing anywhere from \$69 - \$105 per day.

Assets

- Maintenance, insurance, fuel and parking costs are included in rate
- Less expensive than car ownership for occasional personal or business use
- Can assist employers in augmented company vehicle fleets
- Easy on-line reservation system that allows a reservation a minute or 1 year in advance.
- Many cars located at the metro stations all around D.C.
- Ideal for those who don't own a car or who occasionally need a second car.
- Less expensive for businesses than maintaining a fleet of vehicles
- Members report a 46% increase in public transit, according to WMATA.
- An independent study published in 2005 found that 14.9 private cars are taken off the road for each car-sharing vehicle.
- The company only maintains high mileage vehicles, including 10 percent as hybrids, in an effort to reduce air pollution. Members report driving an average of 2,500 miles less per year, after joining.

Prospects

- Can serve as a GRH alternative for some companies
- Zipcar has over 600 locations and over 750 cars located throughout the Washington metropolitan region. The company is averaging 10,000 new members per month, triple the number joining at the same time last year.
- Zipcar maintains strong alliances with DDOT, WMATA, Arlington and Alexandria.

Threats

- Zipcar members who sell their cars report saving over \$600 per month by not having a lease payment, or parking, maintenance, registration and gas costs.

SUPPORT SERVICES FOR ALTERNATIVE COMMUTING

GUARANTEED RIDE HOME PROGRAM

Product Profile

Guaranteed Ride Home (GRH) is a free service provided by COG for commuters who vanpool, carpool, bicycle, walk or take transit to work, a minimum of two days a week. GRH is an “insurance policy” where qualifying commuters are given a reliable ride home when an unexpected emergency arises. Commuters can use GRH up to four times per year for unexpected personal emergencies, unexpected family emergencies, and unscheduled overtime. Commuters must register for GRH and re-register each year to keep their registration information up-to-date. A “one-time exception” GRH trip is granted to qualifying commuters who have not registered. GRH provides a ride from a commuter’s work location to their home, transit station, or park-and-ride location by cab, rental car, bus, train, or a combination of these modes. The taxi trip or rental car is free. The commuter is responsible for gratuity for the taxi driver and the following rental car charges where applicable: taxes, fuel, insurance charges, and damages to the vehicle. COG will reimburse commuters for their GRH transit expenses. In the event of an emergency, the commuter can call 800-745 RIDE, and request a ride from the operator from 6:00 a.m. to 10:00 p.m. on weekdays.

Assets

- Low-cost benefit with high perceived value by both employee and employer
- Assists in overcoming commuter anxiety of being stranded
- Assured ride allows greater participation in alternative transportation programs

Deficiencies

- Commuters are allowed to use one GRH trip without registering with Commuter Connections. Many commuters do not register knowing they can receive a GRH trip anyway.

Prospects

GRH offers a unique tool to attract SOVers to try alternative commuting, and a marketing campaign focused on its benefits would greatly enhance the level of interest in alternative commuting by SOVers, and attract more current HOVers to register with Commuter Connections. GRH is also an incentive for commuters to continue using alternative commute modes and increase the frequency of using these modes.

Threats

- Fraud by commuters. However, misuse of the GRH program has been minimal. In each case, the commuter was issued a warning and one commuter was temporarily removed from the program.

**COMMUTER BENEFIT PROGRAMS -
COMMUTER CHOICE MARYLAND (BALTIMORE METROPOLITAN AREA)
SMARTBENEFITS (WASHINGTON, DC/SUBURBAN MD/ NORTHERN, VA)**

Product Profile

Recent federal and state tax legislation now makes it easier than ever for employers to provide tax-free commuter benefits to employees who use public transportation or qualified vanpools to commute from home to work. The result is lower transit fares for employees and low or no cost commuter benefit programs for employers.

The SAFETEA-LU bill was signed into law by President Bush on August 10, 2005 (Public Law 109-59). The bill authorizes federal transit and highway programs through Fiscal Year (FY) 2009. The TRANSIT PASS COMMUTE BENEFIT (SECTION 3049) OF SAFETEA-LU preserves the current limitation for qualified transportation fringe benefits for transit and vanpools at \$105 per month (with indexing for inflation). It also codifies Executive Order #13150 which requires federal agencies in the Washington, D.C. National Capital Region to provide employees with tax-free transit benefits to cover commuting costs up to the maximum allowed by law. It extends benefits, beyond those provided in the Executive Order, to federal employees in the National Capital Region who work for the legislative and judicial branches or for independent agencies.

In May 1999, the Maryland Commuter Tax Credit was signed into law, and has been enhanced in subsequent years. It makes it possible for Maryland employers that pay for part or all of the eligible monthly commuting expenses for their employees to qualify for a tax credit equal to 50% of the cost of those expenses with a cap of \$50 per employee, per month. Eligible expenses include transit passes or vouchers, vanpool expenses, Guaranteed Ride Home program expenses, and cash “in lieu of” parking program expenses. When combined with TEA 21, this state tax credit allows employers to offer a new employee fringe benefit for only 15-30% of the total cost.

Employers in the Baltimore, Maryland area can join the Commuter Choice Maryland program offered by the Maryland Transit Administration (MTA). Employers in the Washington, D.C. area can join the SmartBenefits program offered by the Washington Metropolitan Area Transit Authority (WMATA). Employees can receive a Commuter Choice Maryland or SmartBenefits tax-free benefit of up to \$120 monthly either as an employer-supported benefit, or via a pretax payroll deduction from an employee’s gross salary, or a combination of the employer supported and pre-tax deductions benefit. When employers provide the Commuter Choice Maryland or Metrochek/SmartBenefits transit benefit to employees, there are opportunities for tax savings for both employer and employee.

In April 2000, Executive Order 13150 directed all Executive Branch federal agencies to provide transit benefits to their employees who use (or would switch to) public transportation for their commute to work. By October 2000, over 75,000 federal employees in the greater Baltimore/Washington, D.C. region began receiving SmartBenefits and Commuter Choice Maryland benefits for the first time.

MTA (Baltimore Metropolitan Region) - Commuter Choice Maryland Program

Product Profile

The MTA's Commuter Choice Maryland Program consists of two separate initiatives. The first initiative is the federal SAFETEA-LU Commuter Benefits program, which features three tax-saving methods for employers to distribute, passes and vouchers to employees – the *employer-supported method*, the *pre-tax payroll deduction method*, and the *combination method*. The second initiative is the Maryland Commuter Tax Credit program, which allows employers who provide commuter fringe benefits to their employees to claim a tax credit for 50% of the costs of monthly commuter expenses up to a maximum credit of \$50 per employee per month.

The Commuter Choice Maryland program is designed for maximum flexibility and convenience for employers and their employees. There are two great ways for employers to apply the commuter benefits - *The Monthly Pass Program* and the *Voucher Program*.

Monthly passes are shipped to employers on consignment through convenient deliveries made by the MTA. Passes are delivered during the third or fourth week of each month to the worksite. Passes are valid for unlimited monthly travel on MTA Local Buses, Light Rail, and the Baltimore Metro Subway. Unsold passes are turned back into the MTA along with a check for the previous month's sales and a reconciliation sheet.

Vouchers are similar to monthly passes, but offer more flexibility. Commuter Choice Maryland vouchers are available in \$1, \$5, \$10, \$20 and \$64 (current monthly pass cost) denominations and can be redeemed at Baltimore area pass sales outlets for MTA weekly and monthly passes, and at certain locations, for Mobility/Paratransit ticket books. Vouchers are also valid toward the purchase of MARC Train tickets and MTA Commuter Bus passes and ten-trip tickets. They can also be used to offset monthly vanpool expenses. Employers purchase vouchers from the MTA and pay for them in advance.

In the Baltimore region, over 250 public and private sector employers provide Commuter Choice Maryland benefits to more than 11,000 participating employees.

WMATA, Washington, DC - SmartBenefits Program

Product Profile

Metrochek is a farecard/voucher that is universally accepted by any type of public transportation serving the Washington, DC region (Metrorail, Metrobus, MARC Train, VRE, county and commuter buses and qualified vanpool services). Employers who join the Metrochek program purchase Metrocheks in pre-set denominations (\$1, \$5, \$10, \$20, and \$30). Metrocheks can be used either as a Metrorail farecard or exchanged by the employee for the transit fare of any of the region's providers of public transportation or qualified vanpool services.

In the Washington, D.C. region, nearly 5,500 public and private sector employers provide Metrochek to more than 280,000 employees. Employers who participate in the Metrochek program include federal and local government agencies, and a broad spectrum of private sector for-profit and non-profit (association) employers.

In September 2000, SmartBenefits was introduced. This web-based program enables employers to load Metrochek benefit value directly into an employee's SmarTrip card, via the Internet. SmartBenefits will reduce the amount of paper Metrochek cards employers buy and distribute by as much as fifty percent (SmartBenefits is used for employees who use their transit benefit to ride Metrorail, Metrobus and registered vanpools). With the expansion of SmarTrip on Metrobus and as the only means to pay for parking at Metro facilities, SmartBenefits will become the primary transit benefit program and the only way for employers to enroll as new participants. Employers simply complete an online application at MetroOpensDoors.com and select from a variety of easy payment methods.

SmartBenefits is rapidly gaining favor among employers and employees as evidence by the fact that more than 61,000 employees now receive their monthly commuting benefit through SmartBenefits. Accordingly, and after careful consideration of the business implications, WMATA will transition all private and federal customers to SmartBenefits before January 2009.

Metrocheks are being eliminated from the program and will not be available for purchase by employers after November 2008.

Assets

- Convenient and flexible benefit with opportunities for tax savings for employers and employees.
- Reduces overall commuting expenses for employees.
- Encourages part-time as well as full-time mass transit use by employees.
- Helps to reduce traffic congestion and air pollution associated with the use of automobiles for commuting.
- Region-wide acceptance of the Commuter Choice Maryland and SmartBenefits transit benefit by all types of public transportation and qualified vanpool services.
- Exceptionally valuable tool to recruit, retain and motivate employees. Commuter Choice Maryland and SmartBenefits are now primary components of an employee's fringe benefit package.
- Commits employees to "stay with" transit for their commute, encourages car drivers to switch to transit for commuting.
- SmartBenefits: Web-based loading of commuter benefit simplifies program administration and distribution of transit, vanpool and parking benefits.

Deficiencies

- Cost of employer-subsidized benefit for large employers can be high, if provided only as a direct (free) benefit.

Current Promotional Strategy

Traffic congestion and automobile-generated pollution are ever-increasing problems that plague the greater Baltimore-Washington region. Employers who participate in the Commuter Choice Maryland and SmartBenefits programs are part of the solution. These employers encourage their employees to use public transportation for their work commute. This helps take cars off the road while providing a less stressful way for employees to arrive at work on time, ready to maximize their potential for productivity. MTA and WMATA market Commuter Choice Maryland and SmartBenefits via advertising (car cards on bus and rail, rail station posters and dioramas, bus exterior posters, newspapers, radio), seminars, and workshops for employers, the Internet, and outreach events at rail stations, bus stops, and public places throughout the Baltimore and Washington area. TEA 21 gives employers flexibility in developing and implementing a transit benefit program. It is no longer a question of “will” an employer implement a transit benefit program. It’s now just a question of “when.”

Threats

- Lack of employer participation and lack of perceived need to consider transportation programs.
- Public perception is that they are not part of the problem and therefore, not part of the solution.

CLEAN AIR PARTNERS

www.cleanairpartners.net

Product Profile

Clean Air Partners, a public-private partnership aims at creating broader public awareness on contributions to air pollution and what health effects ground-level ozone and particle pollution cause. The primary focus of the partnership is to motivate employers and individuals to take voluntary actions that will improve air quality in the Baltimore-Washington region.

Promotional Campaign

- The Clean Air Partners Board amended the organization's by-laws to include greenhouse gases. New messaging focused on climate change will be incorporated into brochures and the web site.
- Clean Air Partners launched a new web site, which is one of the organizations primary ways of communicating information to the public. The new site includes a dynamic forecast display, real-time and historical air quality data, content management functionality, and an e-mail notification system (AirAlerts) for sending automated daily air quality forecasts and real-time health notifications.
- In November 2007, Clean Air Partners recognized the organization's 10-Year Anniversary by planting a cherry tree. The anniversary event took place on the tidal basin near the Roosevelt Memorial on November 1st. During the event, Clean Air Partners reaffirmed their commitment to clean air and the founders were recognized.
- The 2008 season included extended day forecasts for ozone and particle pollution for the Washington Metro Region, the Baltimore Metro Region, Western Maryland, and Eastern Shore.
- Brochures, which include information on ozone and particle pollution, were updated and distributed to Clean Air Partners participants and members. The brochures were also distributed at various outreach events across the region and at Metro stations.
- A media campaign on radio was conducted in June and July 2008 with a message of health and personal tips to prevent air pollution on Code Orange Days. Listeners were urged to visit the web site to sign up for the forecast. Two 60 second radio ads were rotated through out the campaign period.
- Transit ads were on display from June, 2008 through August, 2008 in Metro stations and on MTA and Frederick County TransIT buses. The messaging drove the public to the website for the 3-day air quality forecast.
- As part of the media campaign, radio stations in the Baltimore/Washington region hosted multiple after-dark tank parties and gave away free gas. A media event was held in August at one of the participating gas stations.
- Clean Air Partners launched an interactive teaching kit for sixth-grade students entitled: *On the Air: Exploring Air Pollution Sources and Solutions*. *On the Air* engages students in the exploration of their environment as they study important air pollution topics such as Criteria Air Pollutants, the Air Quality Index, Ozone, Particulate Matter, Our Lungs and Health, Community Sources and Solutions, and Climate Change.

- Clean Air Partners launched an auto parts washer rebate program in the District of Columbia, Northern Virginia, and Baltimore regions. Solvent parts washers will be replaced with cleaner, aqueous and microbial equipment. Local businesses that purchase cleaner parts washers are eligible to receive a rebate.
- Clean Air Partners worked with Prince George's County to implement the County's Air Quality Strategic Plan and developed customized messages for county employees.
- Free bus services on Code Red Days:
 - Arlington Transit ART
 - Alexandria DASH
 - Fairfax Connector
 - Fairfax City Cue
 - TransIT Services of Frederick County
 - Loudoun County Transit commuter bus service
 - Loudoun County Transit fixed route service
 - Metrobus in Northern Virginia, Montgomery County, and Prince George's County
 - PRTC OmniLink OmniRide
 - Montgomery County Ride On
 - Prince George's County *TheBus*
 - Falls Church GEORGE buses

Strengths

The Air Quality Action Days campaign appears to be well recognized and increasingly accepted by the business community. The tasks requested from employers and employees appear to be having minimal barriers of acceptance, perhaps because the behavior shift is requested for only a specified day, and they perceive their actions will provide a solution. Additionally, information about air quality is widely placed in the newspapers, on the Internet, and on TV and radio announcements so that checking air quality during the summer is akin to checking the weather report. Therefore air quality alerts become a part of the region's meteorological vernacular, and eventually, with sufficient marketing, the population will equate air quality alerts to specific behavior, such as:

- Combining errands by vehicles
- Refueling the car before dawn or after dusk
- Ridesharing
- Taking transit
- Telecommuting
- Using pumps instead of aerosols
- Using water-based paints over oil-based paints
- Using electrical instead of gas-powered lawn equipment

A variety of materials and programs have been put together by Clean Air Partners in recent years. These include media campaigns and workplace-based public outreach programs. Other activities include sponsoring the forecast on Baltimore and Washington TV, radio, transit and print ads, and distribution of Clean Air Partners materials through members and participants.

- Ozone and Particle Pollution Maps are provided on www.airnow.gov in real-time to the media to download for instant viewing and access. The maps allow members of the media to monitor the air quality at its current state and report this information instantly to the public.
- Collateral materials to promote clean air include brochures that are provided to members free of charge.
- Services provided to participating employers and individuals include daily and unhealthy e-mail notifications. Also, members of the media, including the Washington Post, radio, and TV stations are notified each day on the status of the air quality.
- Daily air quality forecasts, real-time and historical data, AirAlert registration, and air quality information are available on the Clean Air Partners web site. The web site displays the current and next day forecasts, for Metro Baltimore, Metro Washington, Western Maryland, and Eastern Shore regions.

Weaknesses

- Most of the population does not understand that problems from air pollution can be contained by their individual actions.
- On Code Orange and Red days, there is very little change in driving patterns. In addition, the share of people using public transportation or car/vanpool options did not change due to an air pollution episode.
- Much of the ozone problem is perceived as weather dependent, and not dependent on behavior.
- The majority of the general public is more likely to change their activities on Code Orange and Red Days to protect their health not reduce air pollution.
- The color code used for designating the air quality is confusingly similar to the color code chosen for alerting Americans to homeland security threats and heat warnings.

Opportunities

All of these activities have led to the recruitment of more than 2500 participants in the Clean Air Partners program in the Baltimore/Washington area. Participants, such as Arlington Transportation Partners and the Baltimore Metropolitan Council, have distributed thousands of pieces of literature on behalf of Clean Air Partners.

With a stronger alliance and use of cooperative advertising with groups such as pulmonary physicians, environmental scientists, transit operators, and schools, a promotion for the year-round pollution problem should be adopted with a strong level of advertising, community relations, and reward mechanism.

The Clean Air Partners Board unanimously voted to amend the organization's by-laws to include greenhouse gases and climate change. The rationale for this decision is self-evident – virtually all of the voluntary actions Clean Air Partners encourages the public to take to reduce ozone and particle pollution have a direct effect on reducing greenhouse gases (such as carbon dioxide) which contribute to climate change. This change enables Clean Air Partners to play a more significant and relevant role in air quality issues considering the local and national attention climate change is receiving.

Threats

Studies show that the audience understands the harm pollution imposes but do not understand the extent of pollution and do not know what to do about it.

Despite improvements in the region's air quality, new challenges lie ahead. In March 2008, EPA announced a new standard for ground-level ozone which took effect in May 2008. EPA lowered the standard based on new research demonstrating that lower levels of exposure to ozone over longer period of time may affect the health of "sensitive groups" (people with lung disease such as asthma, children and older adults, and people who active outdoors). Research also indicates that ozone exposure may increase the risk of premature death from heart or lung disease. The new standard coincides with the Code Orange Air Quality Index level. ***As a result, the region may see double the number of days per year that exceed the new standard.*** Clean Air Partners faces some difficult challenges in its purpose to encourage employers and individuals to take voluntary action in clearing the air when they may be called upon to take action on 40 days per year. With the possibility of more Code Orange and above days, Clean Air Partners will continue to face the challenge of securing employer commitments to take voluntary actions.

A lack of employer/private sector funding for Clean Air Partners through membership fees or donations will prohibit Clean Air Partners' growth.

LIVE NEAR YOUR WORK

In FY07 Commuter Connections staff along with COG's HSPPS department staff compiled a list of workforce housing programs available to the Metropolitan Service Area of the Washington DC region. Below is the list of programs that are available for employees and employers alike in determining where to live. The purpose of providing this information is to encourage commuters to consider shortening their distance to their worksite from their residences.

While some jurisdictions offer several housing assistance programs, some only offer the Federal housing assistance program, the American Dream Down-payment Initiative (ADDI). Most of the programs are geared towards affordable housing, however, our focus lies on where the house is located and commute factors only. The purpose of the program is informational only and with a specific focus on commuting. The information provides employers with yet another tool to offer prospective hires as well as current employees for recruitment and retention.

Several of the local area jurisdictions provide workforce housing. Most recently Loudoun County began an initiative for recruiting teachers because many couldn't live in the county or find housing near enough to commute reasonable distances. In addition, the Smart Commute Program offered by Fannie Mae has a dedicated mission in reducing congestion and increasing alternative commuting.

A resource guide for employers was developed in 2007 by Commuter Connections to outline the available workforce housing programs and incentives in order to make living near the office more affordable and practical for employees. An online component was also developed to complement the initiative. Commuter Connections began to provide support in FY07 to fund workshops held by several local jurisdictional partners.

HOUSING PROGRAM
Affordable Dwelling Unit Program
American Dream Downpayment Initiative (ADDI)
DC Employer Assisted Housing Program (EAHP)
Down Payment Settlement Expense Loan Program (SELP)
Employee Homeownership Incentive Program (EHIP)
Firefighter/Police Workforce Housing Program
First Time Homebuyer Credit
Home Buyer's Opportunity Program (HOP)
Home Possible Mortgages
Home Purchase Assistance Program
Homestride/Virginia Housing Development Agency
House Keys 4 Employees
Moderate Income Purchase Assistance Program (MIPAP)
Moderately Priced Dwelling Unit Program (MPDU)
More House 4 Less Mortgage Program
Prince George's Homeownership Initiative
Smart Commute Program

CURRENT MARKETING STRATEGIES AND BUDGETS FOR REGIONAL PARTNERS

Below are descriptions of marketing activities produced by regional partners.

LOCAL MOTION – City of Alexandria www.alexandriava.gov/localmotion

Marketing Budget: \$50,000

Local Motion is the City of Alexandria’s program for promoting the use of transportation options outside of driving alone. Program representatives promote the use of efficient and environmentally friendly modes of transportation, which includes rideshare, public transportation, walking, bicycling, and telework, to City of Alexandria residents, businesses, and visitors. Local Motion aims to increase the use of alternative transportation modes to maintain and improve the economic viability of City businesses and the quality of life for residents.

Ongoing employer outreach marketing and promotional activities include:

- **Employer Consultations:** Meetings with Alexandria employers to discuss transportation and telework options for employees. These meetings encourage employers to offer a transportation benefits program that includes SmartBenefits and Telework!VA.
- **Local Motion Web site:** www.alexandriava.gov/localmotion is the program Web site that offers news and tools for traveling to, from, and through the City. The site is promoted to residents, businesses, and visitors via brochures, displays, newsletters, partner Web sites, and giveaway items. The site provides information about public transportation, ridesharing, walking/bicycling, telework, Carshare Alexandria!, Guaranteed Ride Home, traffic calming, upcoming meetings and events, and other information.
- **Local Motion quarterly newsletter:** The City’s transportation options newsletter is mailed quarterly to all Alexandria businesses, households, and City employees. There are approximately 80,000 businesses and residential recipients. It is also distributed electronically to eNews subscribers, is available on the Local Motion Web site, and given out at City Hall, the Old Town Transit Shop, TMP coordinators, and outreach events.
- **Air Quality Action Days:** Local Motion coordinates with the City’s Environmental Services Division on outreach and marketing to increase employer participation in the Air Quality Action Days program.
- **Promotional Events:** Conduct outreach at worksites and residential communities. Local Motion also participates in health and benefits fairs, and events coordinated by TMP representatives, other TDM organizations, and government agencies. Local Motion organizes and markets the Alexandria Bike to Work Day pit stop, the Arlington-Alexandria Community Bike Ride, Local Motion Ambassadors, resident transportation workshops, and other events as needed. Local Motion participates in City events, such as the Alexandria Red Cross Waterfront Festival, the Alexandria Birthday Celebration, Earth Day, Alexandria Education Partnership activities, Chamber of Commerce events, and others.
- **Marketing efforts:** Other marketing initiatives include an ad in the Your Community PhoneBook book, newspaper ads, public access television public service announcements, direct mail, newsletter articles in City civic organizations publications.

ALEXANDRIA TRANSIT COMPANY – DASH

www.dashbus.com

Upcoming promotions and campaigns to increase rider ship, retain current customers, and create awareness of specific services available from DASH include:

- **SmarTrip Implementation** —SmarTrip now available on entire fleet – continuing promotion and education to increase usage.
- **Joint Promotional Activities** — with local businesses and employers.
- **25th Anniversary Celebration** — Promote anniversary to public and employees. This is done through special events, promotions, and the media.
- **Old Town Transit Shop** —Continue to promote this shop as a convenient location to purchase a variety of passes, obtain schedules, get specific route information to plan daily trips, buy tokens and other fare media. This includes all fare media, not just DASH.
- **Route and Schedule Brochure** — Schedule redesigned early 2007 to make it easier to read and plan for expanded information. Schedule revision in summer 2008 to reflect additional trips on some routes. Update, print, produce, and distribute to entire Alexandria area on a continuing basis.
- **Promotional Material** — Buy specific items or create pieces to meet needs of a target audience or special event.
- **Print Advertising** — Place advertisements in publications that will educate, create awareness and visibility for DASH bus, Dash About free shuttle, and employment opportunities for operators.
- **DASH Pass** — Educate current customers about our money-saving economical pass. Increase consignment sites.
- **DASH Transfer** — promote our **free** transfer that is good for 4-hours on any DASH bus route.
- **Webpage** — Redesign website.
- **Programs** — New Neighbor, Education, Community Outreach, Air Quality Action Days, Summer Library Reading, Transportation Management Property.
- **Newsletters** — Employee/*Dash Flash*: produced in-house and features company news, special events, local and state road information, and community activities. Customer/*DASH About*: produced in-house and distributed on buses. Includes information about the company and its policies. Also features operator news and special announcements.
- **In-house Communications**— Ongoing, wide range of activities from updating bulletin boards to posting signage for meetings and events.
- **Customized Schedules** — Design site-specific timetables for various businesses and communities.
- **Associations/Committees** — Actively participate in APTA and VTA. Join community groups and organizations.
- **Special Services** — Work with local groups to encourage the use of our special services. This includes events like First Night Alexandria, the Breast Cancer Awareness Walk, the George Washington birthday parade and more.
- **Community & Employer Outreach** – Educational sessions with local schools, apartment complexes, and employer sites educating about the use of transit, and specifics about using the DASH bus system.
- **Transit Fairs** – participation in transit fairs across the City throughout the year, educating the public about transit and the specifics of using the DASH bus system.

ARLINGTON COUNTY

www.arlingtonva.us

Marketing Budget \$900,000 for Commuter Services broken down as follows:

Arlington Transportation Partners - \$50,000.00

Umbrella campaign - \$640,000.00

Commuter Stores, CommuterPage.com and CommuterDirect.com - \$100,000.00

Arlington Transit - \$110,000

Arlington County Commuter Services will do the following:

- Direct Mail Program to Arlington households
- Arlington cable TV
- On –Board bus interiors
- Subway tunnel 2-sheets
- Internet co-ops, sponsorships, and blogs
- Sponsorships of local community events
- Advertising in local retail and business directories
- Retail kiosks and point-of-purchase displays
- Newspaper advertising
- Street team activities
- Quarterly newsletter and packages for top 400 employers
- E-mail alerts

COMMUTER CONNECTIONS

www.commuterconnections.org

FY09 Media Budget \$1,041,458

The Commuter Connections regional marketing campaign for FY09 will include input from the Regional TDM Marketing Workgroup made up of TDM stakeholders from various jurisdictions within the National Capital region. Continuing to engage the region’s transportation demand management companies, transit operators, and local city, state and county governing agencies will ensure that we are meeting their needs as well as serving the needs of entire Commuter Connections regional service area. Commuter Connections and its constituents have felt that it is of great value to the region to continue with a transportation “vision” or umbrella theme around the Commuter Connections brand.

Marketing will provide frequent regional promotion of alternative commute options including; car/vanpooling, teleworking, mass transit, bicycling, walking; and support programs such as Guaranteed Ride Home, the Commuter Connections network ridematching services and Bike to Work Day. The marketing program aims to raise awareness of alternate commute options, and support the Commuter Connections network in persuading commuters to switch to alternative commute modes from the use of single-occupant vehicles (SOV), and persuading commuters currently using alternative commute modes to continue to use those modes. A new effort will also be implemented to promote a Car-Free/Car-Lite Day event in the region. This event will encourage commuters and the general population to leave their cars home or to use alternative forms of transportation such as carpools, vanpools, public transit, bicycles, or walking.

Marketing Input: The background for this marketing brief was derived from the following sources:

- 2007 State of the Commute Survey;
- 2007 GRH Survey Report, and;
- Commuter Connections Stakeholder Attitudes and Opinions, April 2007.

While using the above listed reports as a cornerstone for the FY09 Marketing Brief, it is necessary to accommodate the record increases in gas prices in the input. During 2008, gas prices rose for 21 consecutive weeks resulting in an overall increase of 38.3%. The Commuter Connections FY2008 umbrella campaign was positioned to respond to these unprecedented market conditions and drive the impressive application response rate resulting in over 2500 Rideshare applications in May and June alone.

Although many expect a leveling or slight decrease in gas prices during the next few months with the run up to the presidential election, high gas prices are predicted to remain over \$4 a gallon for 2009. Predictions such as this combined with historical trends and performance data from the FY2008 campaign, support a continued cost savings and high gas prices message in the Commuter Connections FY2009 umbrella campaign.

As gas prices level, commuter behavior will also moderate. Commuters who may be motivated to consider alternate commute options based on saving money and high gas prices, most likely will have gotten the push from the gas price increase and the cash saving incentives offered through non-SOV commuting. The FY2009 campaign will continue to promote awareness of commute options for commuters and the benefits these options offer the SOV driver. The Guaranteed Ride Home message will continue to focus on peace of mind, addressing and removing any concerns about being stranded due to non-SOV commute options.

Finally, for the thousands of commuters who have opted to try alternative transport, the FY2009 campaign needs to continue to encourage and reinforce the changed behavior. Regular communication with recent converts is encouraged to build loyalty and leverage further conversions. With a database of over 2500 new converts from May and June alone, a significant number of new applications potentially could be derived from referrals.

Marketing Strategies: Marketing strategies are chosen based on Scarborough Research reports, based on the target markets for each message or event: Ridesharing, Guaranteed Ride Home, Employer Recognition, and Bike to Work Day and other Special Events. These reports identify specific media that are best to use to reach the desired market. The report information is combined with the marketing consultants' experience as well as review of past Commuter Connections campaigns.

For FY09, radio is again recommended as the anchor medium for the program, with its ability to reach a large portion of our target markets (90 percent) with significant frequency (each individual will be exposed to the radio message 31 times on average).

Bus Shelters provide repetitive communication to geographically targeted areas. Internet advertising is interactive and closer to one-to-one selling than any other form of media. Websites are targeted to key counties, and include news, weather, television affiliate, and special geo-targeted websites.

A balance of non-traditional media will be investigated for FY2009 including gas pump toppers, coffee cup sleeves, and cinema advertising.

Existing creative will be used for the fall campaign; results of the complete 2008 campaign will be studied in September 2008 by COG/TPB staff and the marketing consultant to help identify the most effective messaging strategies for implementation for Spring 2009.

Guaranteed Ride Home

Objective: Increase the number of applicants in the GRH database.

Target market (based on demographic data from the 2007 GRH Survey Report):

- 35-54 years old
- Caucasian (65%) and African-American (21%)
- \$60,000+ annual household income
- Commute of more than 30 miles / 45 minutes
- Live in Virginia (64%) or Maryland (34%), with a special emphasis on Prince William (20%) and Fairfax Counties (18%); work in D.C (60%) and Virginia (30%)

Tactics:

- Radio advertising to increase GRH awareness, applications and conversions
- Public relations/media communications to provide testimonials of GRH success stories and broaden awareness and registrations for the program
- Web advertisement (banner ads), geared directly toward generating registrations
- Bus shelters
- Coffee cup sleeves
- Web advertising banners placed on radio web sites via earned media opportunities.
- Continuously update website information
- Transit advertising (creative only; space to be provided by operators)
- Direct Mail

Media Allocation: Approximately 45 percent of media budget.

Rideshare

Objectives: Maintain and increase awareness of shared ride modes, retain current ridership on these modes; gain new riders and telecommuters; gain new applicants to the regional database.

Target market (based on demographic data from the 2006 Applicant Database/Annual Placement Survey Report):

- 35-54 years old
- Caucasian (65%) and African-American (20%)
- \$60,000+ annual household income
- 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 250+ employees (68%)
- Work for federal agencies (54%) and private sector (30%)
- Professional (40%), Executive/managerial (19%), and administrative (18%)
- Consider unique promotion opportunities.

Tactics:

- Radio advertising to increase services awareness, applications and conversions
- Gas pump toppers, coffee sleeves, and/or cinema advertising

- Public relations/media communications to provide testimonials of ridesharing success stories and broaden awareness and registrations
- Web advertisement (banner ads) for the ridesharing database, geared directly toward generating registrations
- Bus shelters
- Web advertising banners placed on radio web sites via earned media opportunities.
- Continuously update website information
- Direct mail

Media Allocation: Approximately 45 percent of media budget.

