HANDOUTS

from previous meeting



June 16, 2009



2009 Marketing Activities



Commuter Connections TDM Marketing Meeting Presented by Jen Desimone

June 16, 2009

Clean Air Partners

- Non-profit organization that educates Metropolitan Washington and Baltimore area residents about the health risks associated with poor air quality and the impacts our everyday actions have on the environment.
- We provide air quality forecasts; AirAlerts and the Air Quality Action Guide to help individuals, businesses and organizations take simple actions to reduce air pollution and greenhouse gas emissions that can impact climate.

2009 Marketing Strategy

- 1) Encourage greater participation in Clean Air Partners Activities.
- 2) Increase public awareness of the impact of their actions to air quality, climate change, public health, and the environment.

Tactics include:

- Clean Air Pledge
- Social Media
- Radio Ads and Promotions
- Transit Ads



Clean Air Pledge

- Reinforce individual actions to improve air quality and protect public health.
- Commit to reducing greenhouse gases that contribute climate change.
- Launched May 2009 continue through Earth Day 2010.

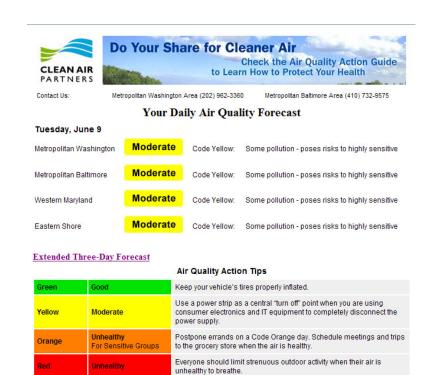


Two Steps:

- Sign up for AirAlerts
- Take EPA's Change the World, Start with ENERGY STAR pledge.



Clean Air Pledge and AirAlerts



Ohildren (especially asthmatic children) are at higher risk for illnesses

from air pollution on Code Purple days; even the simple act of playing

outdoors can become a health hazard.





Very Unhealthy

Purple

Social Media

- Web site is the primary mechanism for communicating information and engaging the public.
- Take advantage of social media sites, such as Facebook and Twitter, to increase web presence and provide user interaction with the organization.



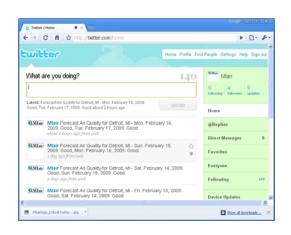


Social Media Web Applications

Facebook Application:



Twitter Application:



Mlair Forecast Air Quality for Detroit, MI - Mon. February 16, 2009: Good, Tue. February 17, 2009: Good about a hours ago from web



2009 Media Campaign Sponsors

- City of Fairfax
- Commuter Connections
- Constellation Energy
- Fairfax County
- Maryland Transit Administration
- Mirant
- Montgomery County
- PEPCO
- Prince George's County
- TransIT Services of Frederick County
- Washington Gas
- Washington Metropolitan Area Transit Authority



2009 Radio Spots

Washington, DC

Stations: 4

Weeks on Air: 5

Spots: 960

Total Gross Impressions:

26,100,000



Baltimore

Stations: 4

Weeks on Air: 5

Spots: 2,600

Total Gross Impressions:

47,600,000



A Walk, No Thanks:



Lazy Teenage Son:



Radio Promotions

- Electric Lawnmower Contest
- Clean Air Pledge Contest
- Energy Savings Idea Contest
- Gas Card Giveaways
- After Dark Tank Party



Transit Ads





Transit Ads





On the Air Curriculum & Outreach

- Air Quality education curriculum for 6thgrade students.
- Interactive teaching kit for schools and nonformal outreach component for use in summer schools, camps, etc.
- On the Air has reached more than 1,400 students over the past 12 months:
 - -District of Columbia (335 students)
 - -Maryland (625 students)
 - -Virginia (480 students)
- Poster and/or video contest





For More Information

www.cleanairpartners.net





Metropolitan Washington Council of Governments FY 2009 Second Half Draft Marketing Campaign Summary June 16, 2009

Introduction

A number of challenges have impacted the second half of FY09. In the six month period from September 2008 until March 2009, gas prices dropped almost 50%, providing less of an incentive for commuters to leave their cars at home in favor of alternative transportation.

In addition, congestion remained persistently problematic, with drivers facing bottlenecks on the roads during rush hours as well as the Metro and some bus lines running at or near capacity. The combination of lower gas prices, and crowded transit presented a challenging environment to convert commuters to alternative commute methods.

The Commuter Connections network members worked together to convert commuters in spite of this somewhat difficult environment. The team's efforts included:

- The launch of a new region-wide online ridematching system that made it easier for commuters to explore options, and control the ability to identify potential rideshare opportunities.
- An exciting new integrated marketing campaign launched in February 2009.
- A number of efforts and events to keep commuting issues front of mind included among others, the Bike to Work Day event and the Employer Recognition Awards.
- Diligent efforts of network members to forge and leverage relationships with commuters throughout the region.

The foundation for FY2009 marketing efforts were established in a marketing brief distributed to network members in August 2008. The strategies behind the FY09 marketing campaign continued to be based on the findings of the 2007 State of the Commute Survey, 2007 GRH Survey Report, and the Commuter Connections Stakeholder Attitudes and Opinions, April 2007. A separate analysis conducted by Odonnell Company looked at the implication of the findings on specific marketing strategies. Specifically, this analysis noted the following findings:

- All other modes, including train, carpool/vanpool, bus and bike/walk are all up from 2004 levels.
- One in every three reported trips was either avoided entirely or made with an alternative to driving alone.

¹ www.washingtondcgasprices.com

- Women and men are increasingly equal in their percentage of using alternative transportation.
- People with incomes above \$30,000 per year are a discretionary market with opportunity for growth in ridership. No further distinction in income (for example, above \$50,000 per year) was indicated, so all income levels above \$30,000 can be targeted with campaign messages.
- The top reasons for using alternative transportation included save money (18%); changed jobs or work hours (18%) and save time (13%).

Commuter Connections launched its spring FY09 campaign in February 2009 with new creative designed to reach out and address the issues commuters are facing. The Rideshare campaign invited commuters to explore all options and "Try a Different Way to Get to Work". Rather than focusing on gas costs as the sole incentive to rideshare, the campaign took a lighter approach to emphasize the other benefits of leaving a single-occupancy vehicle at home. The Guaranteed Ride Home campaign highlighted the comfort and control commuters can feel by registering for the Guaranteed Ride Home program. In addition to paid and value-add media, Commuter Connections network members stepped up with an impressive contribution of donated transit space throughout the region to maximize the reach of the umbrella marketing effort. COG supported this effort by funding printing of the transit marketing materials through the Commuter Connections regional marketing budget.