Employer Outreach

Objectives: Add new employer clients; expand participation and offerings in existing employer programs; recognize existing employer programs who have implemented successful programs; increase the number of employers offering the tax free commute benefit; increase use of SmarTrip offered through employer programs.

Target Market (based on demographic data from the 2006 Applicant Database /Annual Placement Survey Report):

- Employers with 250 or more employees
- Federal agencies
- Private sector employers

Tactics:

- Disseminate employer outreach sales kits
- Quarterly employer newsletter
- Quarterly Federal Employee Transportation Coordinator (ETC) newsletter insert
- Email marketing
- Telework Case Study development
- Coordination with the Telework Exchange, the Virginia Office of Telework Promotion and Broadband Assistance, and other pertinent groups to promote the concept of teleworking
- Marketing collateral to support Commuter Connections Network member Live Near Your Work (LNYW) events
- Continuously update Federal ETC website information

Special Events

Objectives: Use special events, such as Bike to Work Day, Car Free Day, and the Employer Recognition Awards event to highlight existing programs and encourage other employers and commuters to become involved, increase their ridership or enhance their on-site programs; increase commuter participation in Bike to Work Day and Car Free Day.

Target Market

- Bike to Work Day (from WABA member statistics): Age 25-49, Male, Commute trip up to 30 miles, \$30,000+ household income
- Car Free Day: SOV-drivers
- Employer Recognition Awards: Employers in Commuter Connections Network area

Tactics:

- Bike to Work Day (BTWD)
- Sponsor BTWD, May 15, 2009
- Secure corporate and other sponsorships for BTWD
- Use radio advertising to increase awareness of BTWD
- Provide additional marketing collateral including pit stop banners, t-shirts, posters, rack cards, and Circulator bus cards
- Earned Media
- CarFree Day (CFD)
- Coordinate CFD, September 22, 2008
- Use radio advertising to increase awareness of CFD and drive listeners to carfreemetrodc.com
- Provide marketing collateral such as posters
- Transit /outdoor signage (bus exterior and bus shelter ads)
- Web advertising
- Text messaging
- Earned Media
- Employer Recognition Awards
- Coordinate the Employer Recognition Awards ceremony, June 2009
- Provide marketing collateral in support of the application process and the event including application, invitation, program brochure, and podium sign.
- Print advertisement highlighting local companies who voluntarily implement innovative commuter programs and telework programs

Media Allocation: Approximately 3 percent of media budget for BTWD, 7 percent of media budget for CFD, 1 percent of media budget for Employer Recognition Awards event.

DATA - DULLES CORRIDOR

www.datatrans.org

Marketing/Publication Budget - approximately \$35,000

The Dulles Area Transportation Association (DATA) is a transportation management association (TMA) that serves a 150-square mile area around Dulles Airport. Their 150 members include employers, local governments, public officials, and property owners interested in transportation mobility in the Greater Dulles Area. There are corporate and business members; public sector members, and honorary members from the not-for-profit sector, and local and Virginia elected officials. The staff includes one full-time employee, a part time administrative person, a part time employer outreach specialist and a part time marketing consultant.

Working under a contract with Fairfax County and a grant from the Virginia Department of Rail and Public Transportation, DATA supports the Regional Employer Outreach effort in its area of operations with special emphasis on adding value to the marketing efforts of the TDM staff in Loudoun, Fairfax and Western Prince William Counties.

These are some of DATA's specific projects:

In 2007, DATA began an Employer Council of human resource professionals from businesses in the area adjacent to Dulles Airport. In 2007-2008, the membership of DATA's Employer Council was revamped to focus on Employee Transportation Champions, individuals formally designated by their

organizations as the point of contact for the dissemination of information about TDM programs and events. Companies appointing ETCs have made a commitment to working with DATA to further congestion mitigation efforts. Nonmember employers participating in this employer services program are offered a one-year free membership in DATA.

DATA regularly schedules “Employer Breakfasts” for companies in cluster locations. These breakfasts typically feature presentations by public officials and/or senior executives of member firms and focus on developments in TDM that affect employers and employees. Additionally, DATA participates in Transportation and Employee Benefit Fairs at employment sites – most recently at the Westfields Marriott - to spotlight transportation alternatives and encourage their use.

DATA maintains an active seminar schedule. Last year, DATA presented five seminars on Transit Oriented Development in conjunction with Dulles Metrorail, the Virginia Department of Rail and Public Transportation, and the Dulles Corridor Rail Association. Plans for this year’s seminars include the role of TDM in climate control and the effects of seasonality (summer travel, school in session, etc.) on congestion.

DATA supports the Dulles Corridor Rail Association’s marketing efforts designed to effect funding, construction, and utilization of a future rail link and interim bus service within the Dulles Corridor (serving Tysons, Reston, Herndon, Dulles Airport, and eastern Loudoun County). DATA will continue to work closely with DCRA, the Metropolitan Washington Airports Authority and the Virginia Department of Rail and Public Transportation to assist in providing public information events and promotional support to move the project to its next stages.

DATA actively promotes teleworking and Telework!VA through participation in regional technology seminars and chamber of commerce events and by providing speakers for breakout sessions as requested. This year, DATA will also employ vertical marketing to promote Telework!VA by partnering with existing Telework!VA participants to host seminars for their peer organizations.

In 2007-2008, DATA inaugurated a Speakers’ Bureau to provide information on transportation alternatives to large Homeowners’ Associations and business park Tenants’ Associations as well as organizations like Rotary.

DATA maintains active contact with the local media through press releases highlighting new aspects of TDM as well as events involving public officials in TDM activities.

DATA distributes “DATA DETAILS” a monthly e-mail publication for member of the association that highlights transportation issues, legislation, and projects. A more extensive hardcopy edition is published quarterly.

DATA’s website at www.datatrans.org, provides information about alternative commute options with links to appropriate information sources on the Internet.

DISTRICT OF COLUMBIA

www.ddot.dc.gov

Employer Outreach Budget: \$108,700

- A private contractor is conducting the employer outreach effort in the DC region. Their effort includes: direct mail campaigns, workshops, and on-site sales visits.

Additional Activities

- Launched www.goDCgo.com website in late 2006. This is a comprehensive travel information website for getting around the greater downtown area. It provides information on transit, bicycling, ridesharing, carsharing, and parking.
- Provide Transportation Demand Management services for major events such as the Cherry Blossom Festival, Taste of DC, Arts on Foot, Fourth of July, and at ongoing attractions such as baseball games, the Washington Convention Center, Ford's Theater, and the MCI Center.
- Partner with Flexcar and Zipcar to encourage the use of carsharing for personal and business use.

FAIRFAX COUNTY EMPLOYER SERVICES/RIDESOURCES PROGRAMS

www.fairfaxcounty.gov/fcdot

Marketing Budget: \$870,000

- With a population over one million and the region's largest employment center outside of the D.C. core, Fairfax County has invested time and funds to encourage employers and commuters to reduce their drive alone habits. The County has been involved with the distribution of materials at Metro stations, grocery stores, post offices, libraries, rental offices, government centers - over 100 locations. They use direct mail flyers and utilize a sales packet at their personal visits with employers. Their target market includes employers with 100 or more employees, but they also respond to requests from smaller employers. Fairfax County Employer Services is focusing marketing efforts on major employer sites within the County. The County provides funds to one TMA (DATA) to implement employee transportation programs in the Dulles corridor.
- Fairfax County has implemented a Community Residential Program that partners with residential developments, multi-family complexes and associations to promote use of alternative modes of transportation. The Community Residential Program is dedicated to encouraging people who live, work or commute in/or through Fairfax County to use mass transit, carpools, vanpools, walking, biking, or teleworking instead of drive alone commuting.
- Assisted over 3200 commuters via the RideSources program. Some of the promotions they currently offer include Transportation Fairs, Metrochek Match, Van Start/Van Save. Vanpools which are just organizing and are looking for a few more riders, and vanpools which may have lost 1-4 riders can take advantage of Van Start/Van Save, which funds empty seats for a limited time.
- *Metrochek Match* - Employers will receive a 50% match for each participating employee. Employers can participate in the Metrochek Match Program for up to six months and must agree to extend the benefit to their employees for an additional six months.
- *Van Start/ Van Save* - Fairfax County offers a vanpool subsidy program in order for vanpools to get started and to withstand temporary decreases in the number of commuters in the van. Van Start/Van Save is designed to support 4 empty seats on a descending scale for four months. The program is available to individuals, vanpool operators, and TMAs in the Fairfax County region.
- *Property tax relief* is offered to vanpool owners with 12 or 15 person vanpools.

- Fairfax County Employer Services also offers an *ETC Manual* and establishes Transportation Information Centers at major employment sites.
- *Telework! VA* – A state subsidy is offered to employers that start telework programs. This incentive is available to all employers regardless of size.

Some of the promotional events that Fairfax County Employer Services/RideSources participate in include:

- Springfield Days, Springfield Bridge Walk
- Employer Benefit Fairs
- Fairfax Fair in June
- Lorton 4th of July Celebration
- Mt. Vernon Day
- National Try Transit Week
- Reston/Herndon Festivals
- Fall for Fairfax Festival
- District Town Meetings

The County has been involved with advertising using cable TV with PSAs and public access, local newspaper ads, ads in Human Resources industry publications and military base directories, mailings to residents and employers, and posters on buses.

GW RIDECONNECT
www.GWREGION.org

Marketing Budget - \$60,000

GWRideConnect is the ridesharing agency that serves the citizens of Stafford, Spotsylvania, Caroline, King George counties and the City of Fredericksburg. Rideshare promotes ridesharing and assists persons seeking transportation to their employment locations. It is the primary goal of the program to place commuters in various modes of transit, eliminating their single occupancy vehicles from the highways, thus improving the quality of life for the citizens of the region.

In order to accomplish our mission, the following activities will be conducted during FY 2008.

- Free Rideshare Matching program
- Provide follow up assistance to all new rideshare applicants
- Provide commuters with transit information
- Facilitate the formation of van/car and bus pools
- Assist with maintaining the 350 vanpools in the RADCO region
- Provide vanpool assistance through the Van Start and Van Save programs
- Redeem Metrocheks for regional vanpools
- Facilitate the formation of carpools and provide support
- Promote, advertise and assist clients with the VRE
- Promote and assist clients with private bus companies in the region
- Work with FAMPO and regional planners to provide TDM strategies in plans, developments and proffers.
- Work with FAMPO and VDOT to determine the location of sites of new commuter lots in the region

- Commuter parking lot assessment for maintenance of existing lots
- Work with local planners to proffer joint use commuter parking in large developments
- Promote and provide support to the Fredericksburg Regional Transit System
- Promote the Telework Centers located in the RADCO region
- Rideshare database management
- Track applicant placement through follow up surveys
- Reduce annual gasoline usage in the region and reduce motor vehicle emissions
- Regional coordination
- Employer outreach
- HOV lane promotion

Rideshare will market and promote the program by the following activities:

- Display ads will be placed every Thursday in the Fredericksburg Free Lance-Star Weekender edition throughout the fiscal year.
- Rotating display ads will be placed every Sunday near the commuter page in the Fredericksburg Free Lance – Star newspaper.
- Rideshare is currently updating the Rideshare website in house to make it more usable and valuable to commuters.
- Rideshare requested funding through FAMPO for additional Commuter Connections highway signs to be placed in commuter parking lots throughout the region.
- Depending on funding sources, possible radio advertising sponsoring the morning traffic report through a local radio station.
- Rideshare promotes the VRE, Regional Telecenters, GRH program, Metrochek program, commuter lots and bus companies by utilizing existing brochures. Commuter lot maps, Rideshare Fact Sheet flyers and local bus company schedules are created in house.
- Rideshare also promotes awareness of the program through job fairs. Rideshare provides GEICO with flyers and information that is inserted in all new employee packets.
- Rideshare is currently working with local realtors and developers in distributing information to new home buyers.

LINK/RESTON TMA

www.linkinfo.org

- Promotes the Fairfax Connector and RIBS buses by providing schedules to Reston outlets. This includes all grocery stores, regional libraries, community centers, and some apartments.
- Joins with various community organizations/events through out the year to promote transit and ridesharing.
- Developed and maintains a web site to provide bus schedules and maps for buses that serve greater Reston. Our web site has a digitized map that shows major employers and gives the transit information for each site. The information is also provided in Spanish.
- LINK's web site is advertised with stickers on bus schedules with an email address. Approximately 65,000 schedules are distributed annually.

LOUDOUN COUNTY

www.loudoun.gov/commute

Marketing Budget for County Bus Service: \$60,000

Loudoun County Office of Transportation Services markets the local bus service and the commuter bus service. Part of the TDM advertising budget is allocated to ads in local papers and local radio. A follow-up mailing is also sent to realtors and homeowner associations regarding our services. Staff is also placing schedules and flyers in public facilities such as libraries and community centers with new display racks as well as racks in employment centers, retail and business facilities. Staff is also planning to distribute brochures on commuting alternatives to selected households and employment sites within the county. In fiscal year 09, our employer outreach program will work with employers to promote a carpool incentive campaign through NuRide. An HOV lane services the area on the Dulles Toll Road which allows for promotion of carpooling and express bus service.

MTA

www.mtmaryland.com

Total Marketing Budget: \$1,200,000

MTA participates in a variety of community events and projects each year to include:

- Sports Events - Orioles Baseball, Ravens Football, and Preakness (Horse Racing).
- Back-to-School Safety Awareness Campaign
- Special Holiday Service - New Year's Eve, Black History Month Festivities, Martin Luther King Events, Thanksgiving Food Drive/Stuff-a-Bus, Special Baltimore Bus-Light Rail-Metro Subway Service to Inner Harbor Fireworks (4th of July).
- Local Cultural Activities: Disney on Ice, Ringling Bros. Circus, Susan B. Komen Race For The Cure, Baltimore Marathon, Juvenile Diabetes Walk for The Cure, Artscape Music and Art Festival, Pier Six Concerts, Maryland State Fair, Communities In Motion, Clean Commute Week, MTA Rodeo, Stone Soul Picnic, Jazzy Summer Night Concerts, Praise Fest, and ADA Anniversary.

MTA offers the following products and services:

- Local, Express, and Commuter Bus Service
- Light Rail Service
- Metro Subway Service
- MARC Train Service
- Mobility (Paratransit Service)
- College Pass Program
- MARC Student Advantage Program
- Statewide Ridesharing Program
- Commuter Choice Maryland Commuter Benefits Program
- Adopt-A-Shelter Program
- Transit Advertising Opportunities
- Business Outreach Program
- Information Kiosks in Downtown Hotels and Visitors Center at Inner Harbor
- Monthly, Weekly, One-Way, Round Trip tickets and \$3.50 Day Passes
- Online Ticket Sales
- MARC Ticket-By-Mail Program
- Transit Store

- Senior and People with Disabilities Passes
 - Transit Link Card (MARC Train and/or Commuter Buses)
 - Group Discounts
 - Maryland Commuter Tax Credit and TEA 21 Information and Assistance
 - Automatic E-Mail Notification Service
 - Updated Web site in June 2004
 - New Taxi Access program (for mobility eligible customers)
 - Neighborhood Shuttle Service (Hampden & Mondawmin)
- **Maryland Transit Administration (MTA) Ongoing Marketing Activities**
 - Park and Ride Express Bus Service to Orioles games, Ravens football, and Preakness (horse racing)
 - Light Rail and Metro Subway Service to Orioles games, Ravens football, and Preakness (horse racing)
 - MTA Ravens Season Pass Program
 - Transit Ads (self-promotion)
 - Commuter Choice Maryland Commuter Benefits Program featuring federal SAFETEA-LU and Maryland Commuter Tax Credit Programs
 - MTA College Pass Program and MARC Train Student Advantage Program
 - Maryland Commuter Tax Credit marketing campaign
 - Publications: Transit Lines, On Your MARC, Wheels
 - MARC Train marketing campaign
 - Verizon, Yellow Book and Patuxent directory advertising
 - Festival promotions, including Artscape, State Fair, African American Heritage Festival, etc.
 - MTA Pocket and full-size System Maps
 - MARC Train and Commuter Bus Transit Link Cards
 - Bus Shelter Advertising Program
 - Fannie Mae Smart Commute Initiative
 - New Farebox project (magnetic stripe fare media to be introduced in Nov '04 and Maryland Transit Pass smart card to be introduced in fall '05)

MONTGOMERY COUNTY

www.montgomerycountymd.gov/commute

Marketing Budget for FY 2009 is in the range of \$200,000 (Montgomery County Commuter Services and Ride On)

Montgomery County (MC) has a very large business base. It also has a large residential base. There are 315,000 commuters who live and work in MC, 203,000 who travel into the County from other jurisdictions, and 211,000 who leave the county for other destinations. Marketing activities are countywide with emphasis on those areas in Montgomery County with high concentrations of employment and transit: Silver Spring, Friendship Heights, Wheaton, Bethesda, North Bethesda and, Rockville.

Employer Outreach/Programs/Services:

- **Conduct Employer Meetings and Presentations:** Montgomery County conducts meetings and presentations with County employers to persuade them to adopt high-level commuter benefits programs and adopt Traffic Mitigation Plans.
- **Offer Concentrated Demand Management Services:** The County operates four Transportation Management Districts (TMDs): Silver Spring, Bethesda, North Bethesda, and Friendship Heights. A TMD has been adopted for Greater Shady Grove and will be implemented in the future. Employer,

commuter and transit services outreach efforts are concentrated in these areas of high employment concentrations.

- Promote Transit Subsidy Programs: MC offers several transit subsidy programs -- FareShare, Super FareShare, and Wheaton/Montgomery Hills FareShare. In FY08, the County launched a new look, materials, and advertising to promote enhancements to its Super Fare Share programs.
- In FY08 the County conducted a series of training sessions to assist employers with the integration of SmartBenefits and Super FareShare. In FY09 MC will continue to provide training and support to assist employers with the integration of SmartBenefits and Super FareShare.
- Promote Additional Incentive Programs: MC promotes the Maryland Commuter Tax Credit, Maryland Telework Partnership with Employers and the Montgomery County Home Computer Telecommuting Incentive Tax Credit, to encourage employers to adopt high-level TDM programs.
- Conduct On-Site Transportation Fairs: Staff conducts commuter information fairs at employment sites and the lobbies of multi-tenant facilities. In FY08, staff conducted 163 commuter information fairs, generating 800 ridematching applications. In FY09, Montgomery County will build on the success of previous property management outreach campaigns, where staff set-up large lobby displays and conducted commuter information sessions at work sites throughout the county.
- Conduct Annual Commuter Survey: MC conducts an annual commuter survey of employers each Spring. In FY08 surveys were distributed to more than 117,000 employees through more than 380 employers..
- Produce Quarterly Countywide and periodic area-specific newsletters.
- Sponsor Employer Recognition/Special Events: In FY07, Montgomery County presented its 20th Transportation Awards Ceremony, featuring remarks by the County Executive and the Governor of Maryland. More than 240 people were in attendance to honor the efforts of 21 employers and individuals for their efforts to promote Better Ways to Work. We anticipate conducting the Transportation Awards Ceremony again in FY09.
- MC uses the ACT! CRM database to track and manage contacts and relationships with approximately 3,900 employers in the County. In FY08 MC transitioned to using the Web-based version of the ACT! database.
- Working with marketing services consultants to develop and implement marketing plans for FareShare/Super FareShare transit benefits programs, mid- and long-term marketing strategies and partnering opportunities, and re-branding of the Commuter Express store as *TRiPS – Transportation Resources, Information & Places to See*.
- In FY09, MC will be testing and implementing an on-line system for the filing of Transportation Management Plans (TMP) and TMP Annual Reports by TMD employers.

Promotional Materials:

- Continue to use Better Ways to Work Toolkit in employer meetings and presentations. Revisions and updates to the toolkit will be made in FY09
- Produce and promote Guide to Commuter Services (including Spanish and Chinese versions; translation into other languages will also be considered)
- Park and Ride Lot Brochure: MC will continue to update and produce a Park and Ride brochure with all P&R lots in Montgomery and adjoining counties, including transit services available from each lot.
- Created, produced and distributed an updated “Silver Spring Bikeways Map” and new “White Oak & Vicinity Bicycle and Pedestrian” and “Medical Center & Vicinity Bike, Pedestrian and Transit” maps.”
- Upgrade, maintain and promote website: MC will continue to upgrade and refine communication strategies via the Better Ways to Work (<http://www.montgomerycountymd.gov/commute>) and Ride On (<http://www.montgomerycountymd.gov/rideon>) websites. Explore options to convert existing forms, brochures, maps, etc. to easier-to-use electronic format.

- Working with marketing services consultants to develop new or revised promotional materials as need to support employer outreach efforts.

Advertising:

- Ads on cable, radio, in newspapers and employer-targeted publications, and on website
- Chambers of Commerce: MC will continue to advertise its programs and services in local chamber publications, including newsletters, membership directories, dining guides, and special publications
- Theatre Slides: MC will place theater slides in targeted areas
- MC will use Ride On bus sides, bus stop shelters and bus interior cards to promote commuting options.

Commuter Outreach/Programs/Services:

- Rebranded and renamed the Commuter Express Store as **TRiPS** – “*Transportation Resources, Information and Places to See.*” The **TRiPS** store sells Metro and Ride On fare media, and provides transit information, maps, and schedules to commuters and visitors. Information on MARC and VRE is also available. Metrocheks provided by employers to employees under transit subsidy programs can be exchanged for fare media. In September 2008 the TRiPS store moved to 8413 Ramsey Avenue, Silver Spring, a location in closer proximity to the interim bus operations area while the Silver Spring Transit Center is under construction. Commuter Services and **TRiPS** will coordinate with other agencies to provide the increased information and assistance to commuters that will be necessary during the construction period.
- In FY09, a new **TRiPS** store will open adjacent to the Friendship Heights Metro Station.
- Operate the Transit Information Center in Rockville where Ride On fare media is sold.
- Offer discounted car/vanpool parking in Bethesda and Silver Spring. The Bethesda and Silver Spring Transportation Management Districts certify car/vanpools to qualify for significant parking discounts.
- Participate in Bike To Work Day 2008. In FY08, nearly 1,600 Montgomery County bike commuters participated at one of seven Bike To Work Day Pit Stops hosted at Montgomery County locations with high employee concentrations. Locations included the downtown areas of Silver Spring, Bethesda, and Rockville, as well as North Bethesda, NIH’s main campus, and the Shady Grove area.
- On September 22, 2008, MC participated in the promotion of the regional Car Free Day at several locations with high concentrations of transit commuters. MC featured promotional item giveaways, ridesharing applications and non-SOV commuting information.
- Promote the 100% accessibility of the Ride On fleet to bikers along with the County’s bike map of Montgomery County.
- Community outreach through some or all of the following events: Earth Day, Senior InfoExpo, Wheaton and Silver Spring Summer Concerts, Strathmore Hall Summer Concert Series, Montgomery County Agricultural Fair, Taste of Bethesda, Taste of Wheaton, Bethesda Literary Festival, Accessible Public Transportation Options Expo, Oktoberfest, and Car Free Day.

Transit Services:

- Communicate to transit riders any changes to bus stop locations during construction of the Silver Spring Transit Center
- Complete the redesign of all timetables to improve readability, especially route maps.
- Continue to support Montgomery College student program. With Student ID, Montgomery College students are able to ride Ride On anytime on any route.
- Promote new monthly pass. Ongoing promotion of SmarTrip, especially when paper transfers are eliminated in early 2009
- Continued promotion of Kids Ride Free in Montgomery County (Monday through Friday 2 p.m. to 7 p.m.) Metrobus participation in Montgomery County, added to the program in FY05, continues to date.
- Promotion of Van Go Shuttle in downtown Silver Spring.

- Promotion of Code Red Ride Free on Montgomery County Ride On system.
- Promote availability of new Senior SmarTrip with special identity now sold at MC Public Libraries.
- Promotion of Seniors and People with Disabilities Ride Free on Ride On and Metrobus in MC at any time.
- Continue to promote feeder service to MARC
- Promotion of Twinbrook Shuttle serving a large population of Health and Human Services employees
- Promotion of new clean diesel, hybrid electric-diesel and compressed natural gas (CNG) buses with low floors
- Additional new buses with ramps now means Ride On is 100% accessible to persons with disabilities.
- Promote Metro's pilot program for MetroAccess customers who are able to ride free with a companion on Ride On and Metro buses and rail.
- Implement a comprehensive program to install upgraded bus shelters and related pedestrian access and amenities throughout the County. This program came about in part as a result of a legal settlement which requires a private sector vendor to provide shelters in return for the County accepting advertising on many of those shelters. Specific route and neighborhood information has been posted in many of the shelters.

NATIONAL INSTITUTES OF HEALTH

www.nih.gov

The National Institutes of Health (NIH) is the steward of medical and behavior research for the Nation. It is an Agency under the U.S. Department of Health and Human Services. NIH headquarters are located in Bethesda, Maryland and the surrounding area. NIH funds scientific studies at universities and research institutions across the Nation.

The Office of Research Services (ORS), Division of Amenities and Transportation Services (DATS), Employee Transportation Services Office (ETSO), located in Bethesda, Maryland, provides employee transportation services to the NIH community. The ETSO is a centralized office where employees can obtain information on Commuter Connections, Carpooling, Vanpooling, the Guaranteed Ride Home Program sponsored by the Metropolitan Washington Council of Governments, Public Transportation Services (Metrorail, Metrobus, Ride On, etc.), as well as the NIH Transhare Program that provides up to \$115.00 a month in commuter subsidies. The goal of the NIH Transhare Program is to reduce traffic congestion and relieve energy and environmental concerns in the metropolitan areas. Use of the NIH Transhare Program is a key element of the NIH Transportation Management Plan.

NIH has encouraged use of public transportation as a proactive means of reducing parking demand on the NIH campus. Transhare, with over 5,500 participants, has been the single most effective tool in promoting and expanding the use of public transportation and vanpools. A Department of Transportation survey conducted by NIH in 2000 revealed that NIH Transhare participants on a daily basis saved over 57,400 vehicle miles. At today's Transhare level's, this would translate to a savings of over 135,000 vehicle miles daily.

Carpool lots have been established in preferred parking lots located in close proximity to the buildings. Carpool parking spaces are reserved until 9:30 a.m. As an added benefit, registered vanpools may obtain a reserved space in the lot of their choice. NIH has over 100 riders in 10 vanpools. Vanpoolers also may participate in the NIH Transhare Program.

The NIH Transportation Management Plan is reviewed bi-annually. Key findings for the most recent traffic analysis conducted in October 2007 indicate the following:

October 2007 Traffic Counts for the vehicle entrances. These counts have been conducted since 1992 on a bi-annual basis and are required as part of their on-going Traffic Management Plan (TMP). Key findings of this survey indicate the following:

AM Peak Period – (0600-0900): There has been a reduction of 31% for inbound traffic when compared to the 1992 monitoring report.

PM Peak Period – (1600-1900): There has been a reduction of 45% for outbound traffic when compared to the 1992 monitoring report.

AM Peak Hour – (0800-0900): There has been a reduction of 58% for inbound traffic when compared to the 1992 monitoring report.

PM Peak Hour – (1645-1745): There has been a reduction of 47% for outbound traffic when compared to the 1992 monitoring report.

The ORS, in conjunction with the Office of Facilities Planning (ORF) is responsible for providing shower and locker facilities in 9 campus buildings and 4 off-campus locations. Bicyclists and employees who opt to walk to work use these facilities. Bicycle racks and lockers accommodate 600 bicycles. NIH has a large and active NIH Bike Club whose slogan reads “Non-polluter, Commuter.” The NIH Bike Club members volunteer to clean bike trails and supports DATS with promoting bicycling as a healthy commuter option. NIH has won the award from the Washington Metropolitan Council of Governments for the most participants in the regional Bike-to-Work Day (BTWD) contest for years 2006, 2007, and 2008. In 2008, NIH had 465 cyclists participate in the BTWD. Also, the pedestrian friendly campus provides well-lit pathways for its walking commuters.

On October 24, 2003, the NIH Parking Office began using a new Parking and Transshare (PARTS) system that handles a wide range of functions and greatly streamlines the administration and management of the NIH parking and NIH Transshare programs. These programs provide the NIH community with parking hangers for cars and Transshare public transportation subsidies. The PARTS system reduced the time needed to serve NIH's 25,000 customers by 50 to 75 percent, and the Parking Office lines are now practically eliminated.

NIH was one of the first government agencies in the Washington region to switch to Metro's new SmartBenefits program. NIH has converted over 4,000 employees from Metrocheks to the SmarTrip Farecard.

The North Bethesda Transportation Management District partners with the NIH to improve transit services in the area, to increase ridership on public transportation, and to provide transit-friendly amenities, to cut traffic congestion, increase transportation capacity, reduce air and noise pollution, and to promote bicycle and pedestrian access and traffic safety.

The DATS Campus Shuttle Service consists of 13 Shuttle routes that provide services for patients, campus employees, and off-campus employees who commute from off-campus satellite parking lots and government facilities. Employees can also access shuttle schedules using their Blackberry devices. The NIH is exploring the possibility of converting its fleet of buses to natural gas.

The DATS web sites feature an e-mail Listserv for employees to receive current and up-to-date parking and transportation information. There are currently over 600 employees subscribed to this new feature.

To promote NIH's employee transportation options, posters, tabletop displays, desk-to-desk publications, campus wide e-mail, and the campus newsletters and the *NIH Record* are utilized. NIH also participates in a monthly parking/transportation-working group with other regional partners, including the Montgomery County Department of Public Works and Transportation, National Naval Medical Center and Suburban Hospital. Throughout the year, the ETSO sponsors or participates in various promotional events designed to provide commuting alternatives to employees.

The DATS have been working on numerous transportation related improvements designed to assist NIH employees, contractors, visitors and guests traveling to, and circulating through the campus. One such innovative improvement that was implemented was the acquisition and implementation of the Highway Advisory Radio System (HARS). Located on the AM radio dial at 1660, this improvement effort has become an integral part of the NIH Transportation Management Plan (TMP) that NIH practices. The HARS system continues to advise motorists of key entry locations when either Rockville Pike or Old Georgetown Road is congested.

The NIH, DATS, ETSO has also been recognized for the following:

- “Best Workplaces for Commuters” presented by The United States Environmental Protection Agency
- “Outstanding Participation and Support in the Federal Transit Benefit Program” presented by the Washington Metropolitan Area Transit Authority
- “Quality of Work Life” presented by the National Institutes of Health
- “Golden M Award for Metrochek Leadership” presented by the Washington Metropolitan Area Transit Authority
- “Outstanding Service Award” presented by the Washington Metropolitan Area Transit Authority
- “MWCOC Bike to Work Day Award” for the highest employee Bike to Work Day Participation

Information regarding the DATS/ETSO can be found at the following web address: <http://dtts.ors.od.nih.gov/index.htm> or by contacting us at 301-402-7433.

NORTHERN VIRGINIA TRANSPORTATION COMMISSION
www.thinkoutsidethecar.org

Total Operating Budget: \$1.2 million (Transit Assistance: \$120 million including funds from the Motor Vehicle Fuel Sales Tax.)

Serves Arlington, Fairfax and Loudoun counties and the cities of Alexandria, Fairfax, and Falls Church, with a population of over 1.6 million covering 1,000 square miles. NVTC's 20 commissioners are locally elected officials and members of Virginia's General Assembly, plus the director of the Virginia Department of Rail and Public Transportation. The commission coordinates public transit policies within Northern Virginia and exercises leadership on issues relating to governance of the Virginia Railway Express (VRE), which the commission co-owns, and the Washington Metropolitan Area Transit Authority.

- Prepares the *Annual Transportation Update* series, which includes a compendium of performance data from the region's transit systems.
- Maintains a key word searchable web site that includes information about NVTC, on-line library of research and studies, historical transportation information, and detailed kits for monthly meetings and agendas at www.thinkoutsidethecar.org.

- Coordinates a regional project with Northern Virginia bus systems to offer free fares on forecast air quality Code Orange and Red Ozone Bad Air days. Participating agencies include Fairfax Connector, Metrobus (Northern Virginia only), Alexandria DASH, Arlington Transit (ART), Falls Church GEORGE Bus, Loudoun County Transit (LC Transit), OMNIRide, OMNILink, Virginia Regional Transit, Springfield TAGS and City of Fairfax CUE.
- Coordinates the addition of transit passenger counts to VDOT's annual multi-day traffic count as part of the Northern Virginia HOV Monitoring program.
- Coordinated the two-year demonstration of the Falls Church GEORGE bus project. WMATA operates two loop routes under contract with NVTC and Falls Church, using 30-foot clean diesel buses. The buses are equipped with state-of-the-art exhaust gas recirculation filters that provide for substantially reduced emissions. The routes link Falls Church neighborhoods and businesses within the city and connect to the nearby West and East Falls Church Metrorail stations. The project will reduce automobile vehicle miles and trips, reduce pollution, and ease the parking burden at stations. Ridership is currently at about 7,500 passengers per month. Falls Church GEORGE is now a fully funded project and has been turned over to the city of Falls Church for full time management and operation under contract with WMATA.
- Assists local Northern Virginia transit systems with National Transit Database reporting enabling the region to receive an additional over \$6 million per year in federal transit assistance.
- Facilitated the procurement and installation of bus shelters at highly utilized stops in Northern Virginia by administering a CMAQ grant of \$450,000.
- Promotes the growth and availability of electronic transit schedules available for download to cell phones, PDA's and hand held computers.
- Working with a contractor to provide real time bus information for suburban routes using GPS enabled mobile phones mounted on buses (MARTHA Project). Customers will access bus information via an interactive voice response system. System will be demonstrated on GEORGE bus routes.
- Provides leadership for the Virginia Transit Association (VTA) legislative and marketing committees and the annual conference for transit properties throughout the commonwealth.
- Serves as the contract manager for \$6.9 million procurement of 484 SmarTrip compatible fare boxes that have been installed on local bus systems in Northern Virginia.
- Manages/conducts studies on such topics as air quality, improved transit service, transit performance measures, mode shares, telework and transit technologies.
- Promotes legislative agenda that is favorable to transportation, seeking a stable and reliable source of funding for public transportation providers such as WMATA and VRE. While the General Assembly is in session, electronically distributes legislative updates on developments in Richmond.
- Testifies annually before the Commonwealth Transportation Board regarding allocation of transit funds.
- Coordinates with all jurisdictions to develop regional incident response plans for transit systems in Northern Virginia.
- Coordinated TransAction 2030—the Northern Virginia Transportation Authority's (NVTA) update of the regional long range transportation plan – and managing consulting contracts of almost \$1 million.
- Provides staff support (Public Outreach, Accounting, Technical Assistance and Planning) for the Northern Virginia Transportation Authority (NVTA)

PRINCE GEORGE'S COUNTY

www.goprincegeorgescounty.com

Marketing Budget for Marketing Contract: \$108,000

TheBus - \$100,000

Several large employers such as Gaylord National Resort, Giant Foods, Safeway, UPS, Kaiser Permanente and FedEx are located in Prince George's County. Joint Venture Marketing and Communications has been contracted by Prince George's County to provide direct assistance to employers in their respective service area through a coordinated Employer Outreach Program. Prince George's County will provide daily employer outreach services for employers in their service area, which will help promote voluntary commute alternatives in ways that best suit their businesses. Developing direct mail pieces to employers, organizing seminars, telemarketing and conducting on-site sales presentations to employers are a few of the many activities the County promotes. Employers are encouraged to participate in programs that include Metrochek, telecommuting, The Guaranteed Ride Home Program, and parking management. The RideSmart website at RideSmartSolutions.com provides employers with relevant information.

Goals for FY 2009 are based on the following:

1. An extensive cumulative review of the companies and organizations in the ACT database.
2. An analysis of the Commuter Connections Program's past performance in FY 2008.
3. A comparison of the provisional goals for FY 2009 versus the execution of goals for FY 2008.

Objective is to implement the following measures for the Commuter Connections Program:

1. Increase employer participation in County RideSmart solutions.
2. Maintain and increase participation level of active employers.
3. Decrease the number of single-occupancy vehicle trips by increasing employee awareness in companies participating in carpooling, vanpooling, the Maryland Commuter Tax Credit Program, flextime, teleworking, biking, and walking.
4. Formalize more telework, carpooling, vanpooling programs and commuting benefits offered by employers.

POTOMAC RAPPAHANNOCK TRANSPORTATION COMMISSION

www.PRTCtransit.org

Marketing Budget: \$700,000

PRTC is largely a residential area with several large employers in its five-jurisdictional region including Lockheed, IBM, GMU, AT&T, Strayer University, GEICO, AOL, and several large health care organizations. PRTC takes advantage of two major shopping malls, Potomac Mills and Manassas Mall as its two local bus hubs, with the transfer activity in eastern Prince William County taking place at the PRTC Transit Center. The focus of the organization and its marketing program is to provide sound transportation alternatives for a quality life. PRTC complements its planning efforts by providing several types of bus operations, co-sponsors the Virginia Railway Express, and performs essential ridematching and vanpool subsidy initiatives. PRTC marketing budget funds rider education initiatives, awareness media advertisement, vanpool subsidy programs, trial-coupon programs, employer and consumer group presentations, print ads, brochures, printed bus schedules in Spanish, an interactive web site, job fairs, a wide variety of community outreach activities, and a Welcome Aboard program for new residents. PRTC has established transit information displays at key stops. Bus riders can subscribe to an e-mail service, Rider Express, which provides service alerts. The Customer Service office provides service Monday – Friday, from 5:30 a.m. to 8:30 p.m., except for some holidays.

RAPPAHANNOCK RAPIDAN REGIONAL COMMISSION - Commuter Services

www.rrcommute.org

Marketing Budget: \$10,000

- Primarily a residential area with a population of 164,000.
- RRRC has been relying on referrals, highway signs, and local papers for advertising their rideshare services as well as piggybacking off of COG promotions such as GRH.
- The region uses various regional events and hosts an annual Commuter Fair to promote ridesharing.
- RRRC has twelve vanpools with a round-trip range of 80 to 140 miles.
- They have nine official and five unofficial park and ride lots with some capacity available.
- Vanpools can get a startup subsidy from the Vanpool Assistance Program.

TRANSIT SERVICES OF FREDERICK COUNTY

www.co.frederick.md.us

Marketing Budget: \$35,000

In FY09 to promote transit and ridesharing Frederick County will:

- Place advertisements in various local magazines, newspapers, and event programs.
- Two multi-week campaigns utilizing commercial and theater slides advertising Rideshare and TransIT.
- Four on-line banners year round advertising Rideshare and TransIT.
- Advertise in local Spanish publication.
- Produce a quarterly newsletter pertaining to rideshare issues.
- Produce a transit-related quarterly newsletter to distribute to local agencies/individuals.
- Purchase radio commercials & TV time.
- Purchase giveaways items such as key rings, highlighters, ID holder/wallet, etc. for certain campaigns.
- Participate in Chamber events.
- Attend the Frederick Fair, In The Street, Latino Festival and other community events to spread the word about transit and transportation alternatives.
- Issue monthly press release to obtain media coverage.
- Produce schedule brochures for public distribution.
- Contact employers via mailings and in person to promote rideshare alternatives.
- Work with local radio and television stations to air PSAs on pertinent issues, such as Air Quality Action Days.

TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND - Commuter Assistance Program

www.tccsmd.org

Marketing Budget: \$18,971

The Tri-County Council for Southern Maryland's Commuter Assistance and Employer Outreach Program goals include increasing the awareness and highlighting the benefits of traveling by non-single occupancy vehicles. The programs obtain these specific goals through educating the major employers, employees,

residents and the overall general public in the region, through a number of marketing tactics and campaign efforts.

Major tasks in FY 08 include:

1. Regional Employee Commute Surveys distributed to employers who are willing to participate and begin Transportation Demand Management programs for their employees.
2. Vanpool Coordination and Assistance to New Start-up vanpools, including information on available financial subsidies, rider agreements and vanpool marketing efforts.
3. Telecommuting / Telework activities with the utilization to the WCOG Telework Program and the examples of the Maryland TPE Program in the Baltimore, MD Region. Information is also included at fairs about Southern Maryland Telework centers. There will be publications created of existing employers with non-formal telework programs who decide to formalize their programs. These brochures will be used to increase awareness of the benefits to other employers and employees in the region.
4. SmartBenefits Program information to employers and also to new vanpools and subscription bus and private for hire transportation service companies in the area.
5. Guaranteed Ride Home (GRH) information to area commuters and employers about the overall program and availability to sign up through employer newsletters, and other advertisements in local newspapers and direct mail correspondence.
6. Employer Education Campaigns that assist employers in learning about the commuter tax alternatives, SmartBenefits, Clean Commute Month Services, and other TDM Programs through site visits and follow-up formats.
7. Transit Operators/Fleet Management opportunities and programs made available to employers who have existing vans that are utilized for other ventures besides commuting and possible subscription bus operators.
8. Radio Programs on local and regional stations that include information about commuter alternatives and employer TDM Programs.
9. Conferences and Seminars which enable participation from a number of metropolitan Washington region members at stand alone transportation events in the Southern Maryland region.
10. Television Programs with local stations that introduce and share benefits of high occupancy vehicle modes for commuters and TDM Programs for area employers.
11. Clean Air Partnership with Wade Elementary School in Charles County, Maryland to highlight the benefits of clean air through high occupancy vehicle modes and biking.
12. Clean Air Partnership with interested middle and high schools after viewing the Clean Air Partners introduction of a new curriculum.
13. Air Quality Action Days campaign alerts headed by the Charles County Governing body as an example of the Ozone efforts and education to everyone about the effects of ozone, with focus on groups that work with children, the elderly, as well as employers.
14. Television Spots through Comcast Cable and local stations that highlight the Maryland State Rideshare Commercial and the regional Guaranteed Ride Home program.
15. Radio Ads both regional and local that highlight the Commuter Assistance and Employer Outreach programs of the Tri-County Council for Southern Maryland.
16. Vanpool Owner/Operator newsletter that highlights information on safety, marketing and successful vanpooling techniques.
17. Southern Maryland Commuter Bus newsletter that highlights areas of interest to the Southern Maryland commuter bus passengers on the MTA sponsored 7 routes from the region.
18. Parent Line Magazine has included rideshare applications, air quality action information and employer/employee benefits of TDM Programs sponsored by employers and hosted at TCC for FREE information and details on programs.

19. Great Coupons mailers that include information on both TCC's Commuter Assistance and Employer Outreach programs.
20. Promotional events at employer sites and in high public transportation areas, such as shopping centers, post offices, and grocery stores.
21. Subscription bus services start-up assistance and continued monitoring efforts given by the TCC staff.
22. Southern Maryland Regional Transportation Coordination Committee - Commuter Sub Committee involvements on improvements and necessary changes to existing services from the user point of view.
23. Postal and e-mail campaigns when appropriate to a number of past commuters who have allowed their Commuter Connections records to expire.
24. Direct presentations to area Chambers of Commerce and SHRM Groups that have a vested interest in employers and employees in the region.
25. Formal partnerships for shared marketing events with local health care professionals and human service organizations.

TYTRAN

www.tytran.org

Marketing Budget: \$5,000

The Tysons Transportation Association, Inc. "TYTRAN" is a TMA membership organization that serves the largest employment center in Fairfax County, Tysons Corner. TYTRAN's membership is made up of approximately 50 of the largest employers and property owners in this area. Tysons Corner is bounded by Routes 7 and 123, I-495, and the Dulles Toll Road. Transit service is provided by Fairfax County's Fairfax Connector and Metrobus routes operating from West Falls Church metro station to the West Park Transit Center, and throughout Tysons Corner. Currently, Tysons Corner does not have any bike paths, or park and ride lots.

Most of TYTRAN's work during the next few years will be focused on the Dulles Corridor Rail Project extension, which has four stations located in Tysons Corner. TYTRAN has been awarded a \$250,000 ITS grant from the Federal Highway Administration to implement the Accelerated ITS Traveler Information Systems Project. This project will provide real time traffic information, roadway conditions and transit information employees and commuters in Tysons Corner can access through websites, email accounts, PDA's and cellular phones that is timely, accurate, reliable and relevant to making immediate travel decisions to avoid congestion. TYTRAN is also working to complete the pedestrian network and coordinate efforts to consolidate existing shuttle services operating in the Tysons area in order to support the rail extension.

TYTRAN targets its membership for commuter benefit programs and upon request, works with Fairfax County to schedule transportation fairs at employer sites. They advocate transportation improvements along with telecommuting and flextime and promote vanpools and carpools. The cost savings aspect of carpooling and vanpooling has provided the only benefit to market to commuters in this area.

The majority of Tysons Corner's labor pool is devoted to government contract work, which requires unscheduled overtime, however, telecommuting programs operate at several member companies, and the Commuter Benefit Program is also in place in three major companies. Most of Tysons Corner's commuters come from Reston, Herndon, Oakton, Warrenton, Manassas, Gaithersburg, and Rockville. TYTRAN maintains a website www.tytran.org.

VIRGINIA RAILWAY EXPRESS

www.VRE.org

Marketing Budget: \$450,000

Profile:

- Free parking has been initiated at all of their stations.
- Radio has provided the best advertising medium to increase ridership. Advertisements focus on directing commuters to the VRE web site and to the stations with available parking, including Woodbridge and Rippon on the Fredericksburg line, and Manassas and Burke on the Manassas line.
- They accept Metrochek as payment.
- Top AM boarding stops were Broad Run, Burke Center, and Fredericksburg.
- Top AM destinations were L'Enfant Plaza, Crystal City, and Union Station.
- Very few riders bike to train stations.

WABA - Washington Area Bicyclist Association

www.waba.org

Marketing Budget: \$50,000

WABA has been serving the needs of cycling commuters since 1972. Currently, WABA serves its members through its website, newsletter, and with its staff of five full-time employees.

The marketing funds for WABA are spent on the following activities:

- Bike to Work Day in downtown D.C.
- New Trail Openings
- Transportation Fairs
- Printing and Postage
- Quarterly newsletter RIDEON!
- Brochures for Commuter Assistance Program, Rules of the Road, Safety, Helmet Use
- On-line information and assistance on website www.waba.org.
- Bi-weekly event and advocacy e-newsletters
- Youth and adult bike safety education

CALENDAR OF EVENTS FOR 2008-2009

August 2008	ACT Conference in Atlanta
September 2008	Walkingtown DC CarFree Day Metro DC Try Transit Week Virginia Bike DC
October 2008	Telework Exchange Fall Town Hall Meeting
December 2008	ACT Chesapeake Chapter Awards Luncheon
April 2009	Clean Air Partners Earth Day Street Smart Pedestrian and Bicycle Safety Media Campaign Telework Exchange Spring Town Hall Meeting
May 2009	Bike To Work Day Clean Commute Day (Virginia)
June 2009	Commuter Connections Employer Recognition Awards End of COG fiscal year

CURRENT PROFILE OF IMPACTED ACTIVITY CENTERS/CORRIDORS

Central	District of Columbia	Arlington County	City of Alexandria
Impacted Activity Centers	Downtown Southwest Federal Center Georgetown Monumental Core	Crystal City/Pentagon Rosslyn/Ballston Corridor	<ul style="list-style-type: none"> • Old Town • Landmark
Impacted Corridors	I-395/I-295 I-66 (Roosevelt Bridge) Rt. 50 (New York Ave Rt 1 (Rhode Island Ave & 14 th St) Woodrow Wilson Bridge All Major Arterials	I-66 U.S. Rt. 1 I-395 Rt. 29 Rt. 50	<ul style="list-style-type: none"> • Rt. 1 • George Wash Pkwy • I-95/I-395/I-495 • Duke Street • King Street • Woodrow Wilson Bridge
Available Products	Carpools Car Sharing Zipcar Commuter Rail-VRE, MARC Cycling Bike Racks on Sidewalks Bike Racks on Buses Bike on Rail Bike Lanes & Trails ADA-Bike Ramps Home-based telecommuting Housing close to employment, education, recreation & shopping destinations HOV lanes Rental Cars Transit Local and Express Buses Metrobus Metrorail Vanpools Taxicabs	<ul style="list-style-type: none"> • 3 Commuter Stores (Ballston, Crystal City, Rosslyn) • Mobile Commuter Store • Arlington Metrobus • Arlington Transportation Partners employer, residential, developer, and hotelier services • ART-Arlington Transit • Bike/Walk Paths • Bike Racks/Lockers • CommuterDirect.com • CommuterPage.com • Carpools • Carshare – 	<ul style="list-style-type: none"> • Local Motion program • Web site: www.alexandriava.gov/localmotion • Old Town Transit Shop • AMTRAK • Bike Paths • Bike Racks/Lockers • Carpools/Vanpools • DASH • Fairfax Connector • HOV lanes • Literature displays at community facilities • Metrobus/Metrorail • Telework assistance • Telework!VA • VRE • Walking paths • Carshare Alexandria! • Local Motion Ambassadors • Display campaign • RSS feed • eNews • Quarterly newsletter • Trip planning

Central	District of Columbia	Arlington County	City of Alexandria
	Union Station – Region’s premier intermodal transportation center Walking Wide, tree- lined sidewalks Count-down pedestrian signals being installed ADA-Bike Ramps	Zipcar <ul style="list-style-type: none"> • HOV lanes • Metrorail • Park & Ride Lots • Slug lines • Telework centers • Telework!VA • Vanpools • VRE 	
Current Marketing Conducted Locally	<ul style="list-style-type: none"> • Bike-to-Work Day Channel 16,18 • city living - dc style • DC Cable • Employer mailings by DC Partners • Employer seminars by DC Partners • SmartBenefits (WMATA) • Promoting bicycle racks at public facilities. • Smart Commute Initiative (Fannie Mae) • WMATA Cooperative Marketing for Special Events 	<ul style="list-style-type: none"> • Advertising in local retail and business directories • Arlington cable TV <ul style="list-style-type: none"> • Arlington Metrobus collateral • ART promotion • ATP collateral • Direct Mail Program • Email alerts • Blogs • Internet co-ops and sponsorships • Newspaper ads • On –Board bus interiors • Quarterly newsletter and packages for top 900 employers • Retail kiosks and point-of-purchase displays • Sponsorship of local community events • Subway tunnel 2- sheets 	<ul style="list-style-type: none"> • Alexandria Gazette and Alexandria Times newspaper ads • Local Motion collateral materials • Bus interior ads • Chamber of Commerce networking • Community outreach at local events • Your Community PhoneBook print ads • <i>Local Motion and eNews</i> newsletters • Local government access cable channel • Transportation fairs • Display campaign • Special events and information sessions

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Center	District of Columbia Core S.W. Federal Center
Products	<ul style="list-style-type: none"> ➤ Bicycling ➤ Carpools ➤ Live-Near Your Work (Smart Commute Mortgage) ➤ Mass Transit: Bus, Commuter rail, Metrorail ➤ Metrochek/SmartBenefits ➤ Vanpools ➤ Information Kiosks
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Building Owners/Managers • Chamber/Trade Organizations • Parking Administrators • Private Sector Employers with 100+ employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes • Urban, African-American, Hispanic & other ethnic audiences
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, HOV lane use by employees, and teleworking • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Advertising programs will focus on multiple modes including Telework, using transit, bicycling, vanpooling and carpooling and the time-saving benefits of HOV ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing ➤ Work with BIDS to implement information kiosks
Language(s)	English and Spanish

Partners	BIDs COG DDOT Fannie Mae MARC VRE WABA WMATA
Partner Contributions	MARC & VRE donate space for GRH promotional materials DDOT sales outreach, education
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits for commuterconnections.org

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Center	Crystal City/Pentagon and Rosslyn/Ballston
Products	<ul style="list-style-type: none"> • ART Bus/Metrobus/Metrorail/VRE • Bicycling and walking • The Commuter Stores in Crystal City, Rosslyn and Ballston • Mobile Commuter Store at Pentagon, Pentagon City, Courthouse • Carshare vehicles – Zipcar • Slug-lines • Telework!VA • Vanpools/Carpools/HOV
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers and their employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes
Objective	<ul style="list-style-type: none"> • Generate interest by employers for providing Commuter Benefits to their employees and generate interest in employers with existing programs to provide more benefits and move up a level. • Inform residents, employees and visitors about transit and TDM options.
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Use ATP’s web site, CommuterDirect.com Corporate Services and Brochure Service to supplement sales force to work with employers ➤ Bike To Work Day event ➤ Advertising programs will focus on multiple modes including Telework, using transit, bicycling, walking, carsharing, vanpooling and carpooling and the time-saving benefits of HOV ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Radio spot

	<ul style="list-style-type: none"> ➤ Telework banner ads periodically on value-add web sites ➤ Updated collateral ➤ Support via Newsletter
Language(s)	English
Partners	Arlington County Dept. of Economic Development ART - Arlington Transit Local Business Groups including Rosslyn Renaissance and BID, Clarendon Alliance, Ballston-Virginia Square Partnership and Columbia Pike Revitalization Organization COG NVTC, WMATA and ALL local transit and commuter bus providers Slug-Lines.com VDRPT WABA
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits for commuterconnections.org

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Center	Alexandria
Products	<ul style="list-style-type: none"> • Local Motion program • www.alexandriava.gov/localmotion • Old Town Transit Shop • AMTRAK • Bike Paths • Bike Racks/Lockers • Carpools/Vanpools • DASH • Fairfax Connector • HOV lanes • Literature displays at community facilities • Metrobus/Metrorail • Telework assistance • Telework!VA • VRE • Walking paths • Carshare Alexandria! • Local Motion Ambassadors • Display campaign • RSS feed • eNews • Quarterly newsletter • Trip planning
Target Audiences	<p>Work End: Businesses with emphasis on private sector employers with 100+ employees</p> <p>Home End: Residents in high SOV zip codes</p> <p>Other: Visitors</p>
Objective	<ul style="list-style-type: none"> • Work with employers on implementing or expanding a transportation benefits program to decrease the number of SOV commuters to worksite.
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Advertising programs will focus on multiple modes including telework, transit, walking/bicycling, vanpooling and carpooling and the time-saving benefits of HOV ➤ Public relations effort and promotions to increase awareness of transportation options and supplemental programs, such as GRH and Carshare Alexandria! ➤ Collect testimonials from those using alternative transportation and supplemental programs for use in marketing material, Web sites, and media campaigns.

	<p>Telework</p> <ul style="list-style-type: none"> ➤ Include telework and Telework!VA information in outreach efforts
Language(s)	English
Partners	<p>DASH Commuter Connections Jurisdictional TDM representatives COG NVTC VDOT VDRPT VRE WMATA WABA Numerous business and civic representatives</p>
Partner Contributions	
Evaluation	<p>Evaluate call reports for 800-745-RIDE Evaluate Web hits for commuterconnections.org Evaluate Web hits on Local Motion Web site Survey commuters who register with Commuter Connections Survey residents that enroll in Carshare Alexandria!</p>

Current Profile of Impacted Activity Centers/Corridors

Northern Virginia

	Fairfax County	Loudoun County	Prince William County
Impacted Activity Centers	<ul style="list-style-type: none"> • Dulles Corridor • I-95/Springfield • INOVA Fairfax Hospital • Tysons Corner • Merrifield/Dunn Loring • Richmond Highway • Fairfax Corner • Centreville, Chantilly • Bailey’s Crossroads 	<ul style="list-style-type: none"> • Downtown Leesburg 	<ul style="list-style-type: none"> • Manassas
Impacted Corridors	<ul style="list-style-type: none"> • Braddock Road • Columbia Pike • Dulles Toll Road • Fairfax County Parkway • I-395 • I-495 • I-66 (HOV) • I-95 (HOV) • Rt. 1 • Rt. 123 • Rt. 236 • Rt. 28 • Rt. 29 • Rt. 50 • Rt. 7 	<ul style="list-style-type: none"> • Rt. 7 • Rt. 15 • Rt. 28 • Rt. 50 • Dulles Greenway 	<ul style="list-style-type: none"> • Rt. 234 • Rt. 3000 • Rt. 1 • I-95 • I-66 • Rt. 28 • Rt. 29 • Rt. 15
Available Products	<ul style="list-style-type: none"> • Bike racks/Cycling • Carpool • Fairfax Connector • GIS Density plots • HOV lanes • Metrorail & Metrobus • Metrochek/ Metrochek Match • NuRide • Park-n-Rides • REX bus 	<ul style="list-style-type: none"> • Carpool • NuRide • Cycling – W&OD Trail to Route 7 • Employer Services • Flextime • Grant Program • GRH • Loudoun County Transit • Virginia Regional Transit 	<ul style="list-style-type: none"> • Carpool • Casual carpooling – “Slugs” • Cycling to Park & Ride; PW Parkway Trail • Employee Outreach • GRH • HOV lanes • Metrochek • OmniRide, Metro Direct,

	Fairfax County	Loudoun County	Prince William County
	<ul style="list-style-type: none"> • Ridematching • Reserved parking for car & vanpools • Smart Tag • SmarTrip bus fareboxes • TAGS bus • Telework Centers • TMAs (4) • Five Connector Stores • Telework! VA • Regional GRH • Vanpools (42) • VanSave/Start • VRE 	<ul style="list-style-type: none"> • Park & Ride • Telework!VA • TMA Services DATA • Vanpool with VANSAVE and VANSTART 	<ul style="list-style-type: none"> • OmniMatch, OmniLink, Cross County Connector • Park & Ride • Vanpool Property Tax Relief • Teleworking Center • Telework!VA • Vanpool • VanSave/VanStart • VRE
Current Marketing Conducted Locally	<ul style="list-style-type: none"> • Brochures • Bus Interiors • Exterior Bus Advertising • Cable TV ads • Datalerts • E-mail Newsletter: • Fairfax Fair/Reston and Herndon Festivals/Fall for Fairfax • HOV model display • Membership Meetings • News releases • Print ads in local newspapers • Direct mail to households near park & rides, bus routes • Promotions to Chambers of Commerce and Business Groups • Transportation Fairs • Open Houses /Supervisor’s Town Meetings/Public Mtgs • Transit Booklet 	<ul style="list-style-type: none"> • Datalerts • Direct Mail to Residents • Membership Meetings • Quarterly Newsletter for Transit Riders • Radio Ads • Print Ads in Local Newspaper • News Releases • Transportation Fairs • Informational Door Hangers • Web Site • Updated Informational Packets to Real Estate Agents and HOAs • Quarterly Newsletter for Employers • Various displays at Employer sites, Government facilities, and private business and retail 	<ul style="list-style-type: none"> • Cable TV ads • Community papers • Direct Mail • Employee Outreach • Highway signage • Newsletter (OmniNews) • Newspapers • Poster in employer sites • Press release • Messages on phone hold service • Articles/ads in jurisdictional and HOA newsletters • Hispanic Radio Ads • Seat drops on all buses • Special promos: Earth Day; Dump

	Fairfax County	Loudoun County	Prince William County
	<ul style="list-style-type: none"> • News releases • Direct mail to Community Organizations • Web Site 	<p>establishments</p> <ul style="list-style-type: none"> • Earth Day and Try Transit Week activities • Special Holiday Schedules for commuter buses during winter holidays • Transit Plan development public input sessions 	<p>the Pump Day; VA Try Transit Week GSA and other Transit Fairs, Senior Community presentations; Safe Bus Adventure Program in pre-schools and elementary schools; PWC New Teacher Orientation Day; Transition Fairs for parents of disabled children</p> <ul style="list-style-type: none"> • Web Site • Rider Express email listserv

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Centers	<ul style="list-style-type: none"> ▪ Tysons Corner ▪ Merrifield/Dunn Loring
Products	<ul style="list-style-type: none"> • Carpools • Fairfax Connector • Metrobus • Telecommuting/Teleworking • Telework!VA • TYTRAN's and Commuter Connections' GRH program • Vanpools
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Private Sector Employees with 100+ employees <ul style="list-style-type: none"> • TYTRAN members <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, Commuter Benefit Program, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion

<p>Recommended Marketing Strategy</p>	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
<p>Language(s)</p>	<p>English</p>
<p>Partners</p>	<p>COG DATA Health Fair Schedulers/Coordinators LINK NVTC TAGS TYTRAN VDRPT VPSI WMATA</p>
<p>Partner Contributions</p>	<p>Commuter Benefit program Coordination of marketing activity with TYTRAN for employer outreach VanSave VanStart VPSI and ABS vanpooling sales effort</p>
<p>Evaluation</p>	<p>Evaluate call reports for 800-745-RIDE Evaluate Web hits for commuterconnections.org</p>

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Centers	<ul style="list-style-type: none"> ▪ Fairfax Center/GMU ▪ Dulles Corridor
Products	<ul style="list-style-type: none"> • Bicycling • DATA's services • GRH • Telecommuting/Teleworking • Telework!VA • Transit • Vanpools/Carpools to support Dulles Toll Road HOV Lane
Target Audiences	<p><i>Work End:</i> Airport Chamber/Trade Organizations Private Sector employees with 100+ employees University Center Westfield's business park</p> <p><i>Home End:</i> Residents in high SOV zip codes in Fairfax Center/GMU</p>
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, Metrochek, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion • Increase awareness of benefits of HOV lanes

<p>Recommended Marketing Strategy</p>	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
<p>Language(s)</p>	<p>English</p>
<p>Partners</p>	<p>Fairfax CUE DATA Fairfax County Employer Services LINK COG VDRPT VPSI VRE WMATA WABA</p>
<p>Partner Contributions</p>	<p>GRH promotional materials on board Fairfax Connector & Cue buses Metrochek Match VanStart</p>
<p>Evaluation</p>	<p>Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org Evaluate kiosk hits and applications</p>

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	1-95/Springfield
Products	<ul style="list-style-type: none"> • Vanpools • Carpools • Telecommuting/Teleworking • Telework!VA • Transit - VRE, Metrobus, Fairfax Connector, Metrorail, Medical Center Shuttle to Metrorail Station
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • New businesses located in the region • Private Sector Employers with 100+ employees
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, Metrochek, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion • Increase number of hits on Commuter Connections' site on kiosk
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English
Partners	<p>American Legion Post 176 Fairfax County COG NVTC TAGS Springfield Mall VDRPT VRE</p>

	WMATA
Partner Contributions	GRH promotional materials on board VRE and Fairfax buses Metrochek Match, VanSave VanStart
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	Leesburg
Products	<ul style="list-style-type: none"> • Carpool • DATA • Loudoun County Transit • Virginia Regional Transit Association • Telecommuting/Teleworking • Telework!VA • Vanpool
Target Audiences	<i>Home End:</i> Residences in high SOV zip codes
Objective	Increase awareness of benefits of GRH, time savings from HOV lanes and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English
Partners	DATA Fairfax Connector Loudoun County Transit Virginia Regional Transit COG VPSI VDRPT
Partner Contributions	GRH promotional materials on board Loudoun County buses
Evaluation	Evaluate monthly call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Centers	Manassas
Products	<ul style="list-style-type: none"> • Casual Carpools (Slugs) • GRH • HOV I-95 and I-66 • OmniLink local bus service • OmniRide commuter bus service • Park & Ride lots • Rider Express e-mail service • Ridesharing: PRTC OmniMatch • Telework Center, Woodbridge • Telework! VA • Vanpools and Carpools
Target Audiences	<p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes <p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers of 100 or more employees
Objective	Increase awareness of benefits of GRH, time savings from HOV lanes and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH. Program will target specific zip codes. ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites ➤ Outreach to Hispanic Community <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English and Spanish
Partners	COG OmniLink OmniRide

	PRTC VPSI VRE
Partner Contributions	Free rides on OmniRide and OmniLink Free rides on VRE
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org Evaluate applications received for ridesharing information through Commuter Connections and PRTC OmniMatch programs. Evaluate activity of Customer Service call center. Area residents participate in the State of Commuter survey. Annual surveys on OmniRide and OmniLink buses and VRE trains.