About Commuter Connections

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

Organizations represented in the Regional TDM Marketing Group include:

City of Alexandria	ARTMA	Fairfax City
Fairfax County Office of Transportation	National Institutes of Health (NIH)	Mass Transit Administration (MTA)
Northern Virginia Transportation Commission (NVTC)	Potomac and Rappahannock Transportation Commission (PRTC)	Virginia Department of Transportation Northern Virginia District Office
TYTRAN	VDOT	LINK
Virginia Department of Rail	Dulles Area Transportation	Tri-County Council for

and Public Transportation	Association (DATA)	Southern Maryland
Virginia Railway Express (VRE)	Washington Area Bicyclist Association (WABA)	Washington Metropolitan Area Transit Authority (WMATA)
Arlington County	MDOT	VPSI
General Services Administration (GSA)	District Department of Transportation (DDOT)	Loudoun County Office of Transportation Services
Maryland State Highway Administration	Montgomery County RideOn	Montgomery County Commuter Services
Montgomery County	Rappahannock Area Development Commission (RADCO)	Rappahannock-Rapidan Regional Commission
Northern Neck Rideshare/PDC		

Cornerstones of the Marketing Program

The key products and services that were featured in the marketing program included the Guaranteed Ride Home and Ridematching programs. Both of these programs are critical to growing the regional database and making it easier for commuters to find and maintain shared ride arrangements. Other areas included in marketing outreach included transit, bicycling and teleworking.

The objectives of the program included the following:

- Create a platform which promotes all network products and services individually while reinforcing the support provided by the umbrella program of Commuter Connections.
- Raise awareness of the Commuter Connections network and position the group as the region's primary resource for alternatives to driving alone.
- Promote awareness of Ridematching services and increase applications for the program.
- Promote awareness of the Guaranteed Ride Home service and increase applications for the program.

Messaging Strategy

The second half of FY2009 saw the launch of new creative for the spring umbrella campaign. Commuters were urged to "Try a Different Way to Get to Work" with Commuter Connections' Ridematching program where "a fresh approach to saving money, time and the environment" is offered. The print creative offered visual strength delivered with a sense of lightness to help reduce resistance to sharing a ride. The sense of spontaneity and the uplifting feel of the concept fed into the positive benefits offered by the Ridematching program and reminded us that change, possibility and open-mindedness to a new way is a simple choice that can be made at any time. The bright colors were in stark contrast to the economic downturn and offered positive energy and promoted feelings of a time for change. Individual benefits of ridesharing were brought forth in the payoff line of "a fresh approach to saving money, time and the environment". The sense of play, fun, and lightness were echoed in the radio ads where the use of a pogo stick and rickshaw grabbed the listeners' attention before delivering Commuter Connections' main message.

The Guaranteed Ride Home program is the insurance policy that most commuters hope they will not have to use but are reassured to know is there. Using the Commuter Connections' blue branding color as the predominant color, a contrasting bright orange was used to be visually hard hitting. Up close and personal graphics demonstrated the benefits of the Guaranteed Ride Home program. Commuters were offered a way to raise their comfort level while remaining in control. The print and radio concepts were tightly coupled to reinforce the message.

Spring 2009 Media Cost Flowchart

						SPR	ING	20	09	FLO	WC	<u>HA</u> I	RT							
MEDIA	FE	EΒ		IV	IARC	Н	H APRIL MAY			JUNE				COG TOTALS						
	16	23	2	9	16	23	30	6	13	20	27	4	11	18	25	1	8	15	22	
Rideshare			_	,	10		00		10	20	_,				20					\$174,750
GRH																				\$174,750
Bike to Work Day																				\$24,000
Radio (Total)																				\$373,500
Coffee Sleeves																				\$52,500
Internet																				\$30,000
Bus Exterior TransIT*																				\$(
Bus Exterior Ride On*																				\$(
Bus Interior ART*																				\$0
Bus Interior DASH*																				\$(
Bus Shelters Ride On*																				\$(
Van Magnets VPSI *																				\$(
Direct Mail*																				\$(
WSJ Print Ad																				ТВІ
Contingency																				\$3,000
Total																				\$459,000
GRH Only				GRH	/RS							Emp	loyer	Reco	ogniti	ion A	ward	ls		

Media Objectives: Guaranteed Ride Home

The Guaranteed Ride Home program campaign utilized a mix of proven media avenues as well as non-traditional media to raise GRH awareness among commuters and increase applications for the program. Guaranteed Ride Home leverages alternative transportation by removing one of the perceived barriers, how to get home in case of an emergency.

Target market

- 35-54 years old, secondarily 25-54
- 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%)

Geographic Targeting

Washington D.C. DMA

GRH Spring Media Budget	COG Cost	Gross Dollars
Radio	\$174,750	\$205,588
Internet Including earned media with radio partners	\$15,000	\$17,647
Coffee Cup Sleeves	\$26,250	\$30,882
Contingency	\$1,500	\$1,765
Total Budget	\$217,500	\$255,882

Media Objectives: Rideshare

The campaign to promote the Rideshare program uses a mix of traditional and non-traditional approaches to maintain awareness among commuters and increase applications for this program.

Target market:

- 35-54 years old, secondarily 25-54
- Caucasian (65%) and African-American (20%)
- \$60,000+ annual household income
- Commute of more than 20 miles / 30 minutes
- Work for employers with 250+ employees
- Live in Virginia (64%) or Maryland (33%); work in D.C (49%) or Virginia (34%)
- Work for federal agencies (54%) and private sector (30%)
- Professional (40%), Executive/managerial (19%), and administrative (18%)

Geographic Targeting

Washington D.C. DMA

Rideshare Spring Media Budget	COG Cost	Gross Dollars
Radio	\$174,750	\$205,588
Internet Including earned media with radio partners	\$15,000	\$17,647
Coffee Cup Sleeves	\$26,250	\$30,882
Contingency	\$1,500	\$1,765
Total Budget	\$217,500	\$255,882

Brand Character

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

Radio

During the spring campaign, radio was used as the anchor medium for the campaign with a broad mix of radio stations including Spanish-speaking commuters with spots running on WLZL, El Zol. In total, the following 8 D.C.-focused stations and 4 exurban stations were used during the campaign:

WAFY (Key 103.1FM)	WFLS (93.3FM Real Country, Fredericksburg)	WRQX (Mix 107.3FM)
WASH (Soft Rock 97.1FM)	WFRE (99.9 Free Country, Frederick)	WSMD (Star 98.3FM Mechanicsburg)
WBIG (BIG 100 100.3FM)	WLZL (El Zol, 99.1FM)	WTGB (94.7 The Globe)
WBQB (B101.5FM Fredericksburg)	WPGC (Urban AC)	WTOP (News/Talk 103.5FM)

Two radio spots were written and produced to deliver the messages of the Guaranteed Ride Home and Ridematching campaigns. The radio campaign rotated between Rideshare and Guaranteed Ride Home weeks for a total of a 10 week on-air period from February 23 until June 28. No Rideshare or Guaranteed Ride Home spots aired during the three week period when the Bike to Work Day spots aired, April 20 through May 10.

WLZL translated into Spanish and produced the "Comfort Level" Guaranteed Ride Home spot and the "Different Way to Work" Rideshare spot for the campaign.

The following spots were developed in support of the spring campaign:

Guaranteed Ride Home::60—"In Control"

A businessman, used to being in control of every situation, is concerned that by carpooling, he will no longer be in control. His wife reassures him that he's always in control since he has registered with the Guaranteed Ride Home program that will provide him with a ride home should an unexpected family or personal emergency arise.

Guaranteed Ride Home::60—"Comfort Level"

A stressed-out executive loses it. He has been told he must work late to finish a project but he can't find the project folder and he's worried about missing his vanpool. His coworker reminds him that Guaranteed Ride Home will get him home in case of unscheduled overtime. He regains his composure, thanks his co-worker for saving him, who in turn reminds him that it was registering for Guaranteed Ride Home that saved him.

Ridesharing::60—"Pogo Stick"

Co-workers discuss another co-worker's unique attempts to save time and money on his commute. In this case, the co-worker has opted to try a pogo stick much to the amusement of his colleagues. The discussion centers around the benefits offered by Ridesharing, namely saving time, money, and the environment, and how simple it is to register by calling Commuter Connections.

Ridesharing::30—"Different Way to Work"

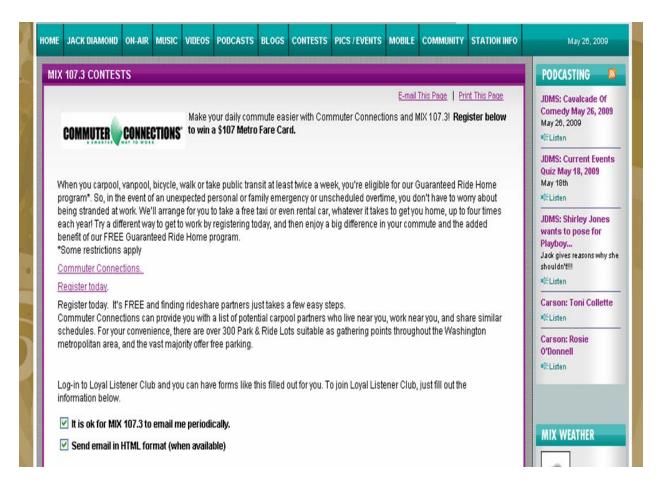
It's the end of the work day and employees are getting ready to head home when one employee offers to bring the rickshaw around. The rickshaw is being used as a way to save money on the commute since the employee has not been able to find anyone to rideshare with. He is reminded of the ease of Commuter Connections' new online ridematching system to find carpools.

Value Added Promotions

For the spring campaign, all radio stations were asked to promote the benefits of Commuter Connections' new online ridematching system. The radio stations responded with a mixture of promotional ideas.

The value added promotions provided as part of the spring campaign included:

- WASH, WBIG, and WMZQ ran the Rideshare Tuesday promotion.
- WRQX (Mix 107) sponsored a contest in April with a Metro SmarTrip Card for \$107 as the prize. Entrants were asked to provide details on how they planned to utilize it.
- WAFY will sponsor a contest in June with a bicycle as the prize. Entrants will be asked to provide commuting ideas or how to save on commuting costs.
- Commuter Connections took part in interviews with Guy Lambert for WPGC's Public Affairs Show and on WLZL's "Tu Familia Zol" program.
- WFLS provided Commuter Connections information in an e-blast to their database of 16,000 station club members.
- Bonus spots were included on most of the value add promotions. Most stations also plan promoted Commuter Connections on their station web sites.



In addition to the value add promotions provided by the radio stations, the coffee cup sleeve vendor sponsored a Commuter Connections coffee day on Tuesday, May 5th, from 8 AM to 10AM at the Cornerstone Cafe at 1501 M St. NW. As part of the promotion, the café provided free coffee for 2 hours for up to 200 customers. Balloons were provided by the vendor and Commuter Connections representatives were on hand to answer questions and distribute literature.



Commuter Connections coffee day event at the Cornerstone Cafe

Internet Advertising

Internet advertising during the spring campaign included rotating sizes of banner ads served to specified web sites and geo-targeted to IP addresses in the Washington D.C. DMA.

The selection of web sites for the placement of web banner ads for the spring campaign focused on those sites providing top performance on previous campaigns. Sites that have performed well, ad sizes that have performed well, tuning ad placement to meet the target audience demographics, as well as Internet trends, all factored into the placement of the Internet ads for the spring campaign.

Historically, weather sites have been among the top performers for all Commuter Connections campaigns. "Popunder" ads, those ads presented in a window left behind when you close the browser, have also delivered top performance. The campaign saw the inclusion of major job web sites as the 2007 State of the Commute Survey showed a correlation between changing job or work hours and switching to alternative transportation.

In addition to selecting sites based on past performance, the prevalence and adoption of social media and networking sites has grown considerably over the past year. The 2nd half of the year TDM Marketing campaign acknowledged this growth and included a Facebook ad as part of the Internet ad placements.

Ads are served to the selected websites through iii-interactive. iii-interactive works with online publishers to provide cost-effective serving of Internet advertising in a streamlined manner.

The following sites were used in the campaign:

- Monster
- iii-interactive.com run-of-network geo-targeted by IP address
- Facebook
- Accuweather
- Washington Times

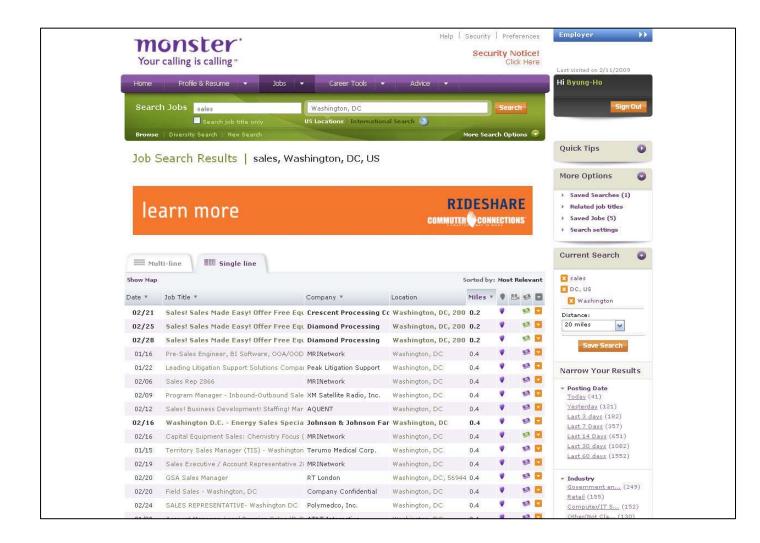
Four banner ad sizes, 160x600, 300x250, 720x300, and 728x90 were used for the campaign. One Rideshare and one Guaranteed Ride Home ad were provided in each size with equal rotation of both ads. For Facebook, 2 Rideshare and 1 Guaranteed Ride Home ads were created with equal rotation between the Rideshare and Guaranteed Ride Home ads.

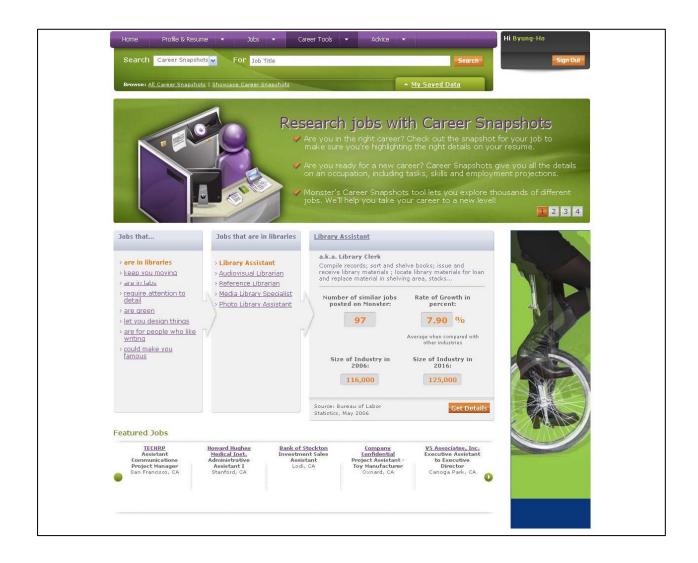
Statistics were collected throughout the campaign allowing for ad placement optimization. Based on impressions delivered and CTR (Click Through Rate), ad sizes and site placement were adjusted to provide optimal performance.