CURRENT PROFILE OF IMPACTED ACTIVITY CENTERS/CORRIDORS

Suburban Maryland

	Frederick County	Montgomery County	Prince George's County
Impact Activity Centers	Frederick	<ul style="list-style-type: none"> • Countywide • Bethesda • Friendship Heights • Clarksburg • Gaithersburg • Germantown • NIH/Medical Center • Rockville • North Bethesda • Silver Spring/Takoma Park • Wheaton • Shady Grove 	<ul style="list-style-type: none"> • Greenbelt/College Park/White Oak • New Carrollton/Largo • Nat'l Harbor/Oxon Hill
Impacted Corridors	I-270 I-70 Rt. 15 Rt. 340	<ul style="list-style-type: none"> • I-270 • I-495 • MD-117 • MD-118 • MD-124 • MD-185 • MD-193 • MD-355 • MD-410 • MD-650 • MD-97 • MD-29 	I-495 I-95 MD 5 Rt. 50 B-W Parkway US Route 1 MD Route 210 MD 458 MD 202 MD 4 MD 450 MD 193
Available Products	<ul style="list-style-type: none"> • TransIT Buses • TransIT Meet-the-MARC Shuttles • Brunswick MARC line • Point of Rocks MARC line • Park and Ride lots • Personalized ride matching • Ride Free on Code Red Days on TransIT • Carpool and Vanpool • Cycling • Telework Center • TPE program 	<ul style="list-style-type: none"> • 5 TMDs (Silver Spring, N. Bethesda, Bethesda, Friendship Heights, Shady Grove) • Transit Subsidies • Enhanced Transit Subsidies in TMDs • Annual employee surveys • Bike Paths • Bike Racks • MARC stations • Carpool parking & discounts in Silver Spring & Bethesda 	<ul style="list-style-type: none"> • Bike Trails • Carpools/Vanpools • Code Red Days-Free Fare • Express Buses • GRH • MARC (2 Lines) • Metrorail, Metrobus • Park and Ride Lots • Personal Ride Match • Telework Centers • TPE Program • <i>TheBus</i>

	Frederick County	Montgomery County	Prince George's County
	<ul style="list-style-type: none"> • 4 Frederick MARC Stations • MTA 991 Bus to Shady Grove Metro 	<ul style="list-style-type: none"> • <i>TRiPS</i> commuter Stores • Express Buses • GRH • HOV lane • Metrorail • Park & Ride Lots • Personalized ride matching & trip planning • Ride Free on Code Red • Ride On local bus service • Downtown Circulators in Silver Spring and Bethesda • TPE program • MD Commuter Tax Credit • MC Home Telecommuting Tax Credit • Transportation Fairs & Commuter Information Days 	

	Frederick County	Montgomery County	Prince George's County
Current Marketing Conducted Locally	<p>September - November</p> <ul style="list-style-type: none"> Local Radio Stations 103.1 & 106.9 morning and afternoon traffic sponsorship <p>September</p> <ul style="list-style-type: none"> Back to School Festival Latino Festival County Fair Business Appreciation Week <p>October</p> <ul style="list-style-type: none"> In the Street Community Fair Elder Expo <p>January</p> <ul style="list-style-type: none"> State Legislative Reception- Annapolis <p>February through May</p> <ul style="list-style-type: none"> Local Radio WFMD ad <p>February</p> <ul style="list-style-type: none"> Design-An-Ad campaign with 5th grade students from Frederick County Public Schools <p>April</p> <ul style="list-style-type: none"> Ft. Detrick's Earth Day Celebration Frederick Community College Transitioning Fair <p>May</p> <ul style="list-style-type: none"> Bike to Work Day <p>June</p> <ul style="list-style-type: none"> Dump The Pump Day <p>Throughout the year:</p> <ul style="list-style-type: none"> Television Ads on 	<p>June</p> <ul style="list-style-type: none"> Clean Air Partners Ride On Rodeo <p>August</p> <ul style="list-style-type: none"> County Fair Ethnic Heritage Event <p>September</p> <ul style="list-style-type: none"> Try Transit Week CarFree Day Outdoor Ad Campaign <p>October</p> <ul style="list-style-type: none"> Ride On Rodeo Print/Radio ads Fare Share programs Radio Ads on GRH <p>January</p> <ul style="list-style-type: none"> Ride On Service Improvements <p>April</p> <ul style="list-style-type: none"> Earth Day <p>May</p> <ul style="list-style-type: none"> Annual Commuter Survey Public Works Week Transportation Awards Ceremony Bike to Work Day <p>Throughout the year:</p> <ul style="list-style-type: none"> Print/Radio/Website Ads Ride On bus interior cards, bus exteriors bus shelter ads Chamber Ads Street Banners, Posters Employer worksite events, including Commuter Information Days, benefit fairs, special 	<ul style="list-style-type: none"> Commuter fairs at business parks <i>TheBus</i> specific route marketing Employer Outreach coordination with employers with 100+ employees Print/Radio Ads Theater Slides TPE program Try Transit Week Activities

	Frederick County	Montgomery County	Prince George's County
	<p>county's public access channel for transit</p> <ul style="list-style-type: none"> • Daily On-Line ads in Frederick News-Post for TransIT and Rideshare • Vanpooling commercial at RC Westview Theater & slides at Northeast Cinemas (8 screens) for TransIT and Rideshare • Print/Radio Ads • Community Outreach Events 	<p>theme events</p> <ul style="list-style-type: none"> • Community Outreach Events • TPE Program 	

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	Frederick
Products	<ul style="list-style-type: none"> • Carpool • Public Transit - TransIT • Telecommuting/Teleworking • Maryland Telework Partnership for Employers (MD) • Vanpools
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers with 100 or more employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residences along service routes for TransIT • Residents who have recently moved to area • Residents in high SOV zip codes
Objective	Increase awareness of benefits of GRH, vanpool subsidy, and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH. Program will target specific zip codes. ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English
Partners	COG Frederick County MARC VPSI
Partner Contributions	GRH promotional materials on TransIT
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Centers	Friendship Heights/Bethesda/ North Bethesda, Gaithersburg /Germantown/Rockville/, Silver Spring/Takoma Park/Wheaton
Products	<ul style="list-style-type: none"> • Bicycling • Carpools • Vanpools • Commuter Services Section • Commuter Express Store adjoining Silver Spring Metro • HOV lanes • Public Transit - Metrorail, Metrobus, Ride On , MARC rail, VanGo Shuttle • Silver Spring TMD • Friendship Heights TMD • North Bethesda TMD operated by TAP • Bethesda TMD operated by BUP • Maryland Telework Partnership for Employers • Maryland Commuter Tax Credit • Fare Share/Super Fare Share Transit Subsidy Programs
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Chamber/Trade Organizations • Private employers with 100+ employees • Real Estate and relocation companies • Office building management/leasing agents • Human Resources departments & associations <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes proximate to transit throughout the County, especially Silver Spring/Takoma Park, Wheaton, and Gaithersburg; I-270 & Rt. 29 Corridors
Objective	<ul style="list-style-type: none"> • To improve traffic congestion and air quality in Montgomery County by encouraging employers to adopt high-level commuting benefits and complete a Traffic Mitigation Plan and by encouraging alternative transportation use among SOV commuters. <ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, transit subsidies, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solutions to traffic congestion <p><i>Home End for Silver Spring/Takoma Park/Wheaton only:</i></p> <ul style="list-style-type: none"> • Increase awareness of benefits of GRH, time savings from HOV lanes and convenience and cost-savings of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the

	<p>overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit</p> <ul style="list-style-type: none"> ➤ Web Banners on several sites ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing ➤ Radio spot ➤ Updated collateral ➤ Support via Newsletter
Partners	<p>Bethesda TMD operated under County contract by BUP Friendship Heights TMD MARC MDOT M-NCPPC MTA Montgomery County Commuter Services North Bethesda TMD operated under County contract by TAP City of Rockville City of Gaithersburg City of Takoma Park RIDE ON Silver Spring TMD VPSI WMATA WABA</p>
Language(s)	English, Spanish, Chinese; other languages to be considered
Partner Contributions	<p>Fare Share and Super Fare Share transit subsidy Promotion of Commuter Connections ridematching by outreach teams GRH promotional materials on Ride On & MARC, plus by outreach teams</p>
Evaluation	<p>Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org</p>

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTERS/CORRIDOR

Impacted Activity Centers	<ul style="list-style-type: none"> • Greenbelt/College Park/White Oak • New Carrollton/Largo • Nat'l Harbor/Oxon Hill
Products	<ul style="list-style-type: none"> • Carpools • Public Transit • Telecommuting/Teleworking • Telework Partnership for Employers (MD) • Vanpools
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers with 100+ employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residences by free shuttle for <i>TheBus</i> • Residents relocating to Impacted Activity Center Areas • Residents in high SOV zip codes
Objective	Increase awareness of benefits such as GRH and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English, with Spanish in Langley Park area
Partners	WMATA Prince George's County Rideshare Division <i>TheBus</i> COG
Partner Contributions	GRH write up in schedules for <i>TheBus</i>
Evaluation	Evaluate call and web reports

TDM RESEARCH SUMMARIES

Available research regarding information on alternative transportation products in the Washington metropolitan region and about behaviors and attitudes towards alternative transportation have been summarized and analyzed in the following section.

In order to design an effective marketing plan, we must first build the profile of our audience -- their commuting preferences based on their perceptions and their environment. Following are highlights from available research conducted from 2002 to 2007.

The summaries and analyses of the following research served to develop and refine the marketing strategy adopted for each impacted activity center and corridor previously described in this document

RESEARCH SUMMARIES LISTED IN THIS SECTION:

- CREATIVE CAMPAIGN QUALITATIVE RESEARCH FINDINGS FOR MARKETING TERM (JULY 2003)
- TELECENTER UTILIZATION AND TELEWORKER TRAVEL BEHAVIOR SURVEY (SEPTEMBER 2004)
- EMPLOYER METROCHECK SURVEY RESULTS SUMMARY (MAY 2005)
- 2004 PERFORMANCE OF REGIONAL HIGH-OCCUPANCY VEHICLES FACILITIES ON INTERSTATE HIGHWAYS IN THE WASHINGTON REGION (SEPTEMBER 2005)
- EMPLOYER SATISFACTION SURVEY FY05, COMMUTER CONNECTIONS, (JANUARY 2006)
- TRANSPORTATION EMISSION REDUCTION MEASURE (TERM) ANALYSIS REPORT FY 2003-2005 (JANUARY 2006)
- APPLICANT DATABASE ANNUAL PLACEMENT SURVEY REPORT FY06, COMMUTER CONNECTIONS (MAY 2006)
- GUARANTEED RIDE HOME PROGRAM (GRH) PARTICIPANT SURVEY FY05, COMMUTER CONNECTIONS (MAY 2006)
- END OF OZONE SEASON SURVEY (OCTOBER 2006)
- METRORAIL STATION ACCESS & CAPACITY STUDY, WMATA (APRIL 2008)
- STATE-OF-THE-COMMUTE SURVEY REPORT (JUNE 2008)
- BIKE TO WORK DAY 2007 SURVEY REPORT (JULY 2008)
- METROPOLITAN WASHINGTON REGION VANPOOL SURVEY (NOVEMBER 2008)

JULY 2003

**CREATIVE CAMPAIGN QUALITATIVE RESEARCH FINDINGS FOR MARKETING TERM
COMMUTER CONNECTIONS**

In May 2003, NDW Communications was contracted by Commuter Connections to conduct exploratory research among SOV and alternative commuters to identify the emotional triggers that would help drive the Commuter Connections message and generate commuter response in support of the TERM objectives. The overarching finding from that research was to position Commuter Connections as the solution to the frustration of the daily (morning) commutes. NDW Communications created a number of campaign platforms, which were evaluated by the COG and Commuter Connections stakeholders. The resulting three campaigns – “Testimonial,” “ECT,” and “Change your Day” – were executed as rough radio commercials for testing by target commuters.

Methodology

SOV commuters between the ages of 18 and 55 were recruited to focus group facilities in Fairfax, VA and Gaithersburg, MD on July 9th and 10th, 2003. Participants were screened for an even distribution of: age, gender, likelihood of considering an alternative to SOV, and length of commute (screener attached). The participants were interviewed in mini-groups of 4-5. Participants were asked to listen to one commercial, record their impressions and discuss them, listen to it again, record their visual images and discuss them, and then repeat the exercise for each commercial (guide attached). The order of commercials was rotated across the mini-groups to compensate for order bias. At the end of each mini-group, participants ranked the three commercials in terms of appeal, which is the best indicator of positive behavior change.

Findings

While there was not unanimity across the 25 participants, there was clear consensus on the following points:

- Commuters very closely identify with the commuter depicted in each execution, specifically with the negative emotions of frustration, consistent with our exploratory research.
- Presenting Commuter Connections as the solution to this frustration is very compelling, confirming the key finding of our exploratory research.
- It is important to present a solution to the frustration of the daily commute, as over-emphasis on the frustration can cause commuters to “turn off.”
- Humor is generally appreciated, but it is risky to express it at the expense of the commuter; in other words, the commuter can never be portrayed as foolish or at risk.
- The most compelling messages were those that offered a broad range of options and that one need not make a 100% commitment; SOV commuters do not want to lose control.
- Mentioning both website and telephone is important, and most commuters indicated they would go to the website, consistent with current experience.

Participants’ comments about the ad with the “Testimonial” style execution revealed how strongly they identified with the title character and were pleased that she found a solution that worked for her. Commuter Connections was very clearly positioned as a solution to the frustration of commuting.

Recommendation

NDW Communications recommends proceeding with the “Testimonial” campaign. Consideration should be given to the following concepts for the campaign

- Diversity of the casting in terms of: gender, age, ethnicity;
- A range of testimonials that cover the region and the various forms of alternative commuting;
- Ways to increase the drama or interest level, such as: light humor, situational sounds (e.g., traffic), hint at website content.

SEPTEMBER 2004
TELECENTER UTILIZATION AND TELEWORKER TRAVEL BEHAVIOR SURVEY
COMMUTER CONNECTIONS

Data was collected to assess the average utilization of the Washington area Telecenters and the travel behavior of commuters who work at the Telecenters. Both of these data collection efforts were also conducted in 2001. The utilization inventory was updated in 2002 and 2003. This information was collected over four weeks, Monday through Friday, from March 22 through April 15, 2004. Thirteen of fifteen GSA telecenters compiled the information.

Utilization Results

Based on information received from the participating Telecenters, a total of 317 seats were available for teleworking on a daily basis. Center capacity ranges from 16 to 37 seats per Telecenter per day. For the time period covered by the survey, a total of 6,340 seats were available for teleworking. The overall utilization rate, measured by the number of seats used during the survey period as a proportion of the seats available, was 37%. Utilization levels by center ranged from 17% to 78%. This average utilization rate was 50%, approximately the same as the previous two years of the survey (2001 and 2002).

Commute Behavior Results

The survey first asked telecommuters where they worked each of the days during the survey period. Teleworkers worked at the centers for about 32% of their workweek, or 1.6 days per week. Tuesdays and Fridays were the most popular days for working at the telecenters. Respondents worked at a main office 58% of the week. Individual tenure for working at a Telecenter ranged from 2 to 122 months, with the average time spent working at a Telecenter at 2.5 years. The average tenure was longer in 2004 than the 22-month average as reported in the 2001 telecenter user survey.

The overwhelming majority (94%) drove alone in 2004, three percent carpooled, two percent rode a train, and two percent biked or walked to the center. The predominance of drive alone in 2004 was consistent with the 93% drive alone rate found in the 2001 survey. However, the average teleworker travels just over 9 miles to the telecenter and nearly 47 miles on non-telework days. Thus, they save about 37 miles each way, on days they work at the Telecenter. This travel distance saving was slightly higher than the 34 mile saving calculated in 2001.

**MAY 2005
EMPLOYER METROCHEK SURVEY RESULTS SUMMARY
WMATA**

The Metropolitan Washington Council of Governments (COG) conducted an Employer Metrochek/SmartBenefits survey in May 2005 to identify the range of commute-assistance services offered by employers that participate in this program. Copies of the survey were sent to more than 500 employers who purchase Metrochek/SmartBenefits from WMATA.

Employer Type, Size, and Location

- About a quarter (27%) of the respondents worked for a service or medical employer. Another one in eight (12%) worked for a government contractor. Other industry types represented included business or personal consulting (10%), non-profit and union/membership organizations (13%), educational institutions (7%), and insurance/real estate firms (7%).
- Employers ranged in size from three employees to 16,000 employees, with an average of 792 employees in the Washington region. The average worksite size at sites where Metrochek/SmartBenefits was offered was 381 employees.
- Two-thirds of the respondents (66%) said that their primary worksite was in D.C. An additional 13% said their primary worksite was in Arlington, VA.

Transportation Services at the Worksite

- About a third (32%) of the respondents said free parking was available for employees at or near their primary worksite. The remaining 68% said employees who drove to work had to pay to park.
- Two thirds (66%) said their worksite was within three blocks of a Metrorail station. Eighty seven percent said their worksite was within one mile of a station.
- One in five (19%) said their primary worksite was within three blocks of a commuter rail station.
- The overwhelming majority of respondents (96%) said their primary worksite was within three blocks of a bus stop.
- Metrobus was the most common bus service near the worksites, cited by 88% of the respondents. B Smaller percentages named other services, including: Fairfax Connector (14%), Alexandria DASH (12%), RideOn (12%), and Omni Ride (11%).

Metrochek/SmartBenefits Services Offered

- Two thirds (64%) of the employers said they started offering Metrochek/SmartBenefits before 2003. The remaining respondents said they joined in 2003 (12%), 2004 (21%), or 2005 (3%).
- About three-fourths (73%) said they offered Metrochek/SmartBenefits. The average subsidy offered was \$90 per month.
- Employers that did not participate in SmartBenefits were asked why they did not offer this benefit. The majority (62%) said they didn't know. About 16% said they were comfortable with Metrochek alone. Other responses included: haven't had time to enroll (8%), didn't want to administer two

programs (8%), prefer one program for all employees (6%), not aware of Smart Benefits, (2%), and employees not interested (2%).

Other Commute-Assistance Services Offered

- More than half (59%) of the employers surveyed said they offered at least one service in addition to Metrochek/SmartBenefits. Nearly half offered at least two additional assistance services.
- Common services, in addition to Metrochek/SmartBenefits included: flextime (45%), bike storage or other assistance for bicycling to work (27%), telecommuting program (23%), compressed work schedule (15%), information on transit (14%), help finding a carpool/vanpool partner (11%), shuttle to transit or between worksites/buildings (12%), preferential parking (7%), Guaranteed Ride Home (5%) and vanpool subsidy (5%).
- About four in ten (41%) respondents said they also offered parking benefits. The benefit values ranged from \$65 to \$230 per month, with an average of \$165 per month.
- Two in ten offered a subsidy for employees who park at Metro stations. The average subsidy was \$117 per month.

SEPTEMBER 2005

2004 PERFORMANCE OF REGIONAL HIGH-OCCUPANCY VEHICLES FACILITIES ON INTERSTATE HIGHWAYS IN THE WASHINGTON REGION TRANSPORTATION PLANNING BOARD

This report is the fourth in a planned series of annual reports monitoring the performance of high occupancy vehicle (HOV) facilities along major highway corridors in the Washington region. Presented in this report is information developed from data collected in Spring 2004 along five operational high-occupancy vehicle (HOV) corridors in the Washington region. Data were collected from 5 A.M. to 10 A.M. during the inbound peak-flow direction and 3 P.M. to 8 P.M. during the outbound peak-flow direction. HOV lanes are operational in the following corridors as of Spring 2004:

- I-95/I-395 (Shirley Highway) in Northern Virginia (fully-barrier-separated HOV lanes);
- I-66 inside the Capital Beltway in Fairfax and Arlington Counties (exclusive HOV facility in the peak commute direction during the peak commute period);
- I-66 outside the Beltway in Fairfax and Prince William Counties (concurrent-flow HOV lanes);
- I-270 (and the I-270 Spur) in Montgomery County, Maryland (concurrent-flow HOV lanes);
- Va. 267 (Dulles Toll Road), which has a new concurrent-flow HOV lane; and
- U.S. 50 (John Hanson Highway) in Prince George's County, Maryland (concurrent-flow HOV lane).

Most comparisons are made with results obtained from the previous Regional HOV Facilities Monitoring reports for 1997, 1998, and 1999. Trends and changes are emphasized for the HOV-restricted periods inbound and outbound. The following major trends were observed:

- All of the HOV lanes in Spring 2004 were observed to carry more persons per lane during the HOV-restricted periods than adjacent non-HOV lanes, with the exceptions of the new concurrent-flow HOV lane on U.S. 50 John Hanson Highway, where per-lane person movements were found to be approximately the same in the HOV and non-HOV lanes, and the concurrent-flow HOV lane on I-270 at Md. 187 during the P.M. peak period.
- All of the HOV lanes provide savings in travel times when compared to non-HOV alternatives, especially the barrier-separated HOV lanes in the I-95/I-395 corridor in Northern Virginia.
- There generally has been a decline in average auto occupancy on the HOV facilities in Northern Virginia, particularly in the barrier-separated lanes, due in part to the hybrid vehicle exemption.

JANUARY 2006

FY05 EMPLOYER SATISFACTION SURVEY, COMMUTER CONNECTIONS

At the conclusion of FY 2005, Commuter Connections conducted its sixth annual survey of employers participating in the Commuter Connections Employer Outreach program. The survey, the *Employer Satisfaction Survey*, is intended to measure the employer's use of and satisfaction with the products and services provided through Commuter Connections member organizations.

Employer survey candidates were selected from the regional employer database, which is electronically updated monthly by the local jurisdictions. The main criterion for the survey respondents' selection was the employers' basic contact with local sales jurisdictions. The surveys were mailed to the contacts listed for 1,308 employers region-wide on July 7, 2005. An incentive for response was offered for all on-time responses (the date for final responses was July 29th). The incentive given was a travel pack cooler with the Commuter Connections logo on the front cover or a compact portfolio that also had the Commuter Connections logo on it (the total incentive items sent was 68).

A total of 1,308 surveys were distributed to all sales jurisdictions. The number of forms distributed in each jurisdiction depended on the number of employers contacted about Commuter Connections Employer Services programs. Response to the survey increased six percent over last year's response with 249 forms returned reflecting a 19 percent response rate for the survey. These responses provide a broad range of opinions in line with responses from previous years and provide informative data. The responses show specific employer reaction to Commuter Connections products and services and will be helpful in improving the individual and overall outreach efforts.

The Addendum contains a simple breakdown of surveys sent by jurisdiction and the rates of return and bad addresses. The Appendix contains a copy of the survey instrument and cover letter. The cover letter was customized for each jurisdiction. The letter listed the name of the local sales organizations and the names of the employer services representatives servicing that jurisdiction.

With 19 percent of the surveyed employers responding this year, the Satisfaction Survey gives us some generalizations for use. The distribution of the responses among the jurisdictions lends credence of applying this information to the overall employer services effort.

It should be emphasized here that employers were not randomly selected from the universe of employers from the regional database. Employers were selected based on the fact that they have interacted with the local sales jurisdictions, which are indicated, by a level of service. This survey's purpose is to measure the satisfaction of employers that have encountered Commuter Connections Employer Services products. The information demonstrates employer reaction to Commuter Connections' products, services and outreach efforts. The news is encouraging for the most part, but some notes of disapproval and unawareness are noticeable.

The majority of employers continue to find the brochures very helpful. The survey responses show that employers are mostly satisfied with their outreach representative's willingness to help, explanation of commuter connections programs, and the overall quality of the service provided. A large number of the respondents had no opinion of their Employer Service representative's efforts. This possibly suggests that not enough contact between the employer and outreach representative is going on during the course of the year. The surveys do show that the responding employers are also interested in seminars focused on Transit Incentives, general Commuter Connection's programs, general Employee Transportation Coordinator Training/Networking, and Guaranteed Ride Home.

The results also demonstrate some areas for improvement. Thirteen percent of the respondents indicated that they are not directly involved with assisting employees with their daily commutes—which is lower than last

year, but still represents a double digit percentage of non-involvement. This suggests that outreach representatives should continue to raise their efforts in contacting the appropriate person at that employer site and then to build on that successful contact can only enhance Commuter Connections Program awareness.

A fair amount of respondents selected the no opinion in rating the representative's effectiveness, which possibly suggests a lack of contact with employer representatives. The responses regarding the effectiveness measure of the Employer Outreach representatives show us that there has been improvement. Some 39 percent of respondents selected the highest level of effectiveness and another 33 percent indicated that their representative was somewhat effective. The 28 percent that expressed no opinion or indicated that their representative was not effective represent a diminishing number of those either unaware of who their representative is or whether they've ever been in contact with them.

Overall, the results provide a very favorable view of the employer outreach effort. The main indicators of responsiveness, satisfaction and effectiveness all reveal encouraging trends, but also show some room for improvement. In each of these sets of measures, more respondents chose the highest level of satisfaction in rating the employer services program and/or their representative.

JANUARY 2006

TRANSPORTATION EMISSION REDUCTION MEASURE (TERM) ANALYSIS REPORT, FY 2003-2005

Seven Transportation Emission Reduction Measures (TERMs), voluntary Transportation Demand Management (TDM) measures were implemented by the National Capital Region Transportation Planning Board's Commuter Connection program at the Metropolitan Washington Council Governments (COG). These TERMS were implemented to assist the Washington, D.C. metropolitan region in meeting its air quality conformity requirements. During a 36 month period between July 1, 2002 and June 30, 2005, transportation and air quality impacts were evaluated for the TERMS outlined below.

COG's Commuter Connections program is the central administrator of the TERMS. A vigorous evaluation element was included as part of the design of each of the TERMS to ensure their effectiveness.

The objective of the evaluation is to estimate reductions in vehicle trips (VT), vehicle miles traveled (VMT), and tons of Nitrogen Oxides (NOx) and Volatile Organic Compounds (VOC) generated from each TERM and compare these impacts to the goals set for the program.

While the TERMS combined fell short of the goals set for all of the program combined (missing the mark by 28,000 vehicle trips, 100,000 VMT reduced, etc.), several of the TERMS met or exceeded their own individual goals. In fact, several of the TERMS, such as Employer Outreach, exceeded the goal by six hundred percent. When Commuter Operations Center (COC, Commuter Connections' ridematching service) results were added to the TERM results, it made up some of the overall deficit in TERM reductions. The COC exceeded its own program goal by 350 percent.

Interestingly, the number of commuters participating in the TERM programs did not fall far short of expectations. Instead, shortfalls might be attributed to lower levels of trip reduction. Cleaner vehicles, changes to vehicle technology, changes to the Mobile emissions model, and updated travel behavior information might be used to set more realistic goals for future Commuter Connection TERMS.

Metropolitan Washington Telework Resource Center (TRC)

The TRC provides information, training, and assistance to individuals and businesses to promote in-home and telecenter-based telework programs. The program includes seminars, a video, a telework information kit, and ongoing marketing and outreach. The number of teleworkers exceeded its goal of 21,600 by 8,266 individuals. The Transportation Benefit of these teleworkers, fell short of the goal by 14,871 vehicle trips and 208,637 vehicle miles traveled. The NOx goal fell short by .177 tons per day (vs. a goal of .364) and the VOC goal fell .101 tons short under the goal of .198 tons. The goals assumed that the participants would telecommute more than 1.29 days per week. In addition, only 74 percent of the teleworkers drove alone on non-tele-commute days and the regional goal calculation assumed that all telecommuters would eliminate trips on telecommute days.

Expanded Telecommuting

The Expanded Telecommuting TERM provided an enhanced level of telework program assistance to selected, large employers to encourage them to expand their programs. Customized assistance was provided on-site by telework consultants and Commuter Connections staff. Goals set for this TERM were exceptionally high: 113,000 participants (vs. 4,884 actual); 33,660 vehicle trips reduced (1,848 actual); 550,368 VMT reduced (36,859 actual); .461 tons of NOx (.030 tons actual) and .252 tons VOC (.016 actual). Expanded Telecommuting missed the impact goals by a sizeable margin. The goals assumptions were similar to the TRC, which contributed to the shortfall.

Guaranteed Ride Home

Guaranteed Ride Home (GRH) eliminates a major barrier to using shared ride modes—being “stranded” without transportation in the event of an emergency at home during the workday. Commuters must register with the program and use a shared-ride mode at least two days per week; a “one time exemption” is also provided to non-registrants, who receive one ride and are then required to register. Four free rides home are provided to participants each year. While the number of participants (34,800) nearly hit its TERM goal of 35,000, the daily vehicle trips, VMT, and emissions reduced all fell far short of their goal. The goals assumed that all participants would be new shared ride mode users, while in reality only 26 percent reported that they drove alone before they registered for GRH.

Integrated Rideshare

The Integrated Rideshare TERM includes Information Kiosks (InfoExpress kiosks placed in D.C. and northern Virginia) and Software Upgrades (upgrading and maintaining the regional ridematching system to include integration of transit, HOV lane park and ride, telecommuting, and other full-service information through the kiosks). This TERM was designed to improve the quality and deliver of information to commuters through follow-up to all commuters who received a matchlists. The impacts of the kiosks and software upgrades exceeded the TERM goal in every factor. In the State of the Commute Survey, 1.5 percent of commuters reported that they used a kiosk to obtain transportation information; 17 percent of these commuters said they tried and/or began using the shared ride mode.

Employer Outreach & Employer Outreach for Bicycling

The Employer Outreach TERM provides regional outreach to encourage private sector employers to implement commute programs. Commuter Connections provides funding, sales training, and technical training on the regional sales contact management database to support the program. Regional outreach is also provided to encourage employers to help facilitate bicycling to work by their employees. The Bike to Work Day even is included under this TERM. The Employer Outreach TERM significantly surpassed its TERM goal by 635 employers, 68,050 vehicle trips, 1,143,418 vehicle miles traveled, .871 tons per day of NOx, and .433 tons per day of VOC. Overall, impacts were more than six times higher than the goals. The Employer Outreach for Bicycling TERM also exceeded its goals, removing 213 more vehicle trips than expected; 2.864 more VMT, .002 more tons of NOx, and .001 additional tons of VOC.

Mass Marketing

The Regional Mass Marketing TERM, a new direction for Commuter Connections, included an effort to educate the region about shared ride modes and raise awareness of available commuter assistance programs. Ultimately, it was estimated that .33 percent of the region’s commuters were directly influenced by the campaign to change their method of commuting. All of the increases in rideshare applications and two-thirds of the increase in GRH applications were attributed to Mass Marketing. Again, however, the number of vehicle

trips, VMT, and emissions fell short based on the fact that the trip reduction per commuter was smaller than expected.

Commuter Operations Center

The Commuter Operations Center (COC), already in place at the time that the emissions baseline was established, is not considered among the TERMS but is still evaluated under a similarly rigorous process. The COC increases commuters' awareness of shared ride modes through marketing and assists commuters in forming ridesharing arrangements. COC also focuses on maintaining commuter participation in shared ride modes through incentives and other assistance. During the three year period, COC fulfilled more than 143,000 requests for information. The COC exceeded all of its goals, including new/re-applicants (by 83,326 to 60,000); vehicle trips (by 7,063 to 2,720); VMT (by 195,851 to 83,204); and emissions.

MAY 2006

**APPLICANT DATABASE ANNUAL PLACEMENT SURVEY REPORT
APPLICATIONS RECEIVED DURING JULY-SEPTEMBER 2005
(NOVEMBER 2005 SURVEY) COMMUTER CONNECTIONS**

This Survey Report presents results of a survey about commuter transportation assistance services offered by the Commuter Connections program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments (COG) to commuters and employers in the Washington, DC region.

Commuter Connections' services include: carpool and vanpool matchlists, transit route and schedule information, information on Park & Ride lot locations and HOV facilities, and employer transportation demand management (TDM) and telework assistance. Commuters obtain services by calling a toll-free telephone number or by submitting a ridematch application on-line via the Commuter Connection's web site or a Commuter Connections information kiosk, or through an employer, a local partner assistance program, or a transportation management association (TMA).

This report estimates transportation and air quality impacts of Commuter Connections' services. Data for this analysis were collected in November and December 2005 through a telephone survey of 701 respondents randomly selected from the applicant database. The surveys collected data for applicants who received information or assistance between July 1 and September 30, 2005.