Within the first few weeks of the campaign, the Rideshare leaderboard ad (728x90) on Monster was outperforming the same size Guaranteed Ride Home ad by a factor of 4. This performance would seem to confirm survey results that commute alternatives are re-evaluated when considering a change in jobs. Based on the performance data, the campaign was optimized to

serve only Rideshare ads for this size and placement on Monster and to increase GRH ad presence on sites where performance of GRH ads were better than that of Rideshare ad performance, e.g., Washington Times.

New this spring was the inclusion of Facebook ads as part of the Internet advertising. Facebook allows ads to be specifically targeted to certain demographics. The first two months of the campaign had the Rideshare and GRH ads targeted to the 35+ age market in the metropolitan Washington D.C. area. As the Facebook audience is dominated by a younger market, the last two months of the campaign incorporated the younger market by targeting those in the metropolitan Washington D.C. area in the 25+ age range. The results of this venture will be part of the overall Internet banner ad performance analysis to be included in the final 2nd Half Campaign Summary Report.





Commuter Connections Web Site Graphic

A graphic that reflected the umbrella campaign was created for placement on the Commuter Connections web site home page to provide a visual tie from the umbrella campaign to the Commuter Connections web site. This area of the home page is used to reflect current campaign efforts and has been used for the Rideshare Tuesday and Bike to Work Day campaigns as well as the umbrella campaign.



Coffee Cup Sleeves

Coffee cup sleeves are practically as ubiquitous as single occupant vehicles on the road. During the spring, the campaign will distribute at least 525K, customized 4-color 'ad sleeves' over a 4 month time period in coffee cafes located in Virginia, Maryland, and Washington D.C. Ad sleeves were distributed to coffeehouses for free and leveraged their most powerful touchpoint to enhance the consumer experience.

See Appendix A for a list of the cafes that distributed the Commuter Connections campaign messages. .







Commuter Connections to go on cups of coffee

Member Donated Space

The free contributions of Commuter Connection network members are much valued as an effective channel for communicating the Commuter Connections message. By delivering the Commuter Connections message along the much traveled commuter routes, Commuter Connections is assured frequency of message in an affordable and effective manner. Commuter Connections has received generous donations of space on transit interiors and exteriors, shelters, and vanpools from the following network members:





















MARC Train cards with Guaranteed Ride Home message

Montgomery County Ride On and Loudoun VRT buses





Montgomery County Ride On and Loudoun VRT buses with Rideshare and Guaranteed Ride Home messages



Frederick TransIT bus exterior with the Rideshare message

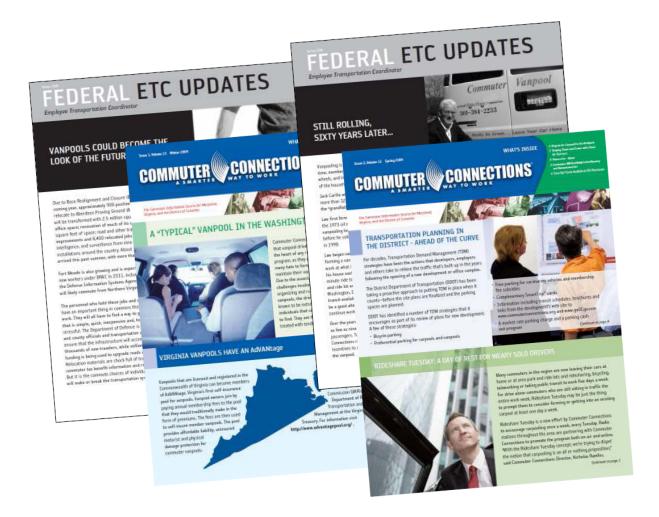
Direct Mail to Households

A direct mail campaign is scheduled to be mailed in June to households with persons age 35-54 and an annual income above \$50,000. A tear off card will be included so the recipient can easily apply for either ridematching and/or the GRH program, or request additional information.



Commuter Connections Newsletter and Federal ETC Insert

Winter and Spring editions of *Commuter Connections*, with an insert for federal Employee Transportation Coordinators, were produced during the second half of FY2009. The six page 4-color newsletter was distributed to approximately 5,000 employers and is mailed quarterly. It was also placed in .pdf format on the Commuter Connections web site. Newsletters are also sent to federal agencies via GSA along with a special Federal ETC Insert. A .pdf of the insert was also placed online at www.federaletc.org.



Special Events

Bike to Work Day

The sun shone on May 15, 2009 as over 8,000 of commuters registered to bicycle to work on Bike to Work Day. Adults 25-49, slightly skewed toward men, with a household income above \$30,000 were targeted through radio advertising at a cost of \$24,000. Employers and employees were targeted through a distribution of 75,000 posters and rack cards. Signage appeared on Downtown Circulator buses. T-shirts were provided to 7,500 bicyclists who registered and participated. A sponsorship drive resulted in 31 sponsors and generated contributions to offset marketing costs. The younger target audience was reached through pages on the social networking sites, Facebook and Twitter.



Secretary of Energy Stephen Chu speaks at Freedom Plaza on Bike to Work Day.
(Photo by Alex Wong/Getty Images North America)

The graphic from the Bike to Work Day poster had a strong visual presence on the Internet appearing on many network member web sites, the Facebook, and Twitter.





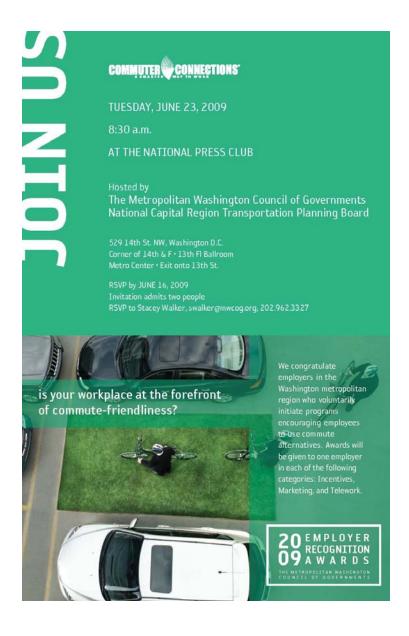
A Facebook group and Twitter account were created for Bike to Work Day in mid-April. This was one of Commuter Connections' first forays into social networking and was a learning experience for all involved. The Facebook page garnered 57 members. Twitter had a more active involvement in the week immediately preceding the event resulting in following 132 users on the day of the event and being followed by 89. Most of the tweets on the day of the event were enthusiastic and supportive and seemed to reflect a very successful event.





Employer Recognition Awards

The Commuter Connections Twelfth Annual Employer Recognition Awards program will recognize employers who voluntarily initiate outstanding worksite commute/telework programs to assist their employees. Winners and nominees will be honored at an awards ceremony on June 23, 2009. A special invitation and program booklet have been produced for this notable event. After the event, a ¼ page advertisement will appear in the Wall Street Journal (Washington/Baltimore edition).



Commuter Connections in the News

Commuter Connections figured prominently in transportation-related articles as either a source for transportation solution as or as an advocate for transportation alternatives to the single occupant vehicle commute. Special events factored prominently in the coverage with significant media attention around Car Free Day in September and Bike to Work Day in May.

Media	Description	Date
Washington Post	How to Beat the High Price of Gas	7/13/2008
Fox 5 News	COST OF LIVING: Commuter Connections	7/24/2008
Gazette.net	Reimbursements, ride sharing grow in popularity	7/25/2008
Gazette.net	Making telework work	7/25/2008
Frederick News Post	Traveling Through - MTA going hybrid	7/27/2008
Examiner.com - USA	DC area unveils revamped ride-sharing site	9/2/2008
WUSA 9	Monday is the Day to Live "Car Free"	9/22/2008
washingtonpost.com	Who Needs a Car?	9/16/2008
expressnightout.com	An End to Car Trouble: Car Free Day	9/16/2008
wtopnews.com	DC officials promote "Car Free" events for Monday	9/20/2008
myfoxdc.com	DC Officials Supporting Monday 'Car-Free DC' Events	9/20/2008
wjla.com	Officials ask Commuters to go 'Car Free' for One Day	9/22/2008
DC Examiner	D.C. maintains rank as nation's second longest commute	9/24/2008
Washington Post	How Do IHelp Reduce Traffic?	11/14/2008
The Free Lance-Star	RIDESHARING RISES ON I-95	11/14/2008
Washington Post	As Gas Prices Fall, Transit Still Popular; Economic Woes, Low Cost Help Push Up Ridership	12/2/2008
Associated Press	Good luck getting around D.C. on Inauguration Day	1/4/2009
WAMU	Commuter Connections Observes Drop in Participation	2/8/2009
WPGC	Interview Taping	4/1/2009
Washington Examiner	Online ride-sharing tool expanding beyond only workday needs	4/22/2009
washingtonpost.com	Loudoun Gears Up for Bike to Work Day	4/30/2009
Coalition for Smarter Growth	Bike to Work Day	5/8/2009
The Wash Cycle Blog	BTWD 2009 Dignitaries	5/11/2009
Washington Examiner	Three-minute interview - Eric Gilliland	5/12/2009
FrederickNewsPost.com	Commuters encouraged to pedal to work Friday	5/12/2009
expressnightout.com	Wheeling in Employees: How to Keep Cyclists Happy at the Office	5/12/2009
washingtonexaminer.com	Area commuter train services becoming more bike-friendly	5/13/2009
WJLA News Channel 8	A preview of Bike to Work Day (Video)	5/13/2009
Loudoun Independent	Loudoun Hosts Bike to Work Day on May 15	5/13/2009
FrederickNewsPost.com	Traveling Through - Forget high gas prices, bike to work	5/13/2009
Press Release	Secretary Chu to Participate in Bike to Work Day and Speak at Freedom Plaza Rally this Friday	5/14/2009
PBS	Washington D.C.'s Bike to Work Day 2009	5/15/2009
NachoFoto	Photos	5/15/2009
Wall Street Journal Blog	Energy Secretary Chu Rides Herd on CO2 with \$5,000 Bike	5/15/2009
The Wash Cycle Blog	Blog: Bike to Work Day 2009	5/15/2009
Leesburg Today	Commuters Come Out In Droves To Bike To Work	5/15/2009
washingtonpost.com	Spotted: Chu Marks Bike to Work Day	5/15/2009
Loudonextra.com	Loudoun Celebrates Bike To Work Day	5/15/2009
Waba.org	Bike to Work Day Draws Thousands	5/15/2009
D.C. MetBlog	Highlights from Bike to Work Day	5/17/2009
WUSA 9	Bike to Work Day in the District	5/18/2009
Gazette.net	Washington traffic experts travel to Frederick County	5/18/2009
Bike Commute Tips Blog	NPR reporter survives (!) Bike to Work Day	5/20/2009
The Wash Cycle Blog	More on Bike to Work Day 2009	5/20/2009
Ashburn Today	Bikin' To Work	5/22/2009
Fastnotes	Bike to Work Day 2009 - a BIG success!	Spring 2009
Big 100.3 website	Events: Bike to Work Day	
DC 101.1	City Bikes Bike to Work Day Radio Promo	
	•	

Guaranteed Ride Home Rewards Coupons

Sponsorship outreached continued in the second half of FY09 for corporate sponsors for Guaranteed Ride Home rewards coupons. Dunkin' Donuts and LaBaguette are two of the sponsors who have expressed an interest in providing an incentive to those who register for the GRH program. In exchange for their contribution, sponsors will be acknowledged on Commuter Connections corporate page on the web site.

Live Near Your Work

With low interest rates, drops in home prices, and reports of the "Beltway Burden" from the Urban Land Institute, the time is ideal to consider living near to your work. A postcard and print ad was created for Prince William County to invite area employers to a breakfast seminar to learn about programs available to employees working in the county.

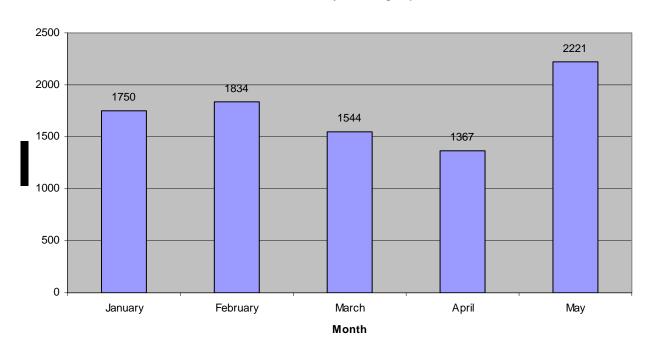


Web Hits

FY08	Web	FY09	Web		
Month	Visits	Month	Visits	+/-	+/- %
Jan-08	5,908	Jan-09	7,841	1,933	32.72%
Feb-08	5,616	Feb-09	7,139	1,523	27.12%
Mar-08	8,328	Mar-09	8,022	-306	-3.67%
Apr-08	8,018	Apr-09	6,957	-1,061	-13.23%
May-08	10,342	May-09	7,593	-2,749	-26.58%
Jun-08		Jun-09			
	38,212		37,552	-660	-1.73%

Phone Calls

2009 Toll Free Monthly Trending Report



Guaranteed Ride Home Applications

FY08	GRH	FY09	GRH		
Month	Applications	Month	Applications	+/-	+/- %
Jan-08	989	Jan-09	372	-617	-62.39%
Feb-08	688	Feb-09	326	-362	-52.62%
Mar-08	595	Mar-09	515	-80	-13.45%
Apr-08		Apr-09			
May-08		May-09			
Jun-08		Jun-09			
	2,272		1,213	-1,059	-46.61%

Rideshare Applications

FY08	Rideshare	FY09	Rideshare		
Month	Applications	Month	Applications	+/-	+/- %
Jan-08	923	Jan-09	370	-553	-59.91%
Feb-08	607	Feb-09	328	-279	-45.96%
Mar-08	717	Mar-09	559	-158	-22.04%
Apr-08		Apr-09			
May-08		May-09			
Jun-08		Jun-09			
	2,247		1,257	-990	-44.06%