**Commuter Connections Program Activity Summary and
Overall Participation, Utilization, and Satisfaction Performance Measures
Placement Survey, July-September 2005**

- Commuter applicants 7,881
 - Applicant placement rates 44.5%
 - Continued placement rate 26.9%
 - Temporary placement rate 15.0%
 - Occasional use placement rate 2.6%
- Applicants placed in alternative modes 3,503
 - Continued placements 2,121
 - Temporary placements 1,177
 - Occasional use placements 205
- Applicants desiring rideshare information (carpool or vanpool) 82%
 - Applicants who remembered receiving matchlist 67%
 - Applicants who remembered receiving vanpool assistance 19%
 - Applicants who remembered receiving Park & Ride info 25%
- Applicants desiring transit information 11%
 - Applicants who remembered receiving transit information 28%
- Applicants interested in GRH 63%
 - Applicants who remembered receiving GRH information/registration 63%
- Commuters suggesting Commuter Connections improvements 32%

**Commuter Connections Program
Program Impact Performance Measures
Placement Survey, July-September 2005**

- Daily vehicle trips (VT) reduced **1,047 trips**
 - Continued placements 964 trips
 - Temporary placements (prorated credit) 83 trips
- Daily VMT reduced **33,620 VMT**
 - Continued placements 31,036 VMT
 - Temporary placements (prorated credit) 2,584 VMT
- Daily tons of NO_x reduced **0.024 tons**
- Daily tons of VOC reduced **0.011 tons**
- Gallons of gasoline saved **1,413 daily gallons of gas**
- Commuter costs reduced (daily) **\$5,514 per day**
 - Annual cost saving per placement **\$608 per year**

OTHER KEY SURVEY RESULTS

Demographics

- More than half of the respondents were female (58%).
- The majority (65%) of respondents were white and between 35 and 54 years old (65%). Nearly all (95%) respondents had an annual household income of \$40,000 or more and more than two-thirds (65%) had an income of \$80,000 or more.

Commute Travel Patterns

- About four in ten (41.4%) respondents carpooled or vanpooled at least one day per week. Carpool and vanpool trips made up 35.2% of the weekly commute trips made by applicants.
- Four in ten (39.4%) respondents said they use transit at least one day per week. Transit trips accounted for 34.2% of applicants' weekly commute trips. About a third (36%) of transit trips were made on Metrorail. Commuter rail accounted for another three in ten (30%) transit trips.
- The average one-way commute distance was 36.3 miles. The average one-way commute time was 67 minutes.

Commute Changes

- Nearly half (44.5%) of survey respondents made a commute pattern change or tried another method of transportation after receiving assistance from Commuter Connections.

- The continued placement rate (percent of applicants who made a continued change to an alternative mode) was 26.9%. The temporary placement rate (percent of applicants who made a change but re-turned to their original modes) was 15.0%. An additional 2.6% of respondents said they made a continued change, but were using the new mode only “occasionally,” that is, less than one time per week, on average.
- About 38% of respondents who made a mode change shifted from driving alone. The remaining 62% shifted from one alternative mode to another.

Information and Assistance Requested and Received

- The Commuter Connections’ applicant database shows that 82% of respondents had requested ride-sharing information when they contacted Commuter Connections for assistance. Two-thirds (63%) of respondents requested Guaranteed Ride Home information or registration and about 11% re-quested information on transit.
- About two-thirds (67%) of respondents said they received a matchlist with names of potential car-pool/vanpool partners.
- Over half (56%) of these respondents tried to contact someone named on the list.
- One-quarter (28%) of respondents remembered receiving transit information on a matchlist. A third (37%) of these respondents said they used the information provided to contact a transit agency. The majority (83%) of respondents who contacted a transit agency said they used information they received from the transit agency to try transit.
- More than two-thirds (70%) of respondents said their employers offer some commute services at the worksite. The most common service offered by employers was a free or discounted transit pass (e.g., Metrochek), offered by 56% of employers. Smaller percentages of employers offered cash incentives (7%), vanpool information (5%), or transit schedules (3%).
- About 33% of the respondents who made a commute change indicated that information they received from Commuter Connections, their employers, or commute assistance organizations had influenced their decision to make a commute change. Matchlists from Commuter Connections were mentioned by 15% of these respondents. Eight percent mentioned transit information provided by Commuter Connections and seven percent said Commuter Connections’ GRH program influenced their decisions.

Commuter Connections Improvements Desired

- About two in five respondents (42%) thought Commuter Connections needed no service improvements and an additional 16% said they didn’t know if improvements were needed.
- Of those who mentioned improvements, most suggested improvements focused on improving the quality or quantity of the information provided: More current information (10%), matches fit respondents’ travel patterns better (8%), increased advertising (6%), more match names (6%), more Commuter Connections follow-up (4%). Additional suggestions included: quicker response (3%), GRH Changes (3%), and vanpool resources/assistance (2%).

Guaranteed Ride Home Program

- About 63% of respondents requested and received GRH information. The majority (76%) of these respondents registered for GRH.
- One in five (20%) respondents who registered for GRH said they had been primarily driving alone (3 or more days per week) before they registered for GRH. The remaining 81% were using an alternative mode as their primary travel method for commuting.
- About one in five (19%) of the GRH respondents who made a commute change said they were unlikely to have made the change if GRH had not been available.
- About 11% of the GRH respondents who were using an alternative when they called Commuter Connections said they were not likely to have continued using the alternative if GRH were not available.
- A quarter (23%) of GRH respondents said they had used the GRH program since they had registered for it. The great majority (85%) of respondents were satisfied with the service they received. Those who were not satisfied said they waited too long for the taxi.

MAY 2006

**FY05 GUARANTEED RIDE HOME PROGRAM (GRH)
GRH PARTICIPANT SURVEY, COMMUTER CONNECTIONS**

The Guaranteed Ride Home Customer Satisfaction survey released in May 2006 was designed to gauge the level of satisfaction of commuters who utilized the GRH service within the 2005 fiscal year (July 1, 2004 through June 30, 2005). Satisfaction was measured with regard to commuter experience with the reservations staff, taxi or rental car service, response time and overall service. Commuters who obtained a free ride home through the program received a postage-paid survey questionnaire card for each ride taken. The survey cards allowed respondents to rate the GRH service and provide comments and suggestions with complete anonymity.

The survey consisted of four multiple-choice questions, each relevant to a specific aspect of GRH, and a section for respondents to write suggestions about improving the service. The responses to survey questions provide Commuter Connections with valuable insight into customer opinions regarding the different operational functions of GRH, while the comments area provides open ended general feedback. The multiple-choice questions ask the respondent to rate the different aspects of the service by circling one of four responses—“Poor,” “Fair,” “Good,” or “Excellent.” Among the highlights, 1,050 response cards were returned, an all time high since program inception, nearly a decade ago. The percentage of returns equaled 35.9%, which matched the second highest return percentage. Results indicated an overall customer satisfaction rating of 96%. This outstanding mark is a clear indication that the well run GRH program is very popular with Washington area commuters. Unaided comments offered by customers of the Guaranteed Ride Home Program:

“It surprised me how quick and easy Guaranteed Ride Home was.”

“Very impressed- it's the first time I used it and it was exactly as advertised.”

“I used GRH twice now and each time the service was timely and easy to se.”

“You were there when I needed you! (family emergency) Thank you.”

“Great service. One of the main reasons that I take mass-transit to work.”

“This is truly a wonderful service. Knowing you can get home in case of emergency makes vanpooling a wonderful alternative for getting to work.”

**OCTOBER 2006
END OF OZONE SEASON SURVEY
CLEAN AIR PARTNERS**

As a part of its continuing effort to reduce the severity of ozone pollution in the Washington and Baltimore metropolitan areas, the Clean Air Partners, through the Metropolitan Washington Council of Governments (COG), contracted with Virginia Commonwealth University's Center for Environmental Studies to conduct a survey at the conclusion of the 2006 ozone season. The survey instrument was developed in consultation with representatives of Clean Air Partners and its marketing consultant, PRR, during August 2006. After programming and testing, survey calling began on September 14, 2006 and continued until October 3, 2006. During this period, 818 interviews were completed, with 502 interviews completed in the Washington, DC metropolitan area and 316 interviews completed in the Baltimore, MD metropolitan area. The data were weighted by population for each geographical area, number of telephones in each residence, race, sex and age. Items answered by all respondents are subject to a sampling error of approximately plus or minus three and one-half percentage points at the 95% level of confidence. For items answered by fewer respondents, the sampling error varies from plus or minus four and one-half percent for items answered by the Washington sub-sample to plus or minus five and one-half percentage points for the Baltimore sub-sample. For smaller sub-samples, the sampling error would be even greater. For example, for items answered by one hundred respondents the sampling error would be approximately plus or minus ten percentage points. It must also be remembered that surveys are subject to errors other than sampling. Although an effort is made to identify and minimize these errors, they are often difficult or impossible to measure. The reader is urged, therefore, to be mindful of the limitations inherent in survey research while making use of these results. The major findings of this survey are summarized below.¹

Public Understanding of the Color Code System for Air Quality:

- When respondents were asked “When you hear the phrase “CODE RED” what is the first thing that comes to mind?” 28.8% of respondents gave terrorism/security based responses, compared to 23.2% who gave air quality-related responses. When given a second opportunity to give their reaction to the phrase “CODE RED,” approximately the same percentage of respondents gave terrorism/security and air quality-related responses (14%). Therefore, in their first two choices, 43.1% of respondents gave terrorism/security-based responses while 37.4% gave air quality-related responses. Heat/weather-related responses were a distant third, being mentioned by 14.3% of respondents.
- Respondents were asked to recall the color codes associated with certain air quality characteristics. “Good” air quality was identified as “Code Green” by 40.7% of respondents. “Unhealthy” air quality was associated with “Code Red” by 36.2% of respondents. Respondents were least able to correctly associate “Unhealthy for sensitive groups” with “Code Orange” (22.7%).
- When respondents were asked if “[o]ver the last few months, have you heard or seen any of these color codes used to refer to the air quality,” 57% responded affirmatively (Washington area = 60.9%; Baltimore area = 51%).
- Of respondents who had seen or heard a color code over the last few months, 68.6% said they had seen or heard Code Red (38.5% of all respondents), 48.6% said they had seen or heard

¹ All percentages and counts reported here are weighted. All averages and medians are based on actual counts.

Code Orange (27.7% of all respondents), and only 19.9% said that they had seen or heard Code Green (11.3% of all respondents).

Knowledge of Clean Air Partners:

- When respondents were asked “[w]hat groups can you think of that are involved in improving air quality” (a multiple response, recall question), 13.8% of Baltimore area respondents mentioned Clean Air Partners, while 9.6% of Washington area respondents did so.
- Those respondents who didn’t mention Clean Air Partners in the recall question were asked if they had ever “heard of Clean Air Partners before now” and affirmative responses were combined with those who previously had identified Clean Air Partners. This showed that 15.3% of respondents were aware of the organization (16.1% in the Baltimore area and 14.8% in the Washington area).

Sources of Information:

- Respondents who had heard of Clean Air Partners were asked “where [they] recall[ed] seeing or hearing about the Clean Air Partners.” While television was the most common source over-all (19.3%), in the Washington area it was second to radio (17% to 14.8%) and statistically indistinguishable from newspapers (14.4%). In the Baltimore area, radio (0.6%) was far behind television (30.2%) and newspapers (26.3%) as a source for learning about Clean Air Partners. Bus boards were also a source of knowledge about the organization in the Washington area (11.4%), but were not mentioned in the Baltimore area.
- When respondents were asked about their sources of air quality information, a slightly different picture emerged. Television was the most commonly mentioned source of air quality information (39.3%), followed by the internet (25.8%), radio (13.1%), and newspapers (9.6%), with no major differences between sub-samples.

Perceptions and Attitude Changes from 2001-2006:

- Respondents were asked their perceptions of air quality change over the last five years. Forty-seven percent reported that they thought the air quality had “gotten worse” (34.7%) or had “gotten a lot worse” (12.3%). Only 15.6% reported a perception that the air quality had “improved” (13.3%) or “improved a lot” (2.3%). The balance of the respondents (37.4%) reported a perception that air quality had “stayed the same” in the previous five years.
- Washington area respondents had a more pessimistic view of air quality change over the period (“Worse” = 51%; “Improved” = 14.8%) than the Baltimore area respondents (“Worse” = 40.9%; “Improved” = 16.8%).
- While air pollution remained the environmental problem of most concern to respondents in 2006 (34.7%), as it had been in 2001 (35.3%), the percentage of respondents concerned over water pollution had moved into a virtual tie with air pollution in 2006 (2001 = 23.5%; 2006 = 32.4%). This change was driven by Baltimore area respondents more of whom rated water

pollution as a greater environmental problem in 2006 than air pollution (air pollution = 31.4%; water pollution = 38.4%).

- The intensity of concern over air pollution as a problem increased between 2001 and 2006. On a scale of 0-10, the mean rating increased from 5.75 to 6.32. This increase in intensity rating occurred in both metropolitan areas.
- The mean rating for air pollution as a problem was significantly higher ($p = .000$) among those with a sensitive individual in their household (6.87) than among others (5.95). This was not true for those respondents from households with children present.
- A higher percentage of respondents in 2006 than in 2001 agreed, either “somewhat” or “strongly,” that poor air quality had a negative impact on their quality of life (2001 = 80.5%; 2006 = 86.6%).
- A higher percentage of respondents in 2006 than in 2001 agreed, either “somewhat” or “strongly,” that poor air quality had a negative impact on the quality of life of their family (2001 = 80.2%; 2006 = 86.4%).
- Respondents with a sensitive individual in their household were much more likely to report a negative impact on the quality of life for their family from air pollution (92.2%) than others (82.3%). No significant difference was noted between respondents from households with children in them than those without children.
- A higher percentage of respondents in 2006 than in 2001 agreed, either “somewhat” or “strongly,” that poor air quality had a negative impact on the Chesapeake Bay (2001 = 84.2%; 2006 = 88.6%).
- While the percentage of respondents who agreed, either “somewhat” or “strongly,” that they could make a difference in air pollution increased slightly from 2001 to 2006 (73.5% to 77.1%, respectively), the change was driven by those who “agreed somewhat” that they could make a difference (40.1% to 44.3%, respectively). The percentage of those who “agreed strongly” declined from 33.4% in 2001 to 32.8% in 2006.

APRIL 2008
METRO RAIL STATION ACCESS & CAPACITY STUDY
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

EXECUTIVE SUMMARY

Thirty years after service first began on the Washington Metrorail, the system has become an integral and important part of the region's transportation network. Metrorail ridership has increased over the years as the system expanded and the region developed. Ridership continues to increase as development occurs throughout the region, particularly near stations. Continued growth in ridership requires expansion of station facilities to handle passenger flow within the station, as well as expansion of facilities to support auto, bus, and pedestrian access to stations. In order to meet growing demand and maximize capacity of the system, the Washington Metropolitan Area Transit Authority (Metro) initiated the Station Access and Capacity Study, a system-wide look at future passenger demand and available capacity. The purpose of the study was to identify and prioritize the needs of the existing 86 stations and identify stations where more detailed analysis is needed. The study addressed three basic questions:

- How will ridership grow over the next 25 years?
- Is there sufficient capacity to handle the growth?
- How will customers access the system?

Background

The Station Access and Capacity Study built upon the efforts of two previous studies. The Transit Service Expansion Plan in 1999 called for maintaining transit shares in existing markets, creating new markets through focused development near stations, and expanding the reach of rail throughout the region, the combination of which would result in doubling transit ridership—bus and rail—by 2025. The 2002 Core Capacity Study focused on capacity deficiencies at the core stations in the Metrorail system based on the ridership growth and full system expansion envisioned in the 1999 plan.

Instead of assuming major system expansion like the studies above, this study focused on the planned Metrorail system improvements contained in the region's fiscally Constrained Long Range Plan (CLRP) and addressed the needed improvements to system capacity and station access throughout the entire Metrorail system to support the ridership growth. It also identified stations where further detailed studies are needed.

Findings

The Washington, DC region is growing. Between 2000 and 2030, regional employment and households are each expected to increase by nearly 50 percent. The study found that ridership growth will continue into the future, placing demands on system and station capacity. Ridership increases are expected to be primarily driven by system expansion—the Dulles Corridor Metrorail extension—and regional growth.

Ridership Trends The study forecasted that the system ridership will reach 970,000 daily by 2030, representing a 42 percent increase between 2005 and 2030, or an average annual growth rate of 1.7 percent. This growth trend will be influenced by a number of unknown factors and events such as modifications to the existing Metrorail network, continued increase in gasoline prices, increased parking costs near Metrorail stations, and population and job growth beyond what is already forecasted.

High-ridership stations. The current top ridership stations will remain high-ridership stations. The top ridership stations in 2030 are forecasted to include Metro Center, Gallery Place-Chinatown, Union Station, Farragut West, Dupont Circle, L'Enfant Plaza, Foggy Bottom-GWU, Farragut North, Rosslyn, and McPherson Square. Among the 86 stations, Court House and Gallery Place-Chinatown are expected to have high ridership growth as both neighborhoods will have substantial increases in households.

Growth inside and outside the core. Of the 2030 average daily ridership, 50 percent will be within the core, 12 percent in non-core areas of the District, 19 percent in non-core areas of Maryland, and 19 percent in non-core areas of Virginia. Within the system core, Metrorail ridership on all the lines will remain strong, reaching 365,000 trips daily by 2030. Outside the system core, ridership will experience faster growth than the growth inside the core, indicating a continuing trend of job and population growth in suburbs and an increasing demand for transit service outside the system core.

Peaking. The system-wide peaking pattern in 2030 is expected to be similar to that of 2005. Approximately 60 percent of daily ridership will occur during the AM and PM peak periods. The AM peak-hour Metrorail trips to non-core areas will grow faster than the core, suggesting an increasing demand for reverse commuting on Metrorail during the peak period. Stations located within the system core will remain top destinations of rush-hour trips totaling 75,100, the majority of which are work trips.

Transfers. This study found that significant increases will occur at the major transfer stations. Metro Center will remain the highest-volume transfer station, with large morning volume increases between the westbound Blue/Orange and eastbound Red Line. Rosslyn will see large increases in both transfer directions due in part to Silver Line volumes. Gallery Place-Chinatown will remain a major station handling passengers transferring between the Green, Red, and Yellow Lines. L'Enfant Plaza's peak-hour transfers would almost double, largely due to the future Blue Line split and forecasted ridership increases at Blue Line stations.

Line Capacity. This analysis showed that eight-car trains are needed on most Metrorail lines by 2020, confirming findings in the Core Capacity Study. If Metro operates all eight-car trains, the maximum load locations along each line would, in most cases, be the same in 2030 as in 2005. The most significant increase in the maximum passenger load between 2005 and 2030 will occur on the Orange and Yellow-Blue Lines. The opening of the Silver Line will result in a significant increase in the total load on the Orange and Silver Lines in Arlington. The increase of maximum load on Yellow-Blue Lines is mainly caused by the Blue Line split at Pentagon. However, further sensitivity tests in the demand-forecasting model are necessary to obtain an accurate assessment of ridership shift from the existing Blue Line to the Yellow-Blue Lines.

Station Trends

This study analyzed station-level access and capacity issues. To maximize ridership, pedestrian and bicyclist improvements should be made at fast-developing stations and mature stations with existing deficiencies. Station capacity improvements should be made at several key core and transfer stations.

Station Access

Based on data from the 2002 Survey, 62 percent of passengers walked or biked to stations, 16 percent drove and parked, 16 percent arrived by bus or commuter rail, and 6 percent arrived by Kiss & Ride, carpool, or taxi. At the core stations, an even greater percentage walk and bike, whereas at the stations outside the core, more drive and park.

Park & Ride. Metro presently owns and operates 58,186 parking spaces. On an average weekday, almost all of those spaces are occupied. Demand for parking will likely continue to outpace Metro's ability to provide it. If the access mode split were to remain constant, and station-area land were to develop according to MWCOG forecasts, as many as 44,000 new parking spaces could be needed by 2030. There are presently 8,100 spaces planned at four Silver Line stations, Glenmont, and Vienna. This falls quite short of what future demand could be, and Metro does not own enough land to make up the difference. A combination of transit-oriented development, satellite parking and feeder bus service, and private-sector and/or shared parking facilities can provide passenger access to stations.

Walking and biking access. The study prioritized pedestrian and bicyclist improvements based on an inventory of existing conditions and forecasted development rates. Stations in developing areas will have new needs, and some built-out and low-density stations need better pedestrian and bicycle facilities.

Station Capacity

Almost all needed capacity improvements will be at key transfer stations in the region's core. These are the highest-priority stations for capital investment, shown in Table 1.

Based on an order of magnitude analysis, the study identified a list of highest-priority capital improvements, including:

- Farragut North Farragut West Tunnel: Construct pedestrian tunnel between two stations.
- Farragut North: Add southeast mezzanine to platform vertical capacity.
- Metro Center: Add platform to platform vertical capacity, possibly by building the Farragut
- North Farragut West pedestrian tunnel. Building this tunnel could reduce Orange or Blue Line transfers to the Red Line.
- Gallery Place-Metro Center Tunnel: Construct pedestrian tunnel between two stations.
- Gallery Pl-Chinatown: Add platform to platform vertical capacity and fare gates at the north mezzanine and extend mezzanine between 7th and 9th Street entrances.
- L'Enfant Plaza: Add platform to platform vertical capacity, possibly by building the Gallery Place-Metro Center pedestrian tunnel. Building this tunnel could decrease L'Enfant Plaza transfers.
- Shady Grove: Add mezzanine to platform vertical capacity.

Conclusion

Strong residential and employment growth in the Washington, DC region and the extension to the Dulles Corridor will generate additional Metrorail riders. Additionally, a proposed split of the Blue Line to accommodate the Dulles Corridor Metrorail extension would increase pressure on key transfer stations. As a result, by 2030, eight car trains will be needed on several Metrorail Lines. To efficiently handle passenger volumes, Metro will need to enhance the capacity of several stations. One way to do so is to build the two previously proposed pedestrian tunnels between Farragut North and Farragut West, and Metro Center and Gallery Place. Finally, to ensure that passengers can access Metrorail stations, Metro and the local jurisdictions will need to work together to provide and/or improve pedestrian and bicycle facilities, satellite parking and feeder bus service, and shared parking facilities, while continuing to promote transit oriented development.

JUNE 2008
STATE-OF-THE-COMMUTE SURVEY
COMMUTER CONNECTIONS

This report is a summary of the results of the State-of-the-Commute Survey conducted for the Commuter Connections program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments (COG). The SOC survey is a random sample survey of 7,200 employed persons, in 12 jurisdictions comprising the Washington metropolitan region, weighted to the regional population of workers.

Commute Patterns

Use of drive alone appears to have fallen since 2004.

- Drive alone continued to be the most popular commute mode in the Washington metropolitan region. About 71.0% of weekly commute trips made to worksites outside the home were made by driving alone. This represented a decrease from the 74.1% of weekly trips that were drive alone in 2004.
- Weekly trips made by all alternative modes increased from 2004 to 2007. Train use increased from 12.8% in 2004 to 13.5% and bus use grew from 4.7% to 5.2%. Carpool and vanpool trips increased from 6.1% to 7.6% of weekly trips. Bike/walk use increased slightly from 2.4% to 2.7% of weekly commute trips.
- More than a quarter (26.9%) of regional commuters said they used an alternative mode (carpool, vanpool, public bus, buspool, Metrorail, commuter rail, bicycle, or walk) as their primary mode, that is, the mode they used most days in a typical week. An additional 3.5% of commuters used an alternative mode one or two days per week, resulting in three in ten (30.4%) of commuters using an alternative at least once per week.
- The most popular alternative mode was train, which was used by 12.6% of respondents as their primary mode. An additional 1.4% of commuters said they used the train one or two days per week.
- Bus was the primary commute mode for 4.7% of respondents. An addition 0.7% occasionally rode the bus to work.
- Carpooling/vanpooling was used by 7.0% of commuters most days during the week and 1.0% used these modes one or two days per week. The majority of carpoolers continued to use a “traditional” form of carpooling, with the same partner(s) all the time. About 7% of carpoolers/vanpoolers “casual” carpooled (slug).

Regional commuters continue to try new alternative modes.

- Approximately 14% of respondents said they had used or tried any alternative mode, other than one they were currently using, within the two years prior to the survey, fewer than the 22% who said in the 2004 survey that they tried another mode.
- Train was the mode mentioned most often; 52% of respondents said they had used or tried the train. One-third (32%) of respondents who tried/used another alternative mode tried the bus and 11% had tried carpooling. These were essentially the same percentages of trial and/or temporary use of alternatives as were observed in both 2004 and 2001.

- Prior to starting to use their current modes, about a third (34%) of respondents who were using alternative modes previously drove alone to work. About a third (35%) had used a different alternative mode. The remaining respondents said they either had always used the alternative mode (23%) or were not working in the metropolitan area then (15%).

Commute lengths remained the same as in 2004.

- Respondents traveled on average of 16.3 miles and 35 minutes in 2007, essentially the same as in 2004 (16.5 miles and 35 minutes). But we note that the 2007 survey excluded Stafford County, VA, which has been included in the 2004 sample. Because Stafford County had longer than average commute distances in the 2004 survey, eliminating the county from the sample could have affected the average results in 2007.

Telework

Teleworking grew substantially between 2004 and 2007, but potential still exists for additional telework growth.

- About 18.7% of regional commuters said they teleworked at least occasionally. This percentage is based on workers who were not self-employed and would otherwise travel to a worksite outside their homes if not teleworking.
- The percentage of regional telework, increased substantially from the 2004 level of 12.8%. And telework incidence grew in nearly every demographic and employer segment in which telework is feasible.
- The 2007 survey also showed that an additional 24% of commuters who do not telecommute today “could and would” telecommute if given the opportunity. These respondents said their job responsibilities would allow them to telecommute and they would like to telecommute. About two-thirds of these interested respondents said they would like to telecommute “regularly,” while one-third would like to telecommute “occasionally.”

Telework is concentrated in certain demographic and employment groups.

- Teleworkers were statistically more likely to be: between 35 and 54 years old, of white ethnic background, with incomes greater than \$60,000, and commute distance more than 30 miles.
- Teleworkers also were statistically more likely to be: employees of non-profit organizations or private employers; employees of very small employers (fewer than 25 employees) or employers with 251 to 999 employees; employed in technical, professional, and executive/managerial occupations.
- Telework incidence among federal agency workers continues to grow. In 2007, 16% of respondents who worked for federal agencies teleworked, compared to 12% in 2004 and only seven percent in 2001.
- The potential for additional telework seems to be primarily in the sub-groups in which telework is now common.

“Informal” telework arrangements predominate, but formal programs have increased since 2004.

- About 19% of all respondents (both teleworkers and non-teleworkers) said their employer had a formal telework program and 22% said telework is permitted under informal arrangements between a supervisor and employee. Formal programs were most common at Federal agencies and among large employers.
- Among current teleworkers, nearly four in ten (39%) said they teleworked under a formal arrangement. The remaining teleworkers worked under an informal agreement with their supervisor. This suggests employers are more willing to craft individual agreements for selected employees than to institutionalize telework. But formal programs have increased over the past six years. In 2004, 32% of teleworkers had a formal arrangement and in 2001, the percentage was only 27%. This appears to signal a greater acceptance of formal telework.

Most teleworkers telework from home.

- The overwhelming majority of teleworkers (95%) teleworked exclusively from home. The remaining five percent teleworked from a satellite office provided by an employer, a telework center, or both home and other location.

The average frequency of telework seems to have increased slightly from 2004.

- Teleworkers teleworked about 1.5 days per week on average. This was an increase in telecommute frequency from the 1.3 days per week estimated in the 2004 survey and the 1.2 days per week calculated in the 2001 survey.

Awareness and Attitudes Toward Transportation Options

Commutes appear to be getting somewhat more difficult, but commuters are making changes to improve their commutes.

- About a quarter (27%) of respondents said their commute was more difficult than it was a year ago. The primary reason for it being worse was that the route was more congested now (75%).
- About 14% of respondents said their commute was easier than last year. The primary reasons were that the trip was a shorter distance (36%), took less time (26%), or was less congested (27%). But six percent said the commute was easier because they started using an alternative mode and two percent said they improved their commute by using HOV lanes.

Respondents considered ease of commuting when making job or home changes.

- About 17% of respondents said they made a job or home change in the past year. More than one in five of these respondents said they considered a commuting factor, such as the

ease or cost of commuting to the new location, when making their location decision and 28% said commute ease was more important than other factors in the decision.

Awareness of Commute Advertising

Awareness of commute information advertising remained high, but different messages are recalled than in 2004.

- Over half (52%) of respondents said they had seen, heard, or read advertising for commuting in the six months prior to the survey and two-thirds of these respondents could cite a specific advertising message. This was approximately the same result as was observed in the 2004 survey.
- Recall of most messages remained the same as in 2004, with some exceptions. Awareness of general rideshare messages, such as “use the bus, train, or Metrorail” increased from 2004, but awareness of Guaranteed Ride Home messages dropped substantially, from 12% in 2004 to six percent in 2007. This is likely due to the absence of GRH advertising in the past year.
- About four in ten respondents who had heard ads could name the sponsor. WMATA was named by 20% as the advertising sponsor and Commuter Connections was named by nine percent.

Commute advertising also appears to be having an effect on commuters' consideration of travel options.

- About 18% of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. This was the same percentage as was observed in 2004.
- The most persuasive messages appealed to commuters' interest in saving the environment, saving money, or reducing congestion. Respondents who were using alternative modes were more likely to be influenced by the advertising. More than a third of bus riders, 25% of Metrorail riders, and 21% of carpoolers/vanpoolers said they were likely to consider alternative modes after hearing the ads, compared with 15% of commuters who drove alone.
- About 16% of respondents who said they were likely to consider ridesharing or public transportation for commuting had taken some action to try to change their commute. These respondents comprised slightly more than one percent of all regional commuters.
- The majority of these respondents said they sought information about commuting on the internet, from a family member or co-worker, or from a regional commute service organization.
- More than two-thirds (67%) of respondents who had taken some action said the advertising they saw or heard encouraged the action. And more than 70% of respondents who took an action were driving alone at that time. This suggests that the advertising is acquainting drive alone commuters with other commuting opportunities and encouraging them to seek more information on these options.

Awareness of Commute Assistance Resources

Awareness of commuter information and assistance resources has grown since 2001.

- About half (51%) of respondents said they knew of a telephone number or web site they could use to obtain commute information. This was slightly higher than the 46% who knew of these resources in 2004 and considerably higher than the 33% of respondents who knew of these resources in 2001
- About 21% of respondents could name a specific number or web site; 14% named a Metro/Wmata phone number or website and two percent named a phone number or website administered by Commuter Connections.

Awareness of Commuter Connections remains high but has fallen since 2004.

- In 2007, about 55% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. This was a decline from the 66% who knew of Commuter Connections in 2004.
- Respondents largely cited services that Commuter Connections actually does provide. About four in ten (39%) respondents said they didn't know specific services, but almost half knew the organization offered either general rideshare information (24%) or help finding a carpool or vanpool partner (22%). These were slightly higher awareness for rideshare assistance compared to 2004, but awareness of the GRH program fell substantially. In 2007, 23% of respondents knew that Commuter Connections sponsored a GRH program, but the percentage had been 40% in 2004.

Commuter Assistance Services Provided by Employers

Availability of worksite commute assistance services is about the same as in 2004.

- Over half of respondents (54%) said their employers offered one or more alternative mode incentives or support services to employees at their worksites. This is the same percentage as was noted in the 2004 survey.
- The most commonly offered services were Metrocheck/transit/vanpool subsidies (33% of employers) and commute information (20% of employers). About one in six respondents said their employers offered preferential parking (16%), services for bikers and walkers (17%), or GRH (12%), again these were essentially the same percentages as were observed in 2004.
- Respondents who worked for federal agencies were most likely to have incentive/support services available (85%), compared with 40-60% of respondents who worked for other types of employers. Respondents also were most likely to have access to all types of incentive/support services if they worked for large firms than for small firms. And incentives and support services were far more common among respondents who worked in the core area jurisdictions (Alexandria, Arlington, and District of Columbia); eight in ten of these respondents had access to services compared to about half of those in the middle ring (Fairfax, Montgomery, and Prince George's Counties) and four in ten of those in jurisdictions outside these areas.

Guaranteed Ride Home

Awareness of GRH has fallen substantially since 2004, but Commuter Connections appears to have a larger share of the GRH market.

- About a quarter (26%) of regional respondents knew that there was a regional GRH program. This was a large decrease from the 59% who said they knew of such a program in 2004.
- Respondents who primarily used commuter rail were much more likely to know about GRH than were other respondents. Awareness of the program was similar for users of other modes.
- Two percent of respondents said they had registered for or used a GRH service within the past two years. About a third (37%) noted Commuter Connections as the sponsor, an increase over the 21% who named Commuter Connections in 2004 and the 13% who mentioned Commuter Connection in 2001.

JULY 2008

BIKE TO WORK 2007 SURVEY

COMMUTER CONNECTIONS

PURPOSE OF THE SURVEY

This brief report presents results of a survey of commuters who participated in the 2007 regional Bike-to-Work Day event, held May 18, 2007. This survey was conducted by the Metropolitan Washington Council of Governments (COG) to identify the experience of the participants with the Bike-to-Work Day event and to assess participants' use of bike for commute travel before and after the event. The results of the survey described in this summary will be used in the July 2005 - June 2008 Transportation Emission Reduction Measure (TERM) evaluation of the Mass Marketing TERM.

SURVEY METHODOLOGY

The survey presented in this report was conducted by COG in November 2007, with assistance from LDA Consulting and CIC Research, Inc. The questionnaire was the same as that used in the 2004 BTWD survey, with a few minor modifications to update the survey for 2007. COG e-Mailed copies of the survey to 6,600 commuters who had participated in the event. All event participants had registered through the Washington Area Bicyclist Association's web site, thus this email list included all event participants. The recipients were asked to complete the questionnaire and return it to COG by e-mail. COG received 2,411 completed questionnaires, for a response rate of 37%.

Highlights of Findings

- 2007 was the first BTW Day event for 36% of participants.
- Most common BTW Day information sources were internet and referrals.
- 79% of participants rode to work before BTW Day; 89% rode to work in the summer after BTW Day, 78% were still riding during the late fall (November).
- 10% of participants started riding to work after the event and 12% started riding more often.
- Average frequency of bike commuting before BTW Day (2.5 days/week) and after BTW Day (2.6 days/week) was about the same. Average late fall frequency dropped to 2.3 days per week.
- 76% of respondents said their employers offered some type of commute assistance information, services, or facilities for employees who biked to work.

Past Participation in BTW Days

- Just over a third (36%) said this was their first BTW Day event. This was a considerable drop from the results of the 2004 BTW Day survey, in which 48% reported that year as their first event.
- 64% said they had participated in a BTW Day before 2007.
- About half (53%) of the respondents said they also participated in the 2006 BTW Day and about four in ten (39%) participated in 2005. A third (32%) participated in an event before 2005.

Bike Commuting Before Participating in BTW Day

- More than three-quarters (79%) of respondents said they commuted to work by bicycle before they participated in a BTW Day. This was about the same as the percentage (77%) who said in 2004 that they commuted by bicycle before BTW Day.
- The remaining 21% of survey respondents said they did not commute by bike before they participated in a BTW Day event.

Bike Commuting After Participating in BTW Day

- After BTW Day, 89% of respondents were biking to work, at least occasionally.
- About one in ten (10%) respondents said they did not commute by bike before they participated in the event, but started to bike to work after BTW Day.
- About 12% said they were biking to work before, but started biking more often after BTW Day.
- The majority of respondents (67%) said they were biking to work before BTW Day and continued to bike the same number of days per week after the event.
- The remaining 11% said they did not bike to work before BTW Day and still did not bike to work after the event.

Still Bike to Work – Late Fall After BTW Day

- More than three-quarters (78%) of respondents said they were still biking to work during the late fall (November) after the 2007 BTW Day event. This was a drop-off from the 89% of respondents who rode during the summer and early fall.
- The remaining 22% said they were not biking to work.

Frequency of Bike Commuting Before and After Participating in BTW Day

Before BTW Day

- Respondents who said they biked to work before the event biked 2.5 days per week.
- Half (50%) of these respondents said they biked 3 or more days per week. About one in five (20%) respondents commuted by bike full-time (five days per week). Another 30% said they biked to work three or four days per week.
- The remaining respondents said they were “occasional” bike commuters before BTW Day; 22% rode to work one or two days per week and 28% said they rode to work less than one day per week.

Use of Bike for Non-work Trips After Participating in BTW Day

- About 10% of respondents said they started to ride their bikes for non-work trips after they participated in BTW Day.
- About two in ten (19%) said they biked more often for non-work trips after BTW Day than they did before the event.
- The majority of respondents (79%) said they did not make any changes in their use of biking for non-work trips.

Commute Mode on Non-Bike Days

- All respondents who biked after BTW Day, even if only occasionally, were asked how they traveled to work on non-bicycle days. Nearly half (46%) said they drive alone to work on days they do not bicycle.
- The remaining respondents said they use another commute alternative on non-bike days. About four in ten (42%) used a bus or train, six percent carpool or vanpool, five percent walk and one per-cent primarily work at home (telework).

Travel Distance

- The average commute distance of respondents was 10.1 miles one way.
- About a quarter (26%) traveled fewer than five miles to work.
- Nearly six in ten (57%) traveled fewer than 10 miles.

Commute Assistance Services

- A sizeable majority (76%) of respondents said their employers offered some type of commute assistance information, services, or facilities for employees who biked to work.
- Six in ten said their employers provided bike racks and 17% said the employer offered a secure form of bicycle storage such as lockers or a locked bicycle cage or permitted employees to store their bicycles in their offices or workstations.
- More than half of the respondents also noted that their employers offered personal convenience services including showers (60%) and personal lockers or a locker room (32%).
- One in ten respondents said their employers offered bike route information and four percent said the employer provided a financial incentive for employees who bike.

NOVEMBER 2008
METROPOLITAN WASHINGTON REGION VANPOOL SURVEY
COMMUTER CONNECTIONS

Commuter Connections recently completed its 2008 survey of area vanpool operators in order to analyze vanpooling practices and trends since the last survey conducted in 2002. 684 surveys were sent to vanpool drivers and a total of 408 surveys were completed via telephone, postal mail, internet, or fax, a 60% response rate. A Vanpool is defined as a group of 7–15 people who commute together in a van on a regular basis. Generally, one person is responsible for driving and maintaining the van, with expenses shared by all riders. The van may be owned by an individual or leased from a private agency. Sometimes businesses own and operate vanpools as an employee benefit, often providing the service to employees at a reduced rate. Vanpooling assists employers in recruiting employees, improving morale and reducing tardiness. Vanpooling cuts stress, saves commuters money, and if HOV lanes are used, vanpooling can also reduce commuting times. Vanpools are extremely efficient for long-distance commuting. One vanpool can take as many as 14 cars off the road, resulting in reduced traffic congestion and pollution.

The survey collected data in four primary areas: 1) van ownership and operation; 2) vanpool use and travel patterns; 3) availability and use of vanpool assistance and support services; and 4) issues of potential concern to vanpool drivers.

Ownership and Operation

On average, vanpools have been in operation 9.9 years and vanpool drivers have been driving their vans an average of 6.0 years. About a third (31%) of the vanpools had been in operation for 10 years or longer and a quarter (24%) had operated for between five and nine years. The remaining 45% had been in operation fewer than five years.

A majority of vans are owned by leasing agencies. Van owners pay for insurance at an average annual cost of \$2,548. The average vanpool capacity is 10.5 people.

Use and Travel Patterns

About half of those surveyed ride in vanpools of 10 or less regular members. The mean number of regular members is 10.5 and the mean number of riders on a typical weekday is 9.0.

Drivers' average one-way distance from home to work is 48.6 miles. More than 50 percent make one stop at a central meeting place to pick up passengers. The average line-haul (from last pick-up to first drop-off) is 39.5 miles. Almost three out of four vanpools (72%) use an HOV lane during the commute. Seventy-six percent of surveyed vanpools originate in Virginia. Forty-three percent travel to D.C., thirty-six percent to Northern Virginia, and fourteen percent to Maryland.

Availability and Use of Assistance and Support Services

Sixteen percent of respondents received employer assistance in forming their vanpools; 56 percent received no assistance. The vast majority—94 percent—receive one or more commuter-support services. These include subsidies, Metrochek/SmartBenefits, guaranteed ride home, flexible hours, and priority parking. Free parking at work is enjoyed by 66 percent of respondents. Eighteen percent pay less than \$100 per month for parking.

The number of surveyed vanpools crossing the Beltway declined from 1989 to 2002 and declined again from 2002 to 2008. The numbers decreased from 541 vanpools in 1989 to 313 in 2002 and to 223 in 2008. This decrease in the proportion of sampled vanpools crossing the Beltway suggests a change has occurred in the orientation of vanpools trips and/or the number of passengers carried in vanpools in the central Washington DC area.

Issues of Potential Concern

Respondents' primary concern is congestion in HOV lanes. Other concerns, ranking from highest to lowest, include finding new riders, finding back-up drivers, HOT lanes along my route, the rising cost of insurance, and limited HOV hours.





Transportation Marketing Presentation
Commuter Connections
12/16/08


The Way to Go



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Go Nats.



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to see the
Nationals play.



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Transportation Guide
The easy routes to the ballpark.

WMATA/Nationals Brochure



- Partnered with the Washington Metropolitan Area Transportation Authority in a marketing campaign
- Educating both new and current Metro patrons to the WMATA Park and Ride Lots
- Over 100,000 printed
- Distribution to regional transportation agencies
- Federal employees
- District employees
- District commuters

Let Metro Take You to Nationals Park
 New Location, Great Access
 Special Offer from Metro
 You can easily join the team to see the Nationals play at Nationals Park. Metro offers a special offer for Nationals fans: a \$1.00 Metro fare for the trip to Nationals Park. This offer is available for all Metrobus and Metrorail routes that serve the stadium. For more information, visit www.nationals.com.

Go Metro. Go Nats.
 It's the fast, fun way to see the Nationals play.
 Metro

Washington Nationals Home Games

Date	Time	Opponent	Location
April 5	7:05 PM	Atlanta Braves	Nationals Park
April 6	7:05 PM	Atlanta Braves	Nationals Park
April 7	7:05 PM	Atlanta Braves	Nationals Park
April 8	7:05 PM	Atlanta Braves	Nationals Park
April 9	7:05 PM	Atlanta Braves	Nationals Park
April 10	7:05 PM	Atlanta Braves	Nationals Park
April 11	7:05 PM	Atlanta Braves	Nationals Park
April 12	7:05 PM	Atlanta Braves	Nationals Park
April 13	7:05 PM	Atlanta Braves	Nationals Park
April 14	7:05 PM	Atlanta Braves	Nationals Park
April 15	7:05 PM	Atlanta Braves	Nationals Park
April 16	7:05 PM	Atlanta Braves	Nationals Park
April 17	7:05 PM	Atlanta Braves	Nationals Park
April 18	7:05 PM	Atlanta Braves	Nationals Park
April 19	7:05 PM	Atlanta Braves	Nationals Park
April 20	7:05 PM	Atlanta Braves	Nationals Park
April 21	7:05 PM	Atlanta Braves	Nationals Park
April 22	7:05 PM	Atlanta Braves	Nationals Park
April 23	7:05 PM	Atlanta Braves	Nationals Park
April 24	7:05 PM	Atlanta Braves	Nationals Park
April 25	7:05 PM	Atlanta Braves	Nationals Park
April 26	7:05 PM	Atlanta Braves	Nationals Park
April 27	7:05 PM	Atlanta Braves	Nationals Park
April 28	7:05 PM	Atlanta Braves	Nationals Park
April 29	7:05 PM	Atlanta Braves	Nationals Park
April 30	7:05 PM	Atlanta Braves	Nationals Park

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- Metrorail
- Metro Park and Ride Lots
- Metrobus
- Commemorative SmarTrip Cards available on line

Linking Metro to the Washington Nationals Games <http://www.wmata.com/nationals>

M metro Washington Metropolitan Area Transit Authority

Search

Alerts: **Grosvenor: Trains are sharing the same track between** All Advisories Elevator Status

About Metro Events

Go Metro! Go Nationals! Take Metro to Nationals Park.

You'll be batting a thousand every time you travel to your nearest Metro Park and Ride lot for a quick and easy trip to the new Nationals Park. When you arrive at the Navy Yard Metrorail Station on the Green Line, you'll have only a short half block walk to the new ballpark! (See the [Washington Nationals](#) site for schedule information.)

Only 54 days until Opening Day 2008.

It's the fast, fun way to see the Nationals play.

You can use the online [Trip Planner](#) to get you to Metro's [Navy Yard](#) station (located on the Green Line). Then use our handy walking map to get you from the station to Nationals Park.



The Navy Yard Metrorail Station has undergone a renovation with an Expanded Entrance designed to accommodate Nationals Fans on game day. And don't forget that it's within a half block of the new Nationals Park. [Click here](#) for a larger area map around the Navy Yard Station and Nationals Park.

Metrobus to Nationals Park:

[Go To: PG, NW, SE, VE, WM, YP](#)

Parking at a Metro station?

On Saturday, Sunday and Federal holidays parking is FREE at Metro Park and Ride lots. So whenever you travel—during the week and on weekends—Metro is the best way to go. [Click here for more parking information.](#)

Coming Soon - Special Offer from Metro

For die-hard Nationals Fans, Metro will soon be offering a choice of commemorative SmarTrip® cards, available for a limited time only. Come back to visit this site soon for more information on this exciting offer. Remember a SmarTrip® card is required to exit most Park and Ride lots. The lots don't accept cash or farecards as payment. So just bring your SmarTrip® card. It's safe and secure.

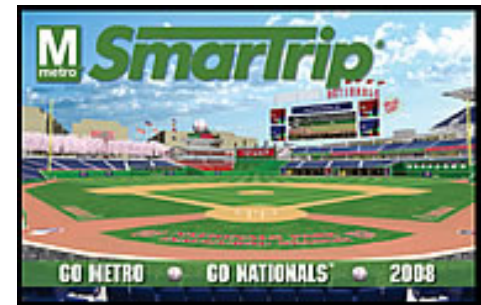


Note: Credit Card pilot program
Paying to park has gotten easier. Customers can pay the parking daily fee with a major credit card at six pilot Metrorail stations. The parking facilities at the Anacostia, Franconia-Springfield, Largo Town Center, Vienna/Fairfax-GMU, Shady Grove and New Carrollton Metrorail stations have exit lanes where credit cards are accepted. Customers are

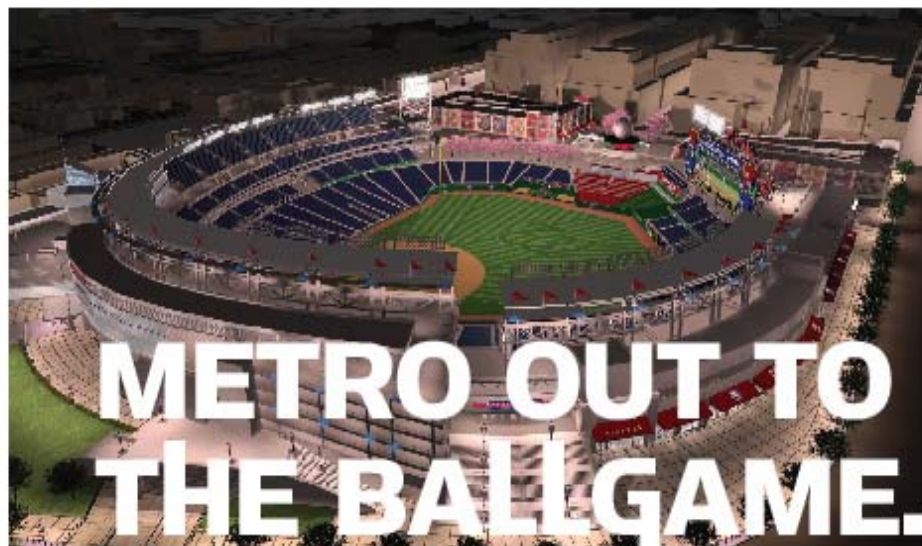
Commemorative SmarTrip Cards



- Encourage the use of the Metro System
- Available on line
- Available at all regional Transit Stores
- Available at Metro Center
- Available at all Metro sales offices
- Available in some SmarTrip dispensers



Metrorail Dioramas



Nationals Ballpark is just a half block south of Navy Yard station on Metro's Green Line.

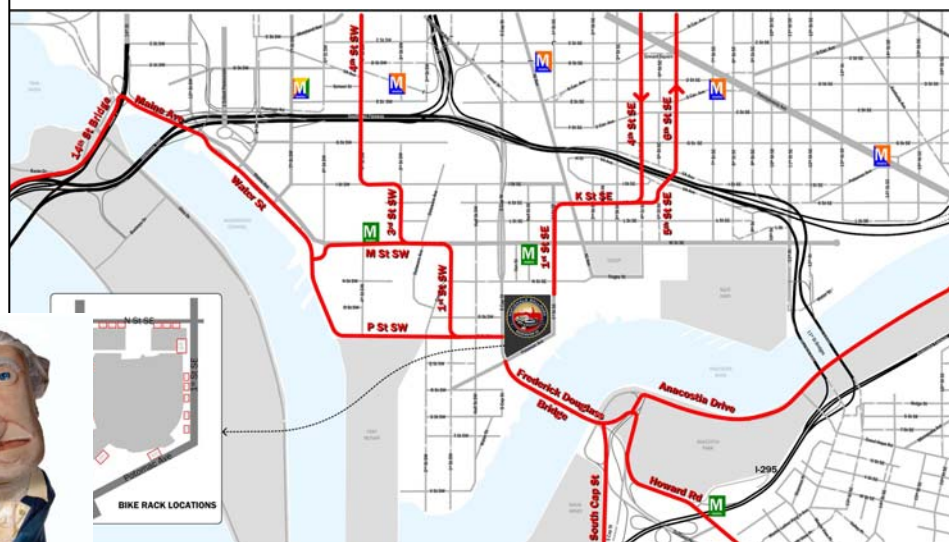
To get you on your way faster and easier, the station's Ballpark entrance will be EXIT ONLY before the game and ENTER ONLY after the game.

And if you really want to drive somewhere, drive to a Metro station, park there for under \$5 (or free on weekends) and take Metro the rest of the way.



- FREE BIKE VALET
- Located in Red Garage C
- Access on N Street
- Open 2 hours before game time
- Over 250 bike racks surrounding ballpark

Bike Routes to Nationals Park



WMATA Expanded Bus Service N22



If you take the Red, Blue or Orange Line, the N22 could be the start of a better way home after the game.

INTRODUCING METRO'S VERSION OF A FAST BALL.



Here's the pitch:
After a Nationals game,
avoid the crowds at

Navy Yard station (and connect to Eastern Market or Union Station) by hopping on an N22 Metrobus. It swings by Navy Yard station every 10 minutes and it will help you make it home fast.

INFORMATION ANYTIME 202-637-7000 TTY 202-638-3780



Federal Government Employees



- Contact with 140 Federal Employee Transportation Coordinators
- Emails weekly
- Ticket giveaways





- Nationals Season Ticket Schedules
- Over 200,000 printed
- Distributed regionally
- Hotels
- Concierge Services
- American Bus Association



RFK Fan Shuttle



- FREE Nats Express from RFK
- Operates continuous
- Starts 1.5 hours before game
- Luxury motorcoach



District Government Employees



- Weekly emails
- Go D.C. Go





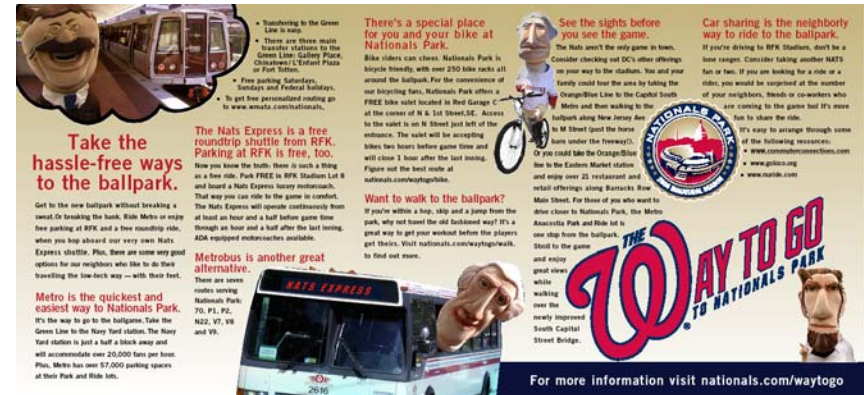
- Information on location and routing to all parking lots/garages
- Pedestrian walking paths from Metrorail Stations
- Pedestrian walking paths from parking lots/garages
- Bicycle routes to ballpark
- Bus routes to ballpark



Nationals Transportation Brochure



- Over 100,000 printed
- Distribution to ticket holders
- On line at nationals.com/waytogo
- Distribution through regional transportation agencies
- Distribution through GoDCGo
- Available at ballpark



Radio Advertising



Sample of Radio Spots

- 60 Second Spots
- 30 Second Spots



- ANNCR #1: First inning.
- GUY: I think she's walking to her car. We'll take her space. Hey, are you leaving? No?
- ANNCR #1: Second inning.
- GUY: Oh, I think that guy's leaving. Hey, can I have your space? Are you leaving?
- ANNCR #1: Third inning.
- GUY: Mister. Mister. Mister. Hey Mister. Hey Mister.
- ANNCR #2: You don't want to spend the whole game looking for a parking space. If you don't have a reserved space, don't drive to Nationals Park. Ride Metro or park free at RFK and ride the Nats Express, a free roundtrip shuttle, to the game. Go to nationals.com/slash14 way to go.

Washington Post Advertising



- Washington Post ads promoting the use of Metrorail



Win the race to the game with Metro.

Don't have a reserved parking space? Don't worry! You can take Metro or **PARK FREE** at RFK and hop on the **FREE** Nats Express shuttle to Nationals Park. Plan your trip at nationals.com/waytogo.

NATIONALS PARK
2008 INAUGURAL SEASON

W **NATIONALS PARK OPENS MARCH 30TH**
There is something for everyone with partial, half and full season packages. Starting at just \$10 per ticket. Make the play...buy today. 202.675.NATS(6287) or visit nationals.com

The advertisement features a large cartoon face of a man with a mustache and glasses, wearing a brown suit and blue tie. A speech bubble next to him says "Win the race to the game with Metro." The background shows a busy outdoor area with people, some wearing Nationals gear, and a building. At the bottom, there is a red banner with the Nationals logo and text about Nationals Park opening on March 30th, including information about season packages and contact information.

Share a Ride



● GoLoco

- Join a group or create groups to travel with
- Post your trip (as passenger, driver, taxi/car rental/shared vehicle coordinator)
- Receive email alerts to places you want to go.

● NuRide

- the online ridesharing community where you can find friends and neighbors going your way, share a ride whenever you like, and earn rewards from local and national sponsors.

● Commuter Connections

- provides complimentary information on a host of commuter programs to assist in determining which commuting option works best for you.



Your Ticket to Nationals Park



Metropolitan Washington Council of Governments
Commuter Connections
FY2009 Marketing Activities

Presented by:
Dan O'Donnell
Odonnell Company
December 16, 2008

First Half FY2009 Marketing Activities

- Car Free Day
- Fall Umbrella Campaign
- Summer and Fall Newsletters
- Spring Umbrella Campaign Planning
 - Creative concepts and development
 - Media plan
- Employer Recognition Awards
 - Application Brochure
- Bike to Work Day Sponsorship Drive
- Additional Marketing Collateral

Car Free Day Campaign

➤ Radio

- WASH
- WBIG
- WRQX
- WTGB

➤ Text Messaging

➤ Poster



➤ Bus Queens

- WMATA

➤ Bus Kings

- Montgomery County

➤ Bus Shelters

- Montgomery County

Car Free Day Print Creative

BICYCLE BUS CARPOOL METRO RAIL TELEWORK TRAIN VANPOOL WALK

Uncar for a Day.
go carfree in metro dc



**CAR
FREE
DAY**
METRO DC

9.22.08

pledge at carfreemetrodc.com

Take the CarFree Day Pledge for a chance to win free SmarTrip® cards and other giveaways. Save gas and find out how easy it is to go CarFree for a day. We'll show you how!

COMMUTER CONNECTIONS
800.745.RIDE

Car Free Day Results

- 5,445 people pledged on www.carfreemetrodcd.org
- Good press coverage included:

washingtonpost.com



Car Free Day Participation & Commendation



COALITION FOR SMARTER GROWTH

Statement of Cheryl Cort, Policy Director

"The Coalition for Smarter Growth commends DC, Virginia and Maryland transportation officials for supporting this promotion of walking, biking and transit. Never has it been so important to make fundamental shifts in state transportation funding priorities toward transit, pedestrian and bicycle facilities and to design communities to have a mix of uses, walking and bicycling friendly neighborhoods, and easy access to transit." For over a decade, CSG has promoted and helped to implement smart growth throughout the region. High gas prices and concern about climate change have brought renewed attention to smart growth solutions including the savings and convenience of walkable and transit accessible neighborhoods.

In DC, the Car Free Day Street Celebration will feature live music, yoga classes, free t-shirts and giveaways. Valet bike parking will be available as well as FREE bike tune-ups. You can also test ride and sign up for SmartBikes DC, the nation's first European-style bike-sharing program. Circulator buses will run free for the whole day.

Sponsors

Metro, VRE, Montgomery County Commuter Services, VPSI Inc, Commuter Connections, MWCOG, Comcast, WABA, MARC, DDOT, VDOT, MDOT, USGSA, USDOT.

September 22, 2008--The Swiss Embassy participated in Washington D.C.'s Car Free Day. Almost 4,000 people in the D.C. area pledged to go without their car, or with limited use of their car on this day. An international event, this marks the first year that Washington D.C. participated. The Swiss Embassy displayed their Climate Trail Exhibit on F St. NW, which the city had closed to traffic, and handed out brochures that informed people about climate change and the many ways that they can reduce their impact on the environment.



U.S. Department of Justice
Justice Management Division
Human Resources
Web Site: <http://www.usdoj.gov/jmd/ps>

SEP 05 2008

Washington, D.C. 20530

MEMORANDUM FOR HUMAN RESOURCES OFFICERS

FROM:

Rod Mark
Rod Mark
Director, Human Resources

SUBJECT:

Save Fuel and Travel Costs - Work at a Telework Center

In support of Car Free Day (<http://www.carfreemetrodc.com/>), on September 22, 2008, the U.S. General Services Administration (GSA) is offering all Federal employees a one-day free trial to work at one of the 14 Telework Centers it sponsors at no cost to their agencies. Telework Centers offer on-site technical support, fewer distractions, and the benefit of working in a professional environment that's closer to home.

The free one-day trial will allow Federal employees already teleworking from home, or thinking about teleworking in the future, to try one of the Telework Centers without making a long-term commitment. The 14 Telework Centers are located in the greater Washington, DC, metropolitan area. Please visit <http://www.gsa.gov/teleworkcenter> to see locations and points of contact (POC) information. Once approved to try the one-day free trial, the employee must email or call the appropriate POC to schedule the visit to one of the centers.

I encourage you and your staff to take advantage of GSA's offer. Programs like telework are becoming a valuable management tool that can be effectively implemented to address quality of life issues for employees while enhancing an organization's ability to produce more work with fewer resources.

If you need additional information or assistance, please contact Jamie Higgins, HR Policy, at (202) 514-5781 or by email at Jamie.A.Higgins@usdoj.gov.

Car Free Day Event



FY09 Fall Umbrella Campaign

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Preserve your peace of mind.

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Preserve your productivity.

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Preserve your pocket.

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Preserve your balance.

When family
FREE GUARANTEED RIDE HOME: Saves

www.cdt

*Some restrictions apply

When y
FREE GUARANTEED RIDE HOME: Saves you when you need it.

www.commuterconnections.org
1.800.745.RIDE

*Some restrictions apply

See how much
RIDESHARE. Saves you

www.cc

Commuter Connections® is a network of organizations providing free ridesharing and commuter information in the District of Columbia, Maryland, and Virginia.

See how much time you'll gain.
RIDESHARE. Saves you where you need it.

www.commuterconnections.org
1.800.745.RIDE

Commuter Connections® is a network of organizations providing free ridesharing and commuter information in the District of Columbia, Maryland, and Virginia.

If your commute is a long one, you may be spending more time driving than doing what you'd like. When you share a ride, you gain time – time to read, time to finish email, time to relax. Preserve your balance by sharing a ride.

FY09 Fall Umbrella Campaign

- Continue Spring FY08 creative
- Campaign live October – December 2008
- Media
 - Radio (anchor media)
 - Internet banner ads
 - Transit shelters

FY09 Fall Umbrella Campaign Radio

- 15 radio stations rotating Rideshare and Guaranteed Ride Home spots

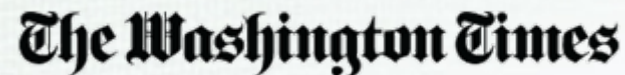
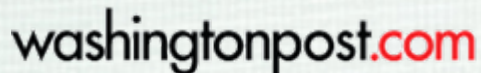


FY09 Fall Umbrella Campaign Banner Ads

➤ 2007 State of the Commute Survey:

- 18% respondents offered changing jobs/work hours as the reason for switching to an alternative commute mode.

➤ Included job hunting sites in banner ad placements:

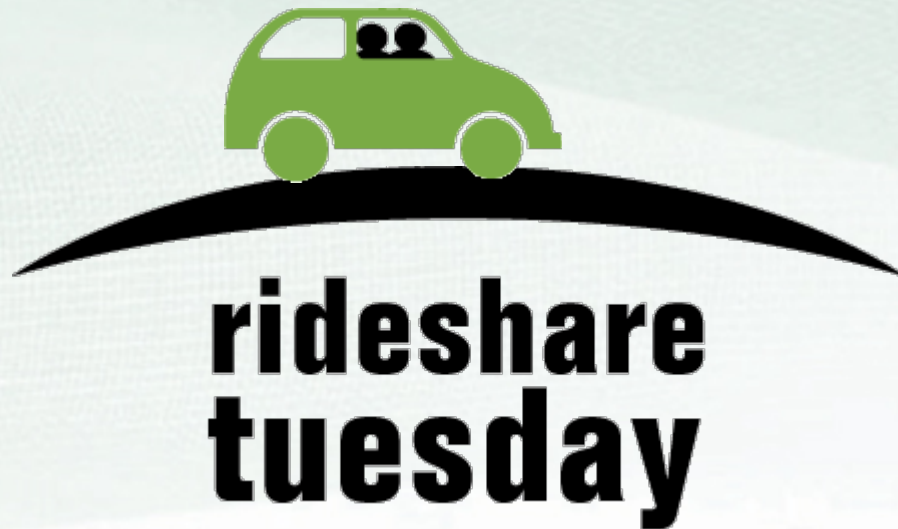


FY09 Fall Umbrella Campaign Transit Shelters

- Target high volume traffic areas
- Rideshare message along commute routes:
 - Connecticut Ave 29 ft N/ O Nebraska Ave NW WS
 - EB "P" St 10 ft W/ O 21st St NW SS
 - NB Georgia Av 10 ft S/ O Tuckerman St NW ES
- Guaranteed Ride Home message near metro stations:
 - EB "H" St 10 ft W/ O 13th St NW SS
 - SB 11th St 10 ft N/ O "E" St NW WS

FY09 Fall Umbrella Campaign

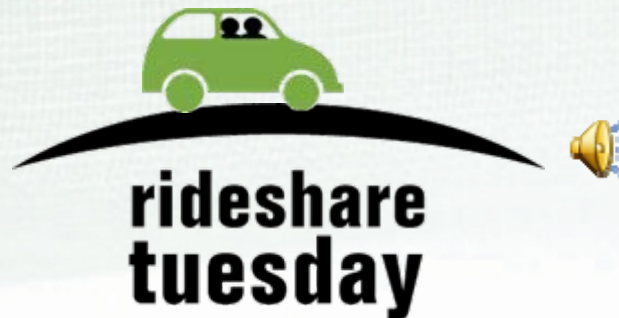
- Rideshare Tuesday, value add radio promotion
 - Pro-active approach to achieve more targeted promos.



FY09 Fall Umbrella Campaign

➤ Rideshare Tuesday promotion

- Logo created and distributed to network members
- :5, :10, :30 second spots ran as value add by radio stations on Mondays and Tuesdays
- Listeners urged to go to www.commuterconnections.org to find someone to share the ride or investigate commute options



FY09 Summer and Fall Newsletters

- Summer newsletter mailed in August
- Fall newsletter mailed in November



CARPPOOLING, A SOLUTION TO HIGH GAS PRICES

As driving alone to work becomes acutely more expensive for your employees, commuters have figured out that carpooling saves money, and lots of it. Record high gas prices have made driving alone to work the most expensive it has ever been, turning reasonable commuters into costly ones and tanger commuters into budget-busters. A common point of contention among drive alone commuters has been the sky-rocketing cost of getting to work. High gas prices have caused many drivers previously reluctant to ride-share, to seriously consider the practice. "We've

seen gas prices reach the breaking point for many commuters in the Washington region," said Nicholas Ramfos, Commuter Connections Director. The practice of sharing a ride has gone beyond what our society once looked at as simply an environmental feel good, to an economical and pragmatic way of getting to and from the workplace. "Carpooling is fast becoming a bona fide



WASHINGTON REGION TO PARTICIPATE IN INTERNATIONAL CAR FREE DAY SEPTEMBER 22



On September 22, 2008, Washington, DC will join over 1,500 towns and cities in 40 countries for "CarFree Day." The initiative will give residents, commuters, and visitors a glimpse of what the area might be like with fewer vehicles crowding the streets.