Appendix A: Café Locations for Coffee Cup Sleeves



BRITEVISION MEDIA
COFFEE SLEEVE ADVERTISING
Round 1 VENUE LIST
CAMPAIGN: Commuter Connections

DMA	Café Name	Street	City	State	7in
Washington, DC (Hagrstwn)	Alexandria Pastry Shop	3690 H King St	City Alexandria	VA	Zip 22302
Washington, DC (Hagrstwn)	Caboose Cafe	2419 Mount Vernon Ave	Alexandria	VA	22302
Washington, DC (Hagrstwn)	Capital Bagel Bakery	3610 King St	Alexandria	VA	22301
		•	Alexandria	VA	22302
Washington, DC (Hagrstwn)	Ford Continental Cafeteria June Coffee	2601 North Stevens St 225 Reanekers Ln	Alexandria	VA VA	22311
Washington, DC (Hagrstwn)	St. Elmo's Coffee Pub	2300 Mt. Vernon Ave	Alexandria	VA VA	22314
Washington, DC (Hagrstwn)	Uptowner Cafe		Alexandria	VA VA	22301
Washington, DC (Hagrstwn)	Uptowner Cafe	333 John Carlyle St 1609 King St	Alexandria	VA VA	22314
Washington, DC (Hagrstwn) Washington, DC (Hagrstwn)	Brooklyn Bagel & Bakery	2055 Wilson Blvd	Arlington	VA	22201
Washington, DC (Hagrstwn)	Cafe 59	2461 S Clark Street	Arlington	VA	22201
Washington, DC (Hagrstwn)	Cedar Cafe	24050 Crystal Dr	Arlington	VA	22202
Washington, DC (Hagrstwn)	Coffee Express	1300 Wilson Blvd	Arlington	VA	22202
Washington, DC (Hagrstwn)	Festival Cafe	3701 N Fairfax Dr	Arlington	VA	22203
Washington, DC (Hagrstwn)	Gene's Market & Deli	2020 N 14th St	Arlington	VA	22203
Washington, DC (Hagrstwn)	J.'s Cookies	1700 N Moore St	Arlington	VA	22209
Washington, DC (Hagrstwn)	JCL Coffee LLC -Rappahannock	2406 Columbia Pike	Arlington	VA	22203
Washington, DC (Hagrstwn)	Mochaberry Coffee	1700 N Moore St	Arlington	VA	22209
Washington, DC (Hagrstwn)	Office Convenient Mart	1320 N Courthouse Rd	Arlington	VA	22201
Washington, DC (Hagrstwn)	Skywalk Cafe	1700 North Moore St	Arlington	VA	22209
Washington, DC (Hagrstwn)	Bethesda Bagels	4819 Bethesda Ave	Bethesda	MD	20814
Washington, DC (Hagrstwn)	Break Central	2 Bethesda Metro Ctr	Bethesda	MD	20814
Washington, DC (Hagrstwn)	Georgetown Bagelry	5227 River Rd	Bethesda	MD	20816
Washington, DC (Hagrstwn)	Janice's Espresso	6420 Rockledge Dr	Bethesda	MD	20817
Washington, DC (Hagrstwn)	Janice's Expresso 2	6420 Rock Ledge Dr	Bethesda	MD	20814
Washington, DC (Hagrstwn)	Kudo Beans	7501 Wisconsin Ave	Bethesda	MD	20814
Washington, DC (Hagrstwn)	Beans in the Belfry	122 W Potomac	Brunswick	MD	21716
Washington, DC (Hagrstwn)	Chesapeake Bagel Bakery	5719 Burke Centre Pkwy	Burke	VA	22015
Washington, DC (Hagrstwn)	Chesapeake Bagel Factory	6043 Centreville Crest Ln	Centreville	VA	20121
Washington, DC (Hagrstwn)	Spaghetti's	13812 Metrotech Dr	Chantilly	VA	20151
Washington, DC (Hagrstwn)	Karin's Cafe	2 Wisconsin Circle	Chevy Chase	MD	20815
Washington, DC (Hagrstwn)	Olympia Coffee Shoppe	7021 Brookville Rd	Chevy Chase	MD	20815
Washington, DC (Hagrstwn)	Sun Spot	5530 Wisconsin Ave	Chevy Chase	MD	20815
Washington, DC (Hagrstwn)	Music Cafe	26528 B Ridge Rd	Damascus	MD	20872
Washington, DC (Hagrstwn)	Yummy Donut	7244 Muncaster Mill Rd	Derwood	MD	20855
Washington, DC (Hagrstwn)	Sun Spot Cafe	2677 Prosperity Ave	Fairfax	VA	22031
Washington, DC (Hagrstwn)	Sunny's Cafe	9860 Main St	Fairfax	VA	22031
Washington, DC (Hagrstwn)	Toby's Homemade	3956 Wilcoxson Dr	Fairfax	VA	22031
Washington, DC (Hagrstwn)	Venezia Cafe	8503 Arlington Blvd	Fairfax	VA	22031
Washington, DC (Hagrstwn)	Taylor & Madison Enterprises	5203 Leesburg Pike	Falls Church	VA	22041
Washington, DC (Hagrstwn)	BB's Bagels and Bread	5866 Ballenger Creek Pike	Frederick	MD	21703
Washington, DC (Hagrstwn)	Bella Ragazza Cafe	6109 Spring Ridge Pkwy	Frederick	MD	21701
Washington, DC (Hagrstwn)	Java Junction	5 South Summit Ave	Gaithersburg	MD	20877
Washington, DC (Hagrstwn)	Jumbo Jumbo Cafe	701 Russell Ave	Gaithersburg	MD	20877
Washington, DC (Hagrstwn)	Wow Cafe	9029 Gaither Rd	Gaithersburg	MD	20877
Washington, DC (Hagrstwn)	Greensboro Cafe	8283 Greensboro Dr	Mc Lean	VA	22102
Washington, DC (Hagrstwn)	Wall Street Deli	7900 West Park Dr	Mc Lean	VA	22102
Washington, DC (Hagrstwn)	Olney Bagel Bakery	3490 Olney-Latonsville Rd	Olney	MD	20832
Washington, DC (Hagrstwn)	Uptown Cafe	10805 Parkridge Blvd	Reston	VA	20191
Washington, DC (Hagrstwn)	Wall Street Deli	12011 Sunset Hills Rd	Reston	VA	20190
Washington, DC (Hagrstwn)	Bean Bag	1605 E Gude	Rockville	MD	20850
Washington, DC (Hagrstwn)	Cafe Gallery	5635 Fishers Ln	Rockville	MD	20852
Washington, DC (Hagrstwn)	Carmen's Cafe	1115 Nelson St	Rockville	MD	20850
Washington, DC (Hagrstwn)	Research Center Deli	2275 Research Blvd	Rockville	MD	20850
Washington, DC (Hagrstwn)	Tower Cafe	1101 Wootton Pkwy	Rockville	MD	20852
Washington, DC (Hagrstwn)	West Deli	30 W Gude Dr	Rockville	MD	20850
Washington, DC (Hagrstwn)	French Confection	816 Olney Sandy Springs Rd	Sandy Spring	MD	20860

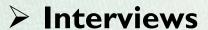
Washington, DC (Hagrstwn)	Flowers Bakery Cafe	14300 Layhill Rd	Silver Spring	MD	20906
Washington, DC (Hagrstwn)	Metro Convenience	1317 East West Hwy	Silver Spring	MD	20910
Washington, DC (Hagrstwn)	Soho Cafe & Market	8405 Colesville Rd	Silver Spring	MD	20910
Washington, DC (Hagrstwn)	Sun Spot Cafe	2277 Research Blvd	Silver Spring	MD	20850
Washington, DC (Hagrstwn)	Imagination Cafe	8714 A Gorgia	Silver Springs	MD	20910
Washington, DC (Hagrstwn)	Savory Cafe	7071 Carroll Ave	Takoma	MD	20912
Washington, DC (Hagrstwn)	White Orchid Cafe	8045 Leesburg Pike	Vienna	VA	22182
Washington, DC (Hagrstwn)	Azi's Cafe	1336 9th St NW	Washington	DC	20001
Washington, DC (Hagrstwn)	Cafe Phillips	650 Massachusettes Ave NW	Washington	DC	20001
Washington, DC (Hagrstwn)	Cafe Phillips Restaurant	50 F St	Washington	DC	20001
Washington, DC (Hagrstwn)	Coffee Espress	1250 H Street NW	Washington	DC	20005
Washington, DC (Hagrstwn)	Connie's Coffee	4224 Fessenden St	Washington	DC	20016
Washington, DC (Hagrstwn)	Cornerstone Cafe	1501 M St NW	Washington	DC	20005
Washington, DC (Hagrstwn)	Daily Market	1011 Connecticut Ave NW	Washington	DC	20036
Washington, DC (Hagrstwn)	First Cup Cafe	900 M St	Washington	DC	20001
Washington, DC (Hagrstwn)	Ford Continental Cafeteria	E Capitol St NE & 1st St NE	Washington	DC	20001
Washington, DC (Hagrstwn)	Jack's Fresh	1015 18th St NW	Washington	DC	20036
Washington, DC (Hagrstwn)	Jonathan's Gourmet Deli	1120 19th St NW	Washington	DC	20036
Washington, DC (Hagrstwn)	La Baguette	2001 M Street NW	Washington	DC	20036
Washington, DC (Hagrstwn)	Larry's Cookies	800 K Street NW	Washington	DC	20001
Washington, DC (Hagrstwn)	Lighter Cafe	1400 I St NW	Washington	DC	20005
Washington, DC (Hagrstwn)	Lobby Mart	501 3rd St	Washington	DC	20001
Washington, DC (Hagrstwn)	Puccini Espresso	1620 L St NW	Washington	DC	20036
Washington, DC (Hagrstwn)	Rollerj and Surfer City	2024 Concessions	Washington	DC	20310
Washington, DC (Hagrstwn)	Sip of Seattle	1120 G St NW	Washington	DC	20005
Washington, DC (Hagrstwn)	Sun Spot Cafe	601 New Jersey Ave NW	Washington	DC	20001
Washington, DC (Hagrstwn)	The Coffee Break	3900 Resovoir Rd	Washington	DC	20007
Washington, DC (Hagrstwn)	The Roasting House	1004 Vermont Ave	Washington	DC	20005
Washington, DC (Hagrstwn)	Wally's World Coffee	1225 I St. NW	Washington	DC	20005
Washington, DC (Hagrstwn)	What's Your Yogurt	800 K St NW	Washington	DC	20001
Washington, DC (Hagrstwn)	Windows Cafe & Market	101 Rhode Island Ave	Washington	DC	20001

Metropolitan Washington Council of Governments
Commuter Connections
Second Half FY2009 Marketing Activities

Presented by:
Dan O'Donnell
Odonnell Company
June 16, 2009

> Rideshare Tuesday continues

- WASH (Soft Rock 97.1 FM)
- WBIG (BIG 100 100.3 FM)
- WMZQ (Today's Country 98.7FM)
- Support from Montgomery, Frederick and Loudoun Counties

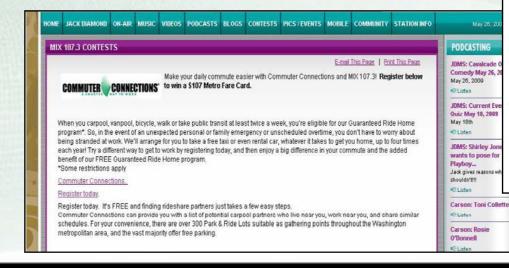


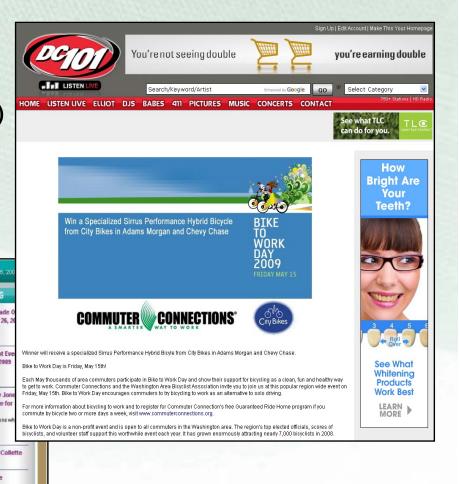
- WLZL (El Zol, 99.1 FM)
- WPGC (Urban AC)



> Giveaways

- Bicycle on WAFY (Key 103.1 FM)
- Bicycle on WWDC (DC 101)
- MetroCard on WRQX (Mix 107.3 FM)





- > Email blast, mentions, sponsorship, web banners
 - WBQB (BI01.5 FM)
 - WFLS (93.3 Real Country)
 - WLZL (El Zol, 99.1 FM)
 - WPGC (Urban AC)
 - WJFK (106.7 FM)
 - WTEM (ESPN 980 AM)

- •WSMD (Star 98.3 FM)
- •WTGB (94.7 Fresh FM)
- •WTOP (News/Talk 103.5 FM)



> Special mention

 WASH and WBIG, not part of the Bike to Work Day buy, picked up the momentum of the event and provided value add mentions to promote the event!



Coffee Day Promotion

- Commuter Connections Provides the Perks!
 - May 5, 2009 from 8 AM 10 AM, Cornerstone Cafe
 - 200 free cups of coffee distributed
 - Commuter Connections staff on hand to answer questions





Coffee Cup Sleeves

Commuter Connections to go!

- 525,000 sleeves distributed over 4 months
- Approximately 85 venues across the District, Maryland, Virginia



Member Donated Space

> Commuter Connections on the road!

- Bus exteriors provided for Frederick County TranslT,
 Montgomery County Ride On,
 - Virginia Regional Transit
- Magnets on VPSI vanpools
- Promoting Rideshare and Guaranteed Ride Home messages



Member Donated Space

> Commuter Connections on the road!