CarFree Day began as a street party in Bath, England in 1995. Due to its success, English transportation officials decided to expand the program into an annual event, and the momentum of a good idea soon established similar celebrations in France, Switzerland, and now all of the countries in the European Union and some in Eastern Europe. All events are held on the same day, September 22. In France, town center

streets will be closed to traffic allowing street music, dancing, public art, and children's play along the normally auto-laden streets. While the Washington, DC event will not include the closing of streets, it will incorporate the "spirit" of the initiative encouraging and celebrating alternatives to drive-alone car dependence. In order to reduce human impact on the environment, it is the hope that through this one day event, people will try other methods of transportation and, as a result, consider changing their sole driving behavior and instead adopt a car-free or car-lite lifestyle on a full-time, part-time or occasional basis. In Washington, travelers will be encouraged to telework, use public transit, ride-share in carpools and vans, bicycle or walk to wherever they are going.

Continued on page 4



NEW ONLINE RIDEMATCHING SYSTEM MEETS RECORD DEMAND FOR CARPOOLING, COMMUTE OPTIONS

Commuter Connections officially launched a new online ride-matching system on September 2nd during a press conference at the Metropolitan Washington Council of Governments (MCOG). The launch marks the first time commuters will have direct online access to people that live and work near them and who want to join carpools and vanpools.

to solo-driving and most important, it gives them control of their commute," said Nicholas Ramfos, Director of Commuter Connections, which has been providing ride-sharing services both directly and through the area's transportation organizations since 1974. Ramfos said that Commuter Connections experienced a record 184% increase in ride-sharing applications in June 2008 compared to June 2007 and a 94% increase in applications for July 2008.



COMMUTE CONTINUES TO TAKE TOLL ON AREA DRIVERS

Washington region commuters continue to face the high cost of commuting in both time and money. Respondents to the 2007 State of the Commuter Survey reported an average 35-minute one-way commute. Twenty-two percent report traveling more than 45 minutes to get



to work. The tumescence nature of gasoline prices during the summer of 2008 has taken a toll on drivers. The conversion of some high-occupancy vehicle (HOV) lanes to high-occupancy toll (HOT) lanes will add a cost to the daily trip for drive-alone commuters that will triple their commuting costs. Commuters looking for a complete free ride on state area highways could pay \$70 or more to use the variable cost HOT lanes, according to a

recent report. Carpools and vanpools will continue to use the reduced toll rates for free. There is more good news. Many commuters in the region can take advantage of the region's extensive public transportation system and save a lot of money. The American Public Transportation Association's (APTA) Transit Savings Report says that Washington commuters can save over \$10,000 a year (over \$800 per month) by taking public transportation instead of driving. The Washington area is ranked eighth out of the nation's top twenty cities in potential transit savings. APTA's analysis factors in the cost of insurance, depreciation, finance charges and driving 15,000 miles annually.

APTA has an interactive calculator on its website at www.apta.com where travelers can estimate the cost of their trip on public transportation.

Continued on page 4

FEDERAL ETC UPDATES

Employee Transportation Coordinator

NATIONAL INSTITUTES OF HEALTH WORKERS GO "CAR FREE" IN SEPTEMBER

The first Car Free Day in the greater Washington area was an opportunity to encourage commuters to substitute carpooling, transit, bicycling, walking or teleworking for their drive-alone commute on September 22, 2008. The Washington region joined 1,500 cities in 40 countries in promoting the event.



Six hundred thirty eight of the nearly 5,500 participants in the event were employees of the National Institutes of Health (NIH) on Rockville Pike in Bethesda, Maryland. Commuters who already arrived at the site "car free" were asked to pledge their participation on the day of the event. In addition, NIH offered a one-time subsidy of \$10.00 to cover the daily fare of employees who tried transit for the day.

NIH's Division of Amenities and Transportation Services, Office of Research Services has committed to the surrounding community and region to reduce their impact on traffic and air quality. NIH is located across from the National Navy Medical Center, which is scheduled for expansion under BRAC (Base Re-Alignment and Closure).

Joseph Cox of the NIH Office of Research Services was the catalyst behind the successful Car Free Day effort. He used services available from Commuter Connections to promote the program to employees.

"Commuter Connections was very generous with supplying NIH with Car Free Day posters, buttons, and a great

FEDERAL ETC UPDATES

Employee Transportation Coordinator

GSA/OPM COLLABORATION LEADS TO IMPROVED TELEWORK.GOV WEB SITE

As two agencies with a great interest in telework for both policy and guidance in areas such as alternative office and space savings, continuity of operations planning, the use of telework centers as an alternative to working at home, and the revision of laws to facilitate telework.

In DPM's latest report to Congress it was noted that a majority of federal agencies increased telework participation over the previous year, and that 42% fully integrated telework into their emergency planning. For further information contact Dean Scrutton, DPM at (202) 606-2452.

"Telework.gov makes it easy for the federal workforce to understand the benefits and mechanics of teleworking," said former OSA Administrator Loretta Dixon. "OSA is leading by example in the area of telework. We are empowering federal employees with leadership, strong policy mandates, clear guidelines and increased program support." "The launch of this updated web site will allow government employees and managers a greater understanding of telework." DPM Director Linda M. Springer said. "This user-friendly site provides an abundance of information, and allows users to get direct access to questions from telework experts. This site will certainly contribute to continued growth of telework in the federal government."



FY09 Spring Umbrella Campaign Media

- Radio as the anchor medium
- Internet banner ads
 - Continue use of job websites
 - Include use of social networking sites
 - Run-of-network sites geo-targeted for Washington DC
- Coffee cup sleeves
- Direct mail
- Outdoor/transit through network member donated space

FY09 Spring Umbrella Campaign Concepts

➤ “Try Something” for Rideshare

- Visual strength with a sense of lightness; change can be easy. Sense of spontaneity, uplifting feel contributes to positive benefits.
- Open-mindedness to a new way makes change a simple choice. We have options.

➤ “Nice Lines” for Guaranteed Ride Home

- Utilizes phrases seen everyday but not thought about and puts them to use in an engaging, surprising way.
- Payoff answers with a distinct benefit brought forward.

FY09 Spring Umbrella Campaign Rideshare Concepts



Try a different way to get to work.

RIDESHARE.

A fresh approach to saving money, time and the environment.

commuterconnections.org
800.745.RIDE

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Commuter Connections® is a network of organizations providing free ridesharing and commuter information in the District of Columbia, Maryland, and Virginia.



Try a different way to get to work.

RIDESHARE.

A fresh approach to saving money, time and the environment.

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FY09 Spring Umbrella Campaign GRH Concepts

(remote control.)



You're always within reach. With **GUARANTEED RIDE HOME,*** we'll get you home if you have an unexpected family or personal emergency or unscheduled overtime.

commuterconnections.org
800.745.RIDE

* some restrictions apply

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK
CARPOOL • VANPOOL • TRANSIT



(raise your comfort level.)

No need to stress. With **GUARANTEED RIDE HOME,*** we'll get you home if you have an unexpected family or personal emergency or unscheduled overtime.

commuterconnections.org
800.745.RIDE

* some restrictions apply

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK
CARPOOL • VANPOOL • TRANSIT

2009 Employer Recognition Awards

- Concepts designed, nomination form developed
- Nomination form posted to www.commuterconnections.org
- Deadline close January 30, 2009
- Employer Recognition Awards ceremony June 2009

2009 Employer Recognition Awards Application

APPLY AND
Get recognized for what you're doing right

Has your organization made a difference in one or more of the following areas?

- Implementing or expanding a telework program that enables employees to work remotely
- Implementing or expanding a pre-paid or subsidized transit or transit benefit, such as MetroLink or SmartBenefits™
- Promoting Commuter Connections' free ride-along service to help carpools or vanpools, or providing your own on-site employer ride-along
- Providing shuttle services to transit stations
- Providing a free or significantly reduced parking fee for carpools and vanpools while drive alone employees pay higher amounts for parking
- Providing preferred parking spaces for carpools or vanpools
- Providing or organizing company stoops for employees
- Install bike racks and/or shower facilities for bicyclists and walkers
- Implementing or expanding a commuter line Air Quality Action Plan program
- Providing and/or supplementing Commuter Connections' Free Government Ride Home program

Awards are in the following categories:

MARKETING
 Actively promoting and championing all modes of transit for sectors that result in decreased drive alone commuting to the workplace

INCENTIVES
 Providing commuter benefits and incentives to employees such as MILA, CASH, transit, and other transportation options

TELEWORK
 Providing telework options and significant



PLEASE APPLY WITH THIS FORM OR GO TO WWW.COMMUTERCONNECTIONS.ORG

Application form

Eligibility
 Employers in the District of Columbia, suburban Maryland, and Northern Virginia that have initiated, enhanced or expanded an alternative commute or telework program may apply for these awards. To be eligible, programs must have been initiated or improved by January 1, 2008.

Deadline
 The application deadline is January 30, 2009. Completed applications should be sent to:

Commuter Connections
 Douglas Franklin
 777 North Capitol Street, N.E., Suite 300
 Washington, DC 20002-4290
 Tel: 202-962-3792 Fax: 202-962-3203
 E-mail: dfranklin@mcag.org

Instructions
 Complete applications should include all information requested in items 1-5, an application form for the program summary narrative. Highlights from employer program materials may be included in Connections newsletters or on our website.

is your workplace at the forefront of commute-friendliness?



2009 EMPLOYER
 RECOGNITION
 AWARDS

THE METROPOLITAN WASHINGTON
 COUNCIL OF GOVERNMENTS

2009 Bike to Work Day Sponsorship Drive

- Sponsorship drive started in October
- Proof-of-value report
 - Measurable benefits of sponsorship based on 2008 data
 - Help re-sign previous sponsors, attract new ones
- Identified and pursuing opportunities to partner with “green” and health organizations
- Sponsorship drive to continue until January



Fort Belvoir *Eagle* Print Ad

- Fort Belvoir significantly impacted by BRAC realignment
- Half page ad created for special transportation section of Fort Belvoir *Eagle*



COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

Simply put: when you share a ride, you save money. Keep the cash you would have spent on additional gas and auto maintenance.

Preserve your cash.

See how much money you'll save.
RIDESHARE. Saves you where you need it.

www.commuterconnections.org
1.800.745.RIDE

Social Networking Investigation

- Banner ads to be included on social networking sites
- Commuter Connections on LinkedIn
- Watch this space!

The screenshot shows the LinkedIn interface for the 'Commuter Connections' group. The top navigation bar includes the LinkedIn logo, menu items for 'People', 'Jobs', 'Answers', and 'Companies', and links for 'Account & Settings', 'Help', 'Sign Out', and 'Language'. Below the navigation bar is a search bar with the text 'Explore People Search: Harvard - Vice President at Google - Bill Gates' and a 'Search' button. The main content area is titled 'Groups' and features a 'Commuter Connections' group card. The group card includes a description: 'The Commuter Connections LinkedIn Group will allow for the exchange of dialogue on regional commuting issues in the Washington DC metropolitan region and on Commuter Connections program services.' Below the description are buttons for 'Join Group', 'Share', and 'Flag group as...'. To the right of the group card is an 'About this Group' section with the following details: 'Created: November 19, 2008', 'Type: Networking Group', 'Members: 1', 'Owner: Nicholas Ramfos', and 'Website: http://www.commuterconnections.org'. On the left side of the page, there is a sidebar with navigation links for 'Home', 'Groups', 'Profile', 'Contacts', and 'Inbox (2)', along with an 'Add Connections' button. Below the sidebar is a profile card for 'Karen Hope-Murray', Project Manager at Odonnell Company, with the text 'What are you working on?' and a progress bar.

Questions & Answers

Any questions or comments?



Guaranteed Ride Home Customer Satisfaction Survey

Results for Fiscal Year 2008

Draft Report

We'll get you home. Guaranteed.

**National Capital Region Transportation Planning Board
Metropolitan Washington Council of Governments**



TITLE: Commuter Connections Guaranteed Ride Home Customer Satisfaction Survey Results for Fiscal Year 2008.

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AGENCY: The National Capital Region Transportation Planning Board (TPB) is the federally designated Metropolitan Planning Organization (MPO) for the region, and plays an important role as the regional forum for transportation planning. The TPB prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Washington region. The TPB became associated with the Metropolitan Washington Council of Governments (COG) in 1966. COG was established in 1957 by local jurisdictions to address regional concerns including growth, housing, environment, public health and safety, and transportation. Although the TPB is an independent body, its staff is provided by COG's Department of Transportation Planning.

Commuter Connections is a regional network of transportation organizations coordinated by the TPB. Established in 1974, Commuter Connections offers free commuter services to help both businesses and their employees find the best available commuting options to improve traffic congestion and improve air quality through lower auto emissions. Primary services of Commuter Connections include ridematching for carpools and vanpools, administration of the Guaranteed Ride Home program, coordination of an employer outreach program including telework, and marketing of alternative commute options.

Funding for Commuter Connections is provided by:

District Department of Transportation
Maryland Department of Transportation
Virginia Department of Transportation
United States Department of Transportation

ABSTRACT:

This report presents the results of a survey of all Guaranteed Ride Home trip recipients during fiscal year 2008 (July 1, 2007 through June 30, 2008). The survey was designed to gauge the level of satisfaction of commuters who utilized the GRH service.

The GRH program was started in 1997 to eliminate a key barrier to using alternative modes, commuter fear of being stranded without transportation in the event they need to get home due to an unexpected emergency or unscheduled overtime.

PUBLICATION:

The final adopted report will be published on the Commuter Connections website at www.commuterconnections.org under the Resources, Publications section.

TABLE OF CONTENTS

BACKGROUND AND SURVEY METHODOLOGY.....	1
SURVEY DESIGN.....	3
RESPONSE RATES.....	5
FISCAL YEAR 2008 SURVEY RESULTS.....	6
WRITTEN RESPONSES.....	10
COMPARISON TO PREVIOUS FISCAL YEARS.....	16
RECAP SUMMARY.....	20
APPENDIX	21
GRH PARTICIPATION GUIDELINES.....	22

Background

Guaranteed Ride Home Program Description

The Metropolitan Washington Council of Governments (COG) through its Commuter Connections program, under the auspices of its funders, has operated the Guaranteed Ride Home program (GRH) since January 1997. A “commuter insurance” program, GRH is designed to encourage ridesharing and transit usage by providing a way home for qualifying commuters in the case of an unexpected personal/family emergency or unscheduled overtime when their normal alternative commute mode is not available. Many area workers who consider switching commute modes from Single Occupancy Vehicles to carpools, vanpools, and transit are concerned about being “stranded at work” if they unexpectedly have to leave before or after standard work hours. GRH eliminates this concern, and encourages ridesharing, taking transit, bicycling and walking to work. Commuters who use these transportation modes twice a week are provided with four free GRH rides home per year. Alternative mode commute practices reduce the number of automobiles on the road and help the region toward air quality goals.

The GRH program’s Participation Guidelines used during FY 2008 are provided in the Appendix of this report, and a full listing of the program’s current qualifications, limitations on its usage, and a more complete description of the process involved in registering commuters for the program may be obtained online at the Commuter Connections website, <http://www.commuterconnections.org>.

Customer Satisfaction Survey and Methodology

The customer satisfaction survey for GRH was conducted as an ongoing study for each month throughout the fiscal year. All commuters who obtained a free ride home through the program received a survey response card for each ride taken. The accompanying cover letter (*see* Figure 1) informed commuters of the purpose and voluntary nature of the survey, and the postage-paid 9 x 4” self-mailing response card (*see* Figure 2) allowed for quick and easy submission of responses on the part of survey respondents. In FY 2006 the questionnaire was modified to include two new questions; however none of the existing questions were altered, allowing for a direct comparison with all fiscal years. The survey card allows respondents to rate the GRH service and provide comments and suggestions with complete anonymity. However, despite the ability to remain anonymous, some respondents provided their name with their responses. In some instances with their consent, these respondents have been featured in local and regional newspaper articles and some of their comments have also been placed onto the Commuter Connections web site.



Dear Commuter:

Thank you for using the Commuter Connections Guaranteed Ride Home (GRH) program in July. As a standard practice, we send out survey cards to all of our customers in order to determine their level of satisfaction with this free service. Your feedback will help us gauge the program's continued value and also help improve and better serve commuters in the Washington metropolitan area.

Please take just a moment to complete the enclosed survey card and simply drop it in the mail within 10 days, no postage necessary!

For the latest Guaranteed Ride Home participation guidelines, or if you would like information about other Commuter Connections services, please visit our web site at www.commuterconnections.org, or call us at 1-800-745-7433.

Thank you for using alternative means of transportation to get to work and for supporting the Guaranteed Ride Home program.

Happy Commuting!
COMMUTER CONNECTIONS

We'll get you home. Guaranteed.

Figure 1 | Sample Cover Letter Sent with Survey Card

Survey Design

The survey consisted of five multiple-choice questions, one fill in the blank and an area for comments. Four questions provided insight into customer opinions regarding the different operational functions of GRH and asked the respondent to rate the different aspects of the service by circling one of four responses—“Poor,” “Fair,” “Good,” or “Excellent.” Another multiple choice question asked the reason for the trip, and a fill in the blank question asked the respondent to indicate their wait time. The comments area provided an open ended forum to offer specific or general feedback, whether positive or negative. For some multiple choice questions, a few respondents did not indicate a rating, or added a qualifier to the response, such as “very,” a plus symbol (+), or a minus symbol (-). These types of qualifiers were ignored in tabulating the survey results.

The performance areas of GRH were addressed by four multiple-choice questions: reservations staff; transportation service; response time and overall service. “Reservations staff” refers to the operators who answered telephone calls from commuters requesting GRH service, verified the request in accordance with the official GRH participation guidelines, and arranged the ride for the commuter. These operators are employees of Diamond Transportation Services, Inc., which provided this service under a contractual arrangement with COG. “transportation service” refers to the modes of transportation (e.g. taxi, rental car service) and the affiliated organizations (e.g. xyz cab company, Enterprise Rent-a-car) who provided the trips from the workplace to the final destination. The types of transportation modes used for the GRH trips were selected by Diamond Transportation based on the severity of the emergency, distance traveled and customer preferences.

Figure 2 | Sample Survey Response Card



Thank you for using Guaranteed Ride Home (GRH).
We'd like to know how you feel about our program.

Please take a moment to complete this card and drop it in the mail. Your response is greatly appreciated.

	Poor	Fair	Good	Excellent	
1. How would you rate the service you received from our GRH trip reservations staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6. What was the reason for your GRH trip? <input type="checkbox"/> Sick Child <input type="checkbox"/> Unscheduled Overtime <input type="checkbox"/> Personal Illness/ Family Emergency <input type="checkbox"/> Other _____
2. How would you rate the taxi or rental car service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How would you rate our response time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Overall, how would you rate our GRH service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Approximately how many minutes did you wait until receiving your ride?	_____ minutes				7. Comments: _____ _____ _____

1-800-745-RIDE • www.commuterconnections.org **We'll get you home. Guaranteed.**

Response Rates

Figure 3 | Number of Surveys Sent and Received Since Program Inception

Of the 2,994 surveys distributed in fiscal year 2008, 1,008 completed surveys were received. This was the highest quantity of surveys ever distributed and the second highest number of surveys returned since program inception.

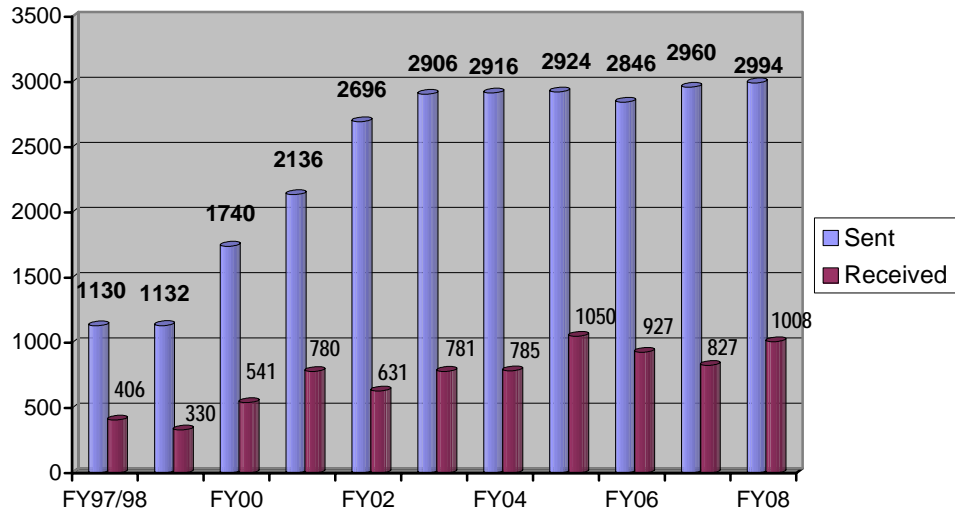
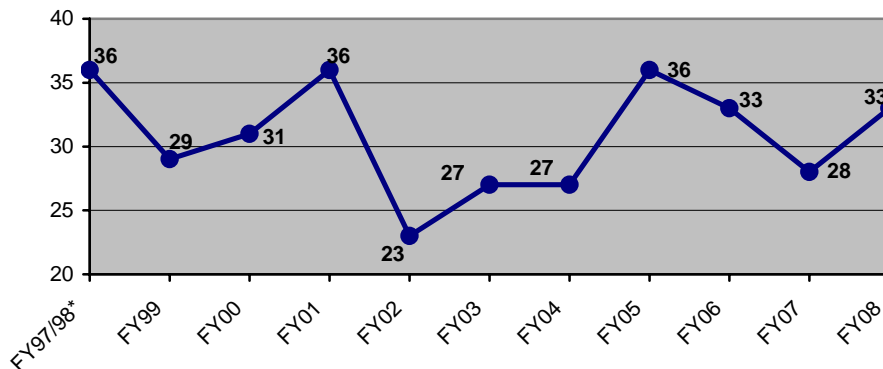


Figure 4 | Response Rates in Percentages Over All Fiscal Years.

Response rates typically fluctuate from year to year, but did remain steady at about 27% over a two year period between FY03 and FY04. Response in FY08 rebounded by five percentage points back to 33%, equaling the mark from FY06. The average response rate when combining all years is 30.5%. The large drop in response rate for fiscal year 2002 surveys was due to postal service disruptions following the Anthrax crisis, resulting in the temporary closing of the Brentwood Post Office facility in Washington DC.



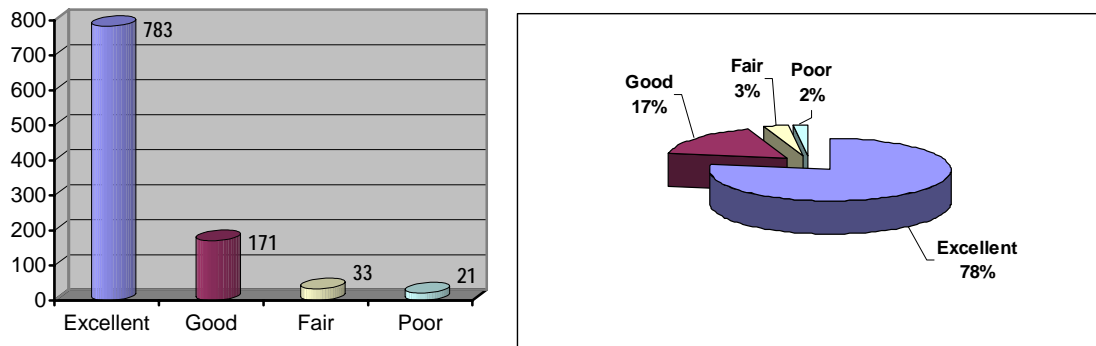
Fiscal Year 2008 Survey Results

This section indicates survey results received from 1,008 respondents for fiscal year 2008. Upcoming sections of this report will provide a comparison of results with previous fiscal years (1997 through present). See pages three and four under Survey Design for rationale behind each question, explanation of terms used, as well as an example of the survey response card that was used. Some respondents did not answer all four questions. As a result, response totals to some questions may not equal to the total number of survey respondents.

Reservation Staff

Figure 5 | Number and Percentage of Responses Received

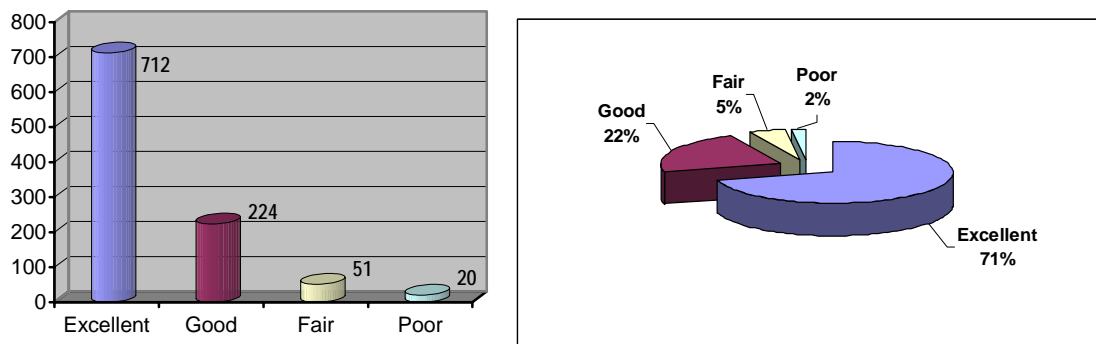
How would you rate the service you received from our GRH trip reservation staff?



Transportation Service

Figure 6 | Number and Percentage of Responses Received

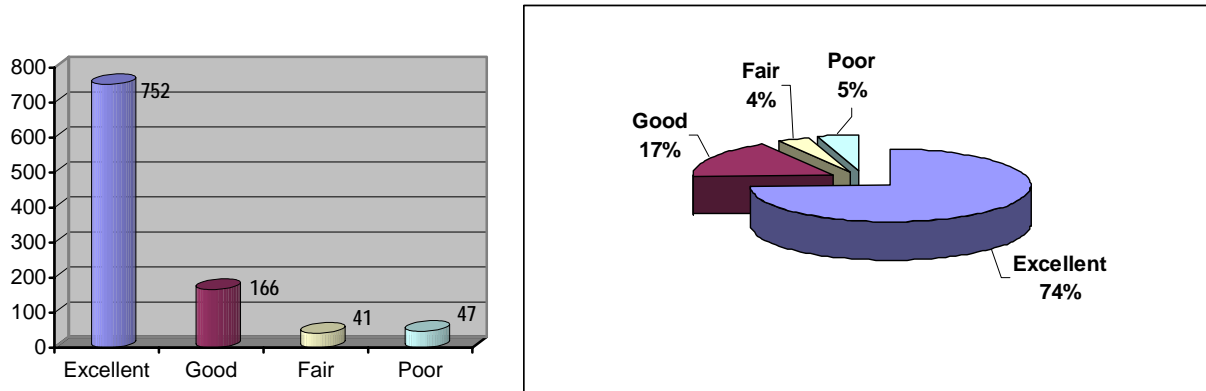
How would you rate the taxi or rental car service?



Response Time - Rating

Figure 7 | Number and Percentage of Responses Received

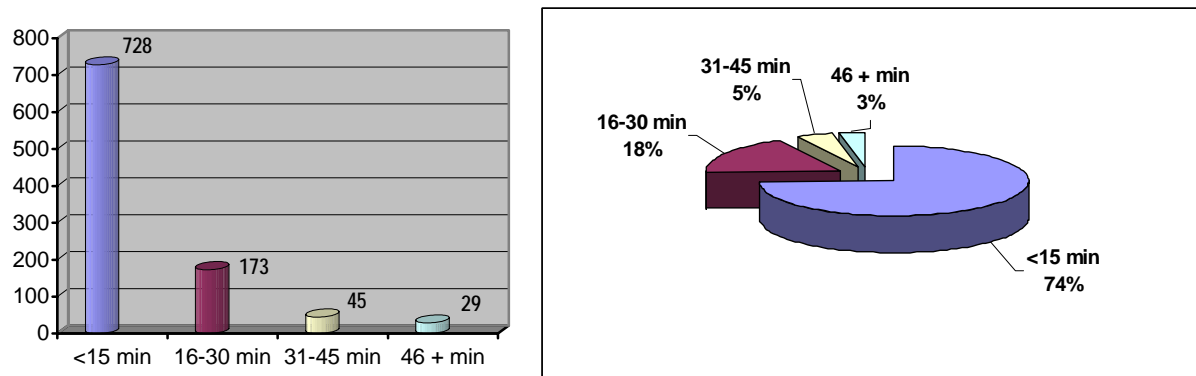
How would you rate our response time?



Response Time – Minutes

Figure 8 | Numbers and Percentages of Responses Received

Approximately how many minutes did you wait until your ride?

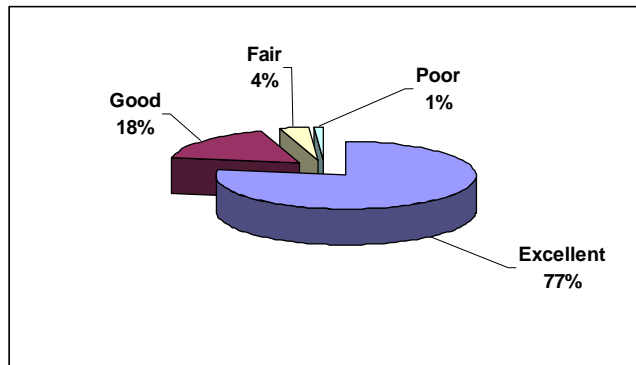
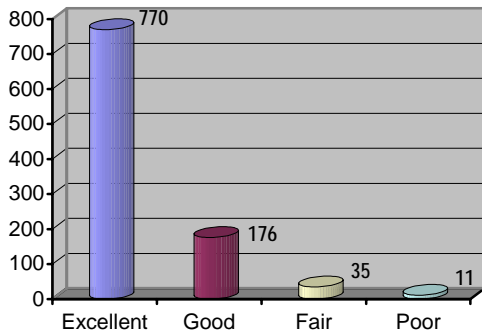


This was a newly added question for FY 2006. Average response wait in FY08 was 15 minutes and 92% stated wait time of 30 minutes or less. The average wait time is a two minute improvement over the previous year's time.

Overall Service

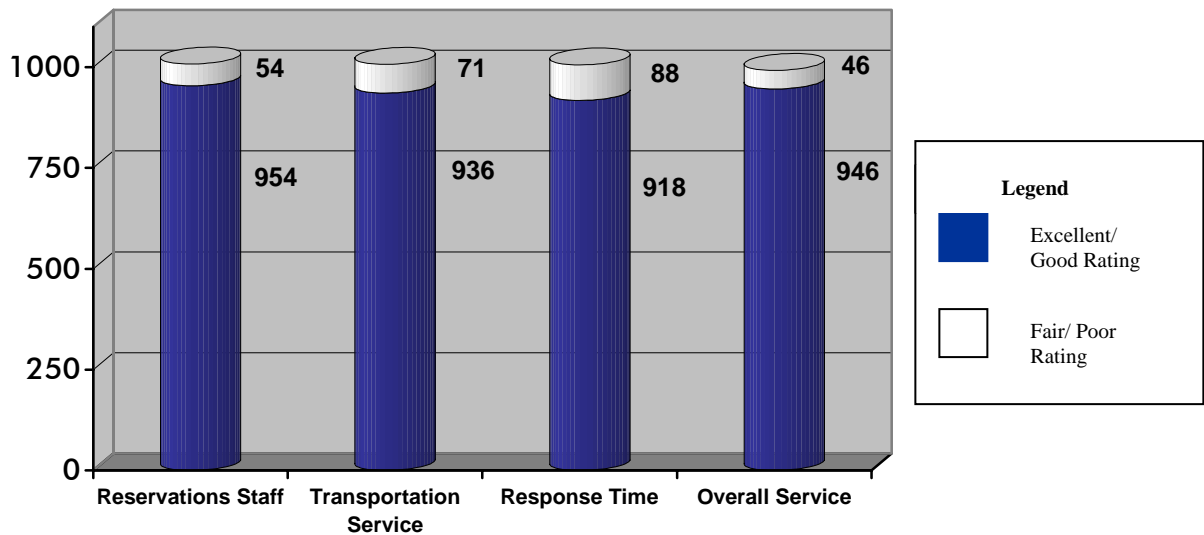
Figure 9 | Numbers and Percentages of Responses Received

Overall, how would you rate our GRH service?



Excellent/Good vs. Fair/Poor: All Questions

Figure 10 | Number of Responses Based on Combined Satisfaction Levels



This chart emphasizes the overwhelming positive ratings (excellent & good) compared to the negative ratings (fair & poor). For example, 946 of respondents gave the Overall Service category a positive rating, noted in the darker area, in contrast to merely 46 dissatisfied respondents shown on top of the bar in the lighter color.

Reason for Trip

Figure 11 | Numbers and Percentages of Responses Received

What was the reason for your GRH Trip?

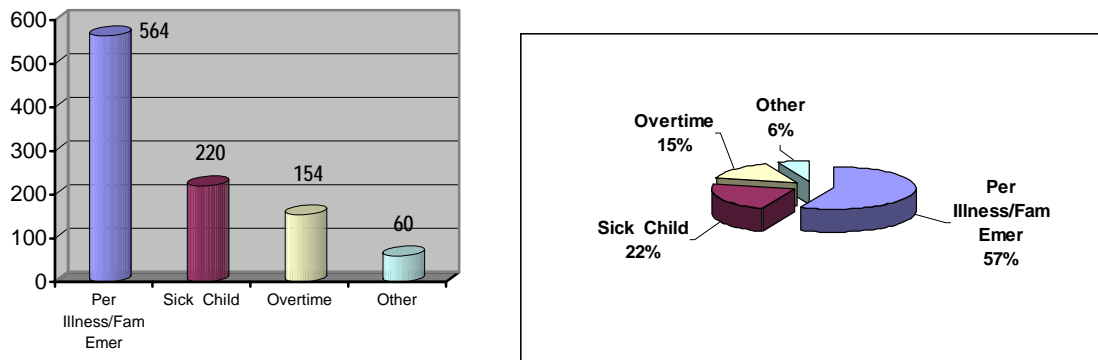
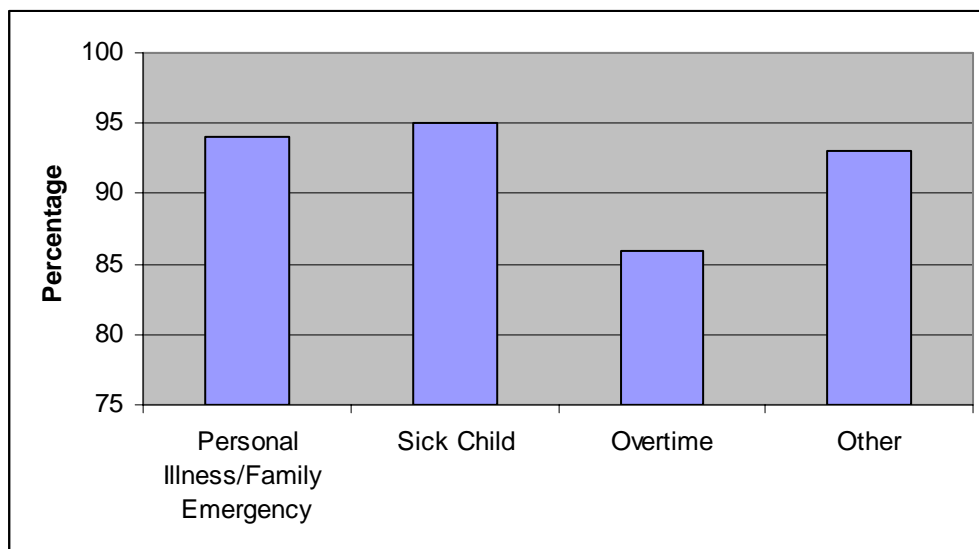


Figure 12 | Percentage of Positive Responses to Overall GRH Service by Reason for Trip

Excellent/Good Rating: Overall Satisfaction Category



This bar graph indicates that overall satisfaction with the GRH program remained high, regardless of the reason for taking a GRH trip. With an 86% rating, the least satisfied group were those who used the service for unscheduled overtime. The most satisfied were those who used the GRH service

to get home for a sick child.

Written Responses

In addition to the multiple-choice questions, survey respondents were provided a blank area to provide written comments. This open ended response area generated mostly compliments. Other written responses included suggestions, complaints, as well as a few miscellaneous comments as well. All feedback is valuable for assessing customer attitudes regarding specific service areas, and overall comments help to gauge the general pulse of the program. The total number of written responses remained significant as 366 out of a total 1,008 returned survey cards had written responses. The percentage of written responses decreased slightly compared to the previous fiscal year, from 38% of all survey cards in FY07 to 36% in FY08.

Many respondents provided feedback that fell into more than one category. For example, a respondent wrote "*The taxi was there immediately, but driver had to stop for gas. Otherwise fabulous!*" This response included both a complaint and compliment and was recorded in both categories.

Compliments

With 226 compliments, positive feedback was overwhelmingly the most common type of written response. Compliments were given by 62% of those who provided a written response, three times that of the rate of complaints. The majority of compliments were regarding overall satisfaction of the program. Many were expressions of gratitude for the GRH service. Some commuters explicitly listed GRH as the main reason which allowed them to utilize an alternative commute mode. Many of the respondents provided personal stories about how GRH helped them during a crisis situation. The breakdown of compliments by category are as follows: Taxi/Rental Service 16%; Overall Service 83%; Reservations Staff 14% and Response Time 15%. Note that some respondents compliment more than one area, therefore percentages add up to more than 100 percent. It should also be noted that the compliments received almost exclusively pertain to taxi trips, as only 1% of the trips used the rental car service.

- Samples of actual compliments from FY08:
- *Response time was great! Taxi service was great! Operator was very cordial and had a pleasant attitude!*
- *Very impressed with the response time and the professionalism of the GRH staff.*
- *Prompt response, professionalism and positive attitude are greatly appreciated.*
- *Your staff was excellent, responsive and efficient yet showed sympathy. Thank you!*
- *I left my Blackberry in the taxi and both the GRH staff and the driver bent over backwards to help me get it back.*
- *I am very impressed with all parties involved. Thank you.*
- *Great response with GRH representative and taxi service. Thanks so much for your assistance.*
- *Your CSR was absolutely fantastic. I wish I remembered her name!*
- *GRH staff was excellent and went out of the way to minimize my discomfort when I was sick.*
- *Thanks so much. Staff was very competent and helpful throughout my first instance using the program.*
- *Unbelievably fast response and great service.*
- *Overall, very pleased with the service. The representative that assisted me was very courteous and helpful.*
- *When I came out of our building in Crystal City, the taxi pulled to the curb. It couldn't be better timing.*
- *Kudos to your staff!*
- *They were faster getting to me than I was getting out of my office building. Excellent and courteous.*
- *I am very grateful for the GRH. This was my first time using it and I was very upset and nervous because my sister was dying. Taxi driver got to me as quickly as possible and tried to make me less stressed. Thank you!*
- *The service and response time was superb!*
- *I think this is a great service. The response time from the time I called was amazing. Very satisfied.*
- *This is a great service. I was very sick and I got timely help.*
- *The process worked out extremely well - the taxi was waiting by the time I made it downstairs.*
- *Thank you! My child got sick in the middle of the day and GRH allowed me to get home quickly.*

- *I was stunned by the quick response. The taxi was clean and courteous although he was not familiar with areas outside Arlington.*
- *First time user. Broke ankle at work and was able to make it to doctor appointment on time. Thanks!*
- *This is the best idea that has ever come around and it really helped get home to my child. Thank you - keep this program going.*
- *I use GRH about every eight months. The service is consistently outstanding and a life saver for the public transit commuter!*
- *This program is the only reason I carpool to work every day. Thank you!*
- *I really appreciate the guaranteed ride home and don't know what I would do without it...keep up the excellent work.*
- *I couldn't believe how great it was. You guys really saved me that day.*
- *Great program truly appreciated by commuters.*
- *I have been commuting from Fredericksburg for over two years now and this is first time using the service - I was extremely happy with everything.*
- *My congrats on running an excellent program.*
- *I can always rely on Commuter Connections. Many thanks for your great service!*
- *Invaluable service!*
- *Service was excellent and without it I would not be able to utilize carpooling to work. Thank you!*
- *Thanks for the service - keeps me commuting.*
- *This program allows us to commute comfortably knowing you are there in case of emergency!*
- *This service is the only reason I continue carpooling to work. Thank you!*
- *Excellent program which helps carpoolers get home when they need to.*
- *I was very impressed by the professionalism displayed by all parties involved.*
- *I am in a five-person carpool. Without GRH, it is unlikely that I would be able to participate in a carpool.*
- *GRH was a life saver. I am very grateful for your service.*

Complaints

A total of 74 complaints were received about experiences with the GRH service. Of respondents who lodged a complaint, many also gave a compliment. The break down of complaints by category are as follows: Taxi/Rental Service 49%; Overall Service 14%; Reservations Staff 64% and Response Time 27%. Note that some respondents complain about more than one area, therefore percentages add up to more than 100 percent. Complaints received under the Taxi/Rental Service category almost exclusively pertain to taxi trips, as only 1% of the trips used the rental car service. Another common type of complaint related to the need for the reservations staff to ask probing questions, which is done in order to verify whether the request fully meets the GRH trip approval requirements. Most commuters understand this as one of the necessary steps of the program, while some are defensive and put off by this process. Without these safeguards, it is possible that some commuters might abuse the program rules and take advantage of the free service. GRH can only be used for unexpected emergencies such as a personal illness, a sick child or other personal or family emergency situations. To keep costs down, the reservation staff may also encourage commuters to use a rental car instead of a significantly more expensive taxi fare. They may also ask the commuter to supplement the trip with Metrorail for part of the distance.

In some cases the approval of a GRH trip must rely on the perceived “unexpectedness” of the caller’s situation. This is to prevent misuse of the program for non-emergency situations. The reservations staff must at times differentiate between true emergencies and flagrant abuse. When making such judgments, a GRH trip may be rejected if the emergency is divulged as “expected”, such as a planned doctor’s appointment.

Complaints that were centered on the taxi service included some confusion about where to pick up the taxis as well as problems with identifying which taxi was part of the GRH program. Additional issues included the attitudes of some drivers, cab cleanliness, and the lack of knowledge the cab drivers had of the GRH program. Unfortunately, many of the taxi drivers do not possess common sense customer service skills and the companies do a poor job of communicating the GRH program protocol to their drivers. Although problems and issues are discussed between the GRH contractor and the taxi companies, the filtering down of information to the drivers can be less than ideal. Ultimately, the taxi companies are responsible for the training of taxi drivers and Commuter Connections has little direct control over this aspect of the service. Customers rarely note the specific cab company in question. Furthermore, since the surveys are anonymous, it is difficult to trace the poor service to a specific cab driver. Customers are however welcome to specify the cab company and/or driver by name when filling out the survey card and can also lodge a complaint directly to the taxi company. When known by Commuter Connections, this feedback is communicated to the appropriate cab company through the managing contractor.

- Sample of actual complaints from FY08:
 - *The driver and the dispatcher were very courteous. I had to call several times because it took a long time for the taxi to arrive.*
 - *First taxi never arrived - GRH rep called for second taxi and made sure it arrived. GRH rep was outstanding!*
 - *GRH staff really tried hard to help me but taxi service never responded. I can no longer rely on GRH and will not recommend it.*
 - *Waited a little longer than I expected, but otherwise a great service!*
 - *Driver was lost and not polite. Overall great!*

- *I was very disappointed by the quality of service of GRH and the staff was not professional at all.*
- *Unfortunately, the taxi company wrote down my pick-up address as Constitution Ave instead of Connecticut. Had to call three times before it was caught.*
- *Coordination between driver and dispatch took too long.*
- *Still not clear on how to get a ride "authorized" if due to unscheduled overtime. Had a very difficult time getting the ride authorized by the agent.*
- *Reservation staff needs to be a little friendlier. The person I worked with sounded like I was imposing on her by calling in to use the service.*
- *Only problem was reaching your staff. The phone system was not working - it could not connect me to anyone.*
- *Taxi was dispatched to wrong side of Vienna Metro station.*
- *Taxi service (Barwood) was completely useless. Is there another service or do they have a monopoly?*
- *It took a long time for the taxi to arrive.*
- *The driver was very nice but he didn't know how to go from SW DC to Gaithersburg, so I directed him the entire way.*
- *Incapable taxi driver.*
- *Taxi driver was very sleepy. Asked him to pull over and I would drive - ride was scary.*
- *I got to the taxi stand 15 minutes after I called - the taxi company said I was a "no show" but they had not called. Another cab came 30 minutes later. Every other time I have used GRH it was perfect!*
- *Cab driver was scared I was going to rob him. He almost made me get out on the side of the road to leave me stranded.*

Comments and Suggestions

Generally comments were prone to be either a compliment or a complaint. Comments and/or suggestions however were received by 84 respondents, representing 23% of all written responses.

Sample of actual comments & suggestions from FY 2008:

- *You provide excellent service. Please increase the number of GRHs per year.*
- *Make sure the taxi driver knows the distance involved. I had to put gas in the taxi to get home.*
- *Would like to be able to have pick-up past 10pm.*
- *The GRH did not include a gratuity for the driver. Is it possible to include the gratuity, as the gratuity (\$10) exceeded my usual fare on transit? Thanks!*

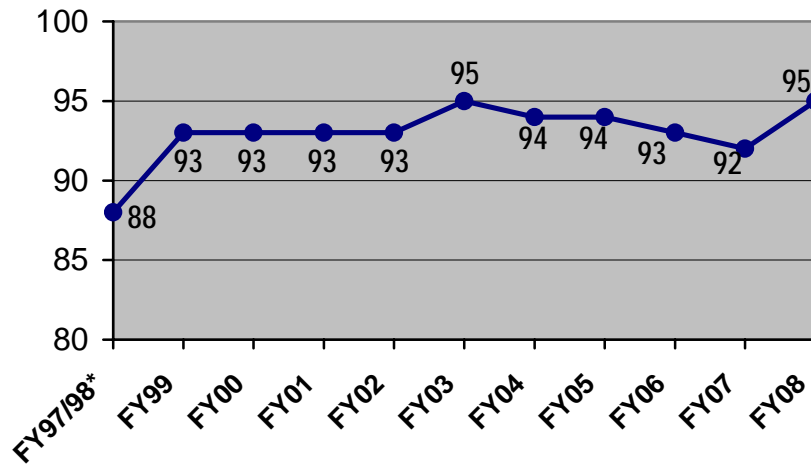
Comparison to Previous Fiscal Years

Reservations Staff

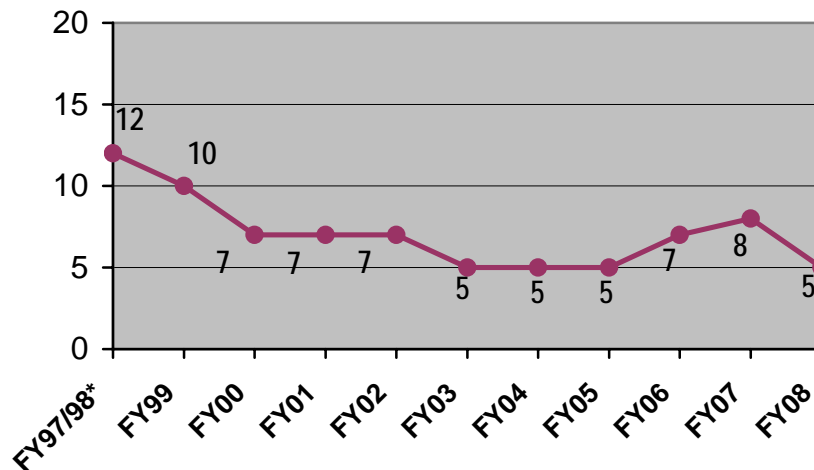
Figure 14 | Percentages of Responses Received for Question One Over All Fiscal Years

How would you rate the service you received from our GRH trip reservations staff?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



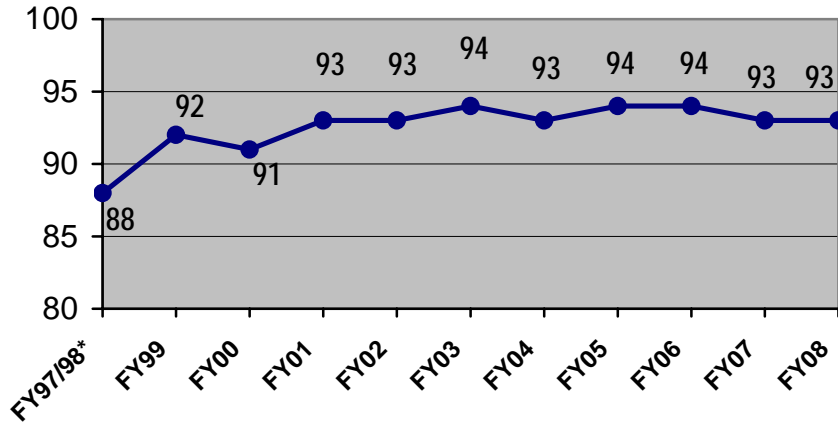
* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Transportation Service

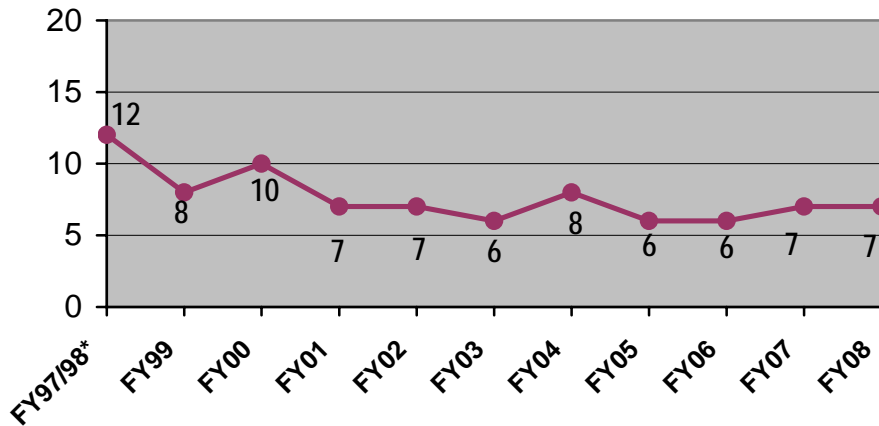
Figure 15 | Percentages of Responses Received for Question Two Over All Fiscal Years

How would you rate the taxi or rental car service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



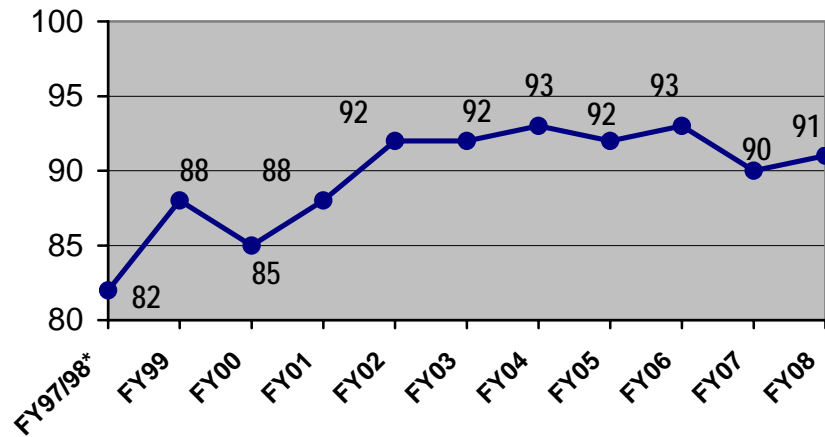
* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Response Time

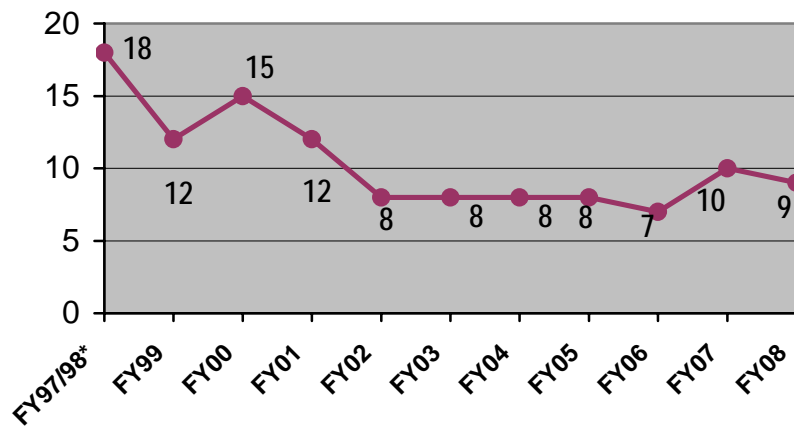
Figure 16 | Percentages of Responses Received for Question Three Over All Fiscal Years

How would you rate our response time?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



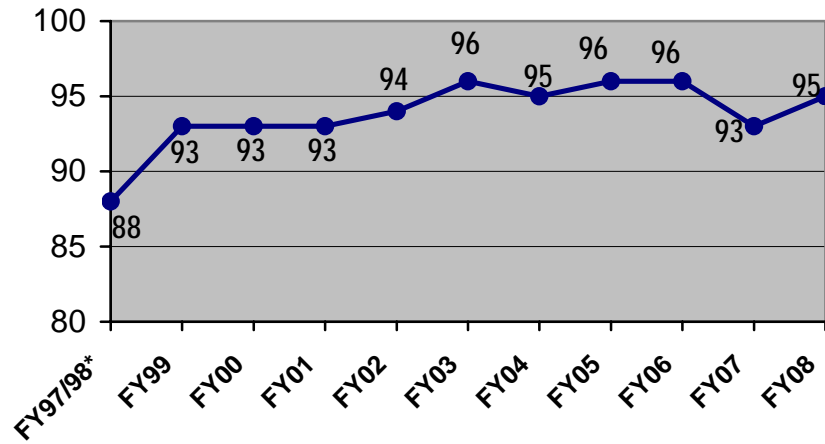
- FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Overall Service

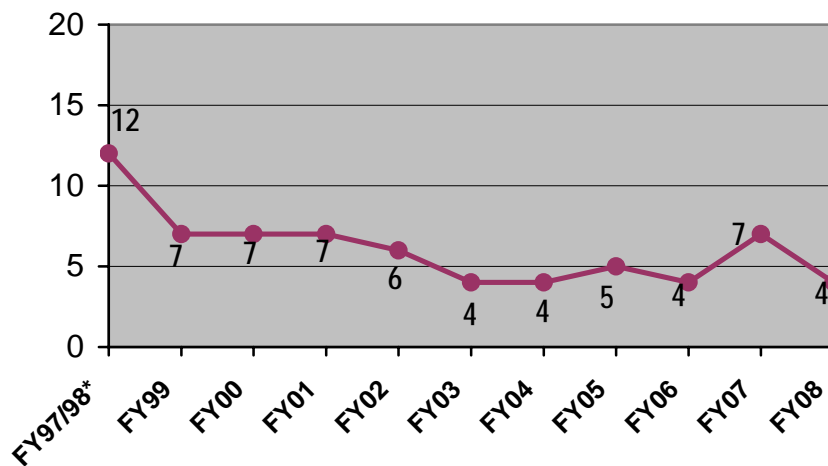
Figure 17 | Percentages of Responses Received for Question Four Over All Fiscal Years

Overall, how would you rate our GRH service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Recap Summary

Of the 2,994 surveys distributed in fiscal year 2008, 1,008 or 33% surveys were completed. The vast majority, 95% of the survey respondents were satisfied with the overall GRH service. Written responses were entered on over a third of the returned survey cards, the majority of which were compliments. Good or above ratings were given by at least 91% of the respondents for each category. Average response wait was 15 minutes and 92% waited 30 minutes or less.

For the aspects of the service within greater control of Commuter Connections, namely the service provided by the reservations staff, continuous customer training is provided and information is shared with contractor staff members so that improvements can be made.

Appendix

Response Data by Year, Question and Rating - Percentage of responses

Survey Questions	Responses	FY97/98	FY99	FY00	FY01	FY02	FY03
How would you rate the service you received from our GRH trip reservations staff?	Excellent	62%	66%	70%	74%	76%	78%
	Good	26%	27%	23%	19%	17%	17%
	Fair	6%	5%	4%	4%	4%	4%
	Poor	6%	5%	3%	3%	3%	2%
How would you rate the taxi or rental car service?	Excellent	59%	66%	65%	70%	69%	70%
	Good	29%	26%	26%	23%	24%	24%
	Fair	6%	5%	6%	4%	4%	4%
	Poor	6%	3%	4%	3%	3%	2%
How would you rate our response time?	Excellent	58%	60%	65%	70%	73%	74%
	Good	24%	28%	20%	18%	19%	18%
	Fair	9%	6%	10%	7%	3%	4%
	Poor	9%	6%	5%	5%	5%	4%
Overall, how would you rate our GRH service?	Excellent	61%	68%	69%	73%	78%	79%
	Good	27%	25%	24%	20%	16%	17%
	Fair	7%	5%	4%	5%	3%	3%
	Poor	5%	2%	3%	2%	3%	1%
Totals	Excellent	60%	65%	67%	72%	73%	75%
	Good	26%	27%	23%	20%	19%	19%
	Fair	7%	5%	6%	5%	4%	4%
	Poor	7%	4%	4%	3%	4%	2%

Survey Questions	Responses	FY04	FY05	FY06	FY07	FY08
How would you rate the service you received from our GRH trip reservations staff?	Excellent	78%	78%	78%	76%	78%
	Good	16%	16%	15%	16%	17%
	Fair	3%	3%	4%	4%	3%
	Poor	2%	2%	3%	4%	2%
How would you rate the taxi or rental car service?	Excellent	70%	73%	76%	68%	71%
	Good	23%	21%	18%	25%	22%
	Fair	6%	4%	4%	5%	5%
	Poor	2%	2%	2%	3%	2%
How would you rate our response time?	Excellent	75%	75%	77%	74%	74%
	Good	18%	17%	16%	17%	17%
	Fair	5%	5%	4%	4%	4%
	Poor	3%	3%	3%	5%	5%
Overall, how would you rate our GRH service?	Excellent	78%	78%	78%	75%	77%
	Good	17%	18%	18%	18%	18%
	Fair	3%	4%	4%	4%	4%
	Poor	1%	1%	1%	3%	1%
Totals	Excellent	75%	76%	79%	73%	75%
	Good	19%	18%	17%	19%	19%
	Fair	4%	4%	2.5%	4.0%	4.0%
	Poor	2%	2%	1.5%	4.0%	2.5%

* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

**WASHINGTON METROPOLITAN AREA
GUARANTEED RIDE HOME PROGRAM PARTICIPATION GUIDELINES**

Guidelines are subject to change without notice. Call 1-800-745-7433 or visit www.commuterconnections.org for current Participation Guidelines.

1. **Commuters must call Commuter Connections and receive authorization from Commuter Connections prior to using the Guaranteed Ride Home (GRH) service.** Commuter Connections will issue an authorization number(s) to the commuter to approve a GRH trip. **Commuters will not be reimbursed for trips not authorized by Commuter Connections.** After approval, Commuter Connections will make the GRH trip arrangements for the commuter and, if necessary, provide instructions on how and where the GRH transportation provider will pick up the commuter. Commuter Connections is equipped to provide wheelchair accessible transportation as part of the GRH service as needed.
2. Commuters must be officially registered with Commuter Connections before using the GRH service. Commuters must provide the supervisor name and phone number and at least two (2) phone numbers (home/cell and work) in order to register for GRH service. Registered commuters are those who have received an official registration letter and GRH ID card from Commuter Connections. Commuters who have not been officially registered may use the GRH service one time, providing they meet all other eligibility criteria. This is referred to as a “one-time exception.” Any commuter granted a one-time exception must be officially registered *before* additional GRH trips are granted. Registered and one-time exception commuters must be carpooling, vanpooling, taking transit, bicycling, or walking to their site of employment at least two (2) days per week **and** on the day they use the GRH service.
3. Registered commuters may use the GRH program up to four (4) times annually from their official registration date. Commuters who received a one-time exception, then officially register with Commuter Connections may use the GRH service three (3) more times within 12 months from the date of their one-time exception GRH trip. The GRH trip credits are non-transferable.
4. Commuters must re-register annually to maintain their GRH registration. Commuters must contact Commuter Connections to re-register and update their registration information.
5. The GRH program may only be used in cases of unexpected personal or family emergency, unexpected illness, or unscheduled overtime. **Cases in which the GRH program cannot be used include, but are not limited to the following: previously scheduled medical appointments, trips to the hospital or emergency room for a commuter that needs medical attention, personal errands, transit service disruptions and/or delays, business related travel, working late without a supervisor’s request, weather emergencies, any type of building closings or evacuations, and natural disasters.**
6. Requests to use the GRH program because of unscheduled overtime must be made *before* the commuter’s registered work end time, **and** a supervisor’s verification will be required at the time of the request.
7. GRH service is available between 6:00 a.m. and 10:00 p.m., Monday through Friday, except designated program holidays and any planned and/or unplanned Federal Government office closings. **GRH TRIPS MUST BE TAKEN BEFORE 10:00 P.M. Designated program Holidays include: New Year's Eve, New Year's Day, Birthday of Martin Luther King Jr., Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.**
8. To be eligible, a commuter must be physically working in the Washington, D.C. Metropolitan Statistical Area (MSA) as defined by the United States Office of Management and Budget. The MSA includes the District of Columbia, the Maryland counties of Calvert, Charles, Frederick, Montgomery and Prince George’s, the City of Alexandria and the Virginia counties of Arlington, Fairfax, Loudoun, Prince William and Stafford, and all cities within the aforementioned counties.

9. Eligible commuters can live anywhere inside the MSA or in any of the following areas: Allegany, Anne Arundel, Baltimore, Calvert, Caroline, Carroll, Cecil, Charles, Harford, Howard, Kent, Queen Anne's, St. Mary's, Talbot, or Washington counties, and the City of Baltimore in Maryland; and Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Madison, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah, Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester in Virginia; and Berkeley, Hampshire, or Jefferson County in West Virginia; and Adams, Franklin, or York counties in Pennsylvania. Any residence outside of the above-mentioned areas will be considered on a case-by-case basis.
10. All GRH trips must originate from the commuter's work location. Depending on the nature of the emergency, and home and work locations, a commuter using the GRH service may be required to use a taxi, car rental, transit, or any combination of these services to reach their destination point. **Commuter Connections will determine the type of service used and will issue a valid GRH authorization number at that time.**
11. Commuter Connections will pay for one vendor service and/or one transit service per request. If the GRH trip uses a taxi, Commuter Connections will pay for all charges, excluding gratuity, to the destination. **The commuter is responsible only for tipping the taxi driver.** Cancellation on the part of the commuter of a GRH trip may count as one of the four annual trips.

If a transit option is used for part of the GRH trip, the commuter will be mailed a transit reimbursement voucher. The transit reimbursement voucher must be submitted back to Commuter Connections within thirty days of transit use in order for payment to be made. Please allow 45 days for reimbursement. A commuter's supervisor must sign the transit voucher for any trip granted because of unscheduled overtime in order for the reimbursement to be issued.

If the GRH trip is made by rental car, the commuter is responsible for signing a standard rental agreement, showing a valid driver's license, proof of insurance, providing a credit card number for collateral, returning the rental car within a 24-hour period, and the following charges: gasoline refueling charges, taxes, purchase of insurance (if necessary), additional rental charges if auto is not returned within a 24-hour period (unless Commuter Connections has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.

12. GRH is a free service provided by Commuter Connections at the Metropolitan Washington Council of Governments (COG). COG will use its best efforts to provide the Guaranteed Ride Home in accordance with the guidelines shown above. By requesting assistance from the Guaranteed Ride Home program, the participant in the program explicitly acknowledges that COG assumes no liability for the timeliness of the GRH participating vendor(s) or any accidents that may occur on the conveyance.

1/15/08