Member Donated Space

> Commuter Connections guarantees your ride home

- Bus interiors for Alexandria LocalMotion DASH, Arlington Transit
 ART
- Train cards for MARC
- Promoting Guaranteed Ride Home message

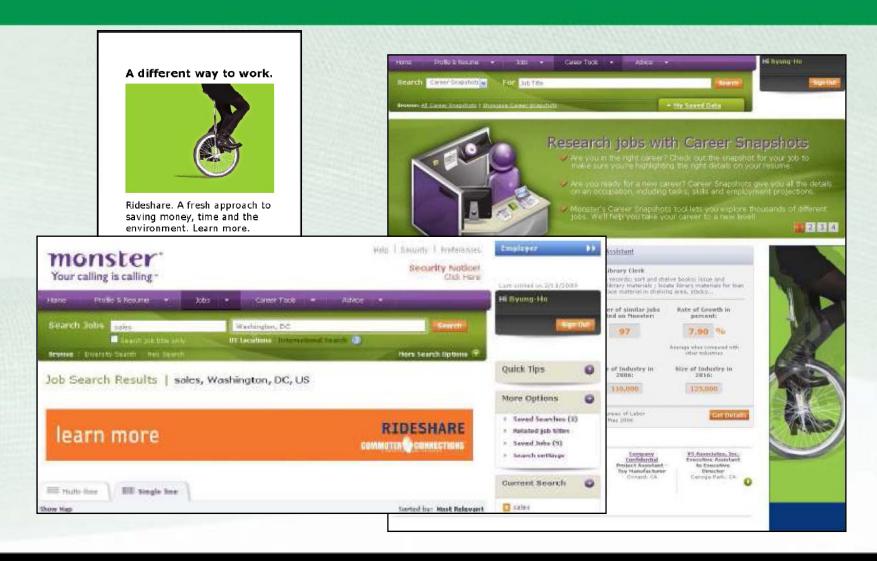




Web Banners

- > Commuter Connections on the digital highway
 - Monster.com
 - lii-interactive.com Run of Network, geo-targeted by IP address
 - Accuweather
 - Washington Times
- > New! Banner ads on Facebook!

Web Banners



Commuter Connections Website Updates

> Graphics provided to match the campaign



FY09 Media Coverage

"How to Beat the High Price of Gas" "COST OF LIVING:	"DC area unveils revamped ride- sharing site"	"As Gas		"Online ride-sharing tool expanding
Commuter Connections"	"Monday Is the Day to Live "Car Free"	Fall, Tra Popular	nsit Still "	beyond only workday needs"
"Reimbursements, ride sharing grow in popularity"	"DC officials		"Good luck getting around D.C. on Inauguration Day"	"Loudoun Gears Up For Bike to Work Day"
	promote 'Car Free' events for Monday'	,	mauguration Day	
"Making telework work"	"D.C. maintains ran as nation's second- longest commute"			"Commuters Come Out In Droves To Bike To Work"
July 2008	Sept 2008	Dec 2008	Jan 2009	May 2009

Media Coverage – Print, Radio, TV





washingtonpost.com















Special Events

- > Bike to Work Day: May 15
- > Employer Recognition Awards: June 23
- > Live Near Your Work Events:
 - Prince George's County, June 10
 - Prince William County, June 12
 - Dulles, June 24
- > Frederick TransIT Event: June 25
- > Bike to Work Day Employer Challenge Luncheon: June 30

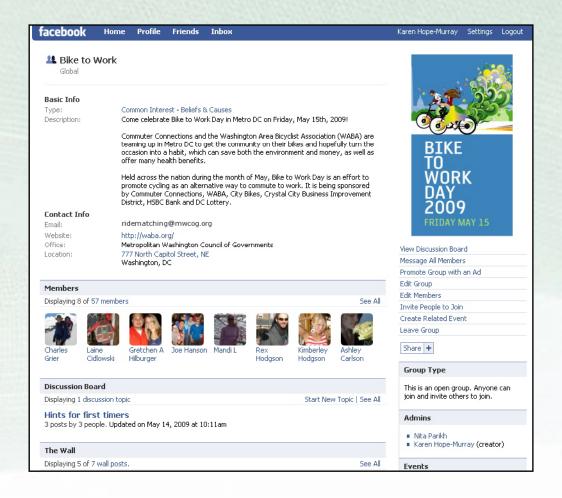
Bike To Work Day

- > Radio spot
- > Poster and rack cards
- > Circulator Bus signage
- > T-shirt
- Pit stop banners
- > Media placement
- > NEW! Facebook and Twitter



TO WORK DAY 2009 FRIDAY MAY 15

Bike to Work Day on Facebook



Bike to Work Day on Twitter



Bike To Work Day

- Over 8,000 participants! Largest event ever!
- High profile speakers at
 Freedom Plaza generating great
 press coverage
- Sponsorship drive resulting in 31 sponsors, great response given economic conditions







Employer Recognition Awards

- June 23, National Press Club
- Invitations
- Program brochures
- Podium sign
- Print ad (WSJ)
- Giveaways
- Trophies

is your workplace at the forefront of commute-friendliness?





LNYW Event

Prince William County, June 12

Postcard and print ad produced

With today's low interest rates and competitive housing prices, now is an opportune time to **shorten the distance** between workplace and home and **save on the cost** of your commute and mortgage at the same time.

Have you heard?



Have you heard?

With today's low interest rates and competitive housing prices, now is an opportune time for your employees to **shorten the distance** between workplace and home and **save on the cost** of their commutes and mortgages at the same time.

Prince William employers are invited to join us for a free breakfast and hear from Housing, Finance and Transportation experts as they discuss new housing opportunities and flexible commuting options. Learn about the Foreclosure Rehabilitation Acquisition and other programs available to employees working in Prince William County.

FRIDAY, JUNE 12

Prince William Regional Chamber of Commerce 4320 Ridgewood Center Drive Prince William, VA 22192 8:00am-10:00am

RSVP today: PWCCommuter@aol.com by 6/9



Quarterly Work Program Progress Report

> GRH Applicants

- Current quarter (Jan–Mar 2009): 1,213
- Prior quarter (Oct-Dec 2008): 1,361
- Current quarter of FY08 (Jan–Mar 2008): 2,272

> Rideshare Applicants

- Current quarter (Jan–Mar 2009): 1,257
- Prior quarter (Oct-Dec 2008): 1,775
- Current quarter of FY08 (Jan–Mar 2008): 2,247

FY10 Look Ahead

- > Carpool Incentive Demo, launch November 2009
- > FY09 spring creative to be used for fall FY10 campaign
- New creative to be developed for spring FY10 campaign

FY10 Carpool Incentive Demo

- > Recruit and retain commuters in a carpool through cash or other incentives
- > 3 corridors identified for project
- > Targeted to specific locations, commuters

FY10 Look Ahead

> Telework

- Mature program
- Need to maintain awareness and focus

> Photography

Refresh of stock photography

FY10 Look Ahead

>	Analyze research and results from recent campaigns	June 2009
>	Develop Marketing Brief - post to Extranet for Marketing Committee Review	July 2009
>	Collect Feedback from Marketing Committee via Extranet	Aug 2009
>	Present conceptual approaches to Marketing Committee at Regional TDM Marketing Group Meeting	Sept 2009
>	Develop approach based on Marketing Committee feedback	Oct 2009
>	Develop creative with feedback from Marketing Workgroup	Nov-Dec 09

FY2010 Time Line

> Car Free Day

Sept 2009

Fall Campaign (FY09 creative)

Sept - Dec 2009

> Carpool Incentive Demo

Nov 2009

Spring Campaign (New FYI0 creative) Feb -June 2010

> Bike to Work Day

May 2010

Employer Recognition Awards **June 2010**

Questions & Answers

Any questions or comments?