**ITEM #4A** 



### Metropolitan Washington Council of Governments FY 2011 First Half Marketing Campaign Summary Final Report March 15, 2011

### Introduction

Increasing traffic congestion, higher gasoline prices, a difficult economy, and effective commuter services and public education from the Commuter Connections network have helped drive single occupant vehicles to their lowest share in ten years. Telework is no longer simply a commute option, it is a cornerstone of the new "intelligent working" method being adopted by many public and private employers in the region. Transportation and commuting news in metropolitan Washington garners front page coverage in the region's newspapers. Smart phones and mobile social media provide new opportunities to reach customers with timely, relevant information. Overall, the environment for Commuter Connections to further increase registrations and build awareness in FY11 is positive.

Commuter Connections continues to build awareness of key products (Guaranteed Ride Home, Ridematching services) with radio advertising while also increasing access to the products and information through internet advertising and social media strategies. The FY11 campaign will look to increase registrations in the programs while also enhancing customer engagement through interactive online experiences and regional events.

Armed with extensive research and past campaign experience, Commuter Connections is working to convert SOV drivers to alternative commute options. The FY 2011 Marketing Communications Plan and Schedule, distributed to network members in August 2010, laid the foundation for FY2011 marketing efforts. The strategies behind the FY11 marketing campaign reflect the current state of events for the regions' commuters and build upon the research and findings of the following reports:

- 2010 State of the Commute Survey
- Transportation Emission Reduction Measure (TERM) Analysis Report FY2006-2008
- Fiscal Year 2009 Applicant Database Annual Placement Survey Report
- 2007 Bike to Work Survey TERM Analysis Report
- 2010 GRH Survey Report
- Commuter Connections Stakeholder Attitudes and Opinions, April 2007

Research, campaign experience, and current economic factors all contribute to the planned strategy for FY11 to convert SOV commuters to alternate transportation by raising awareness of

GRH as a commute "insurance" plan and the money that can be saved by sharing a ride. The team's efforts for the first half of FY11 include the following:

- The continuation of the FY10 spring marketing campaign that promotes ridesharing as a means for a commuter to "cash in" on his commute by sharing the ride. Commuters are urged to "insure" their commute by registering for Guaranteed Ride Home.
- Promotion of Car Free Day as an event to invite commuters and residents alike in the metropolitan Washington region to consider alternatives to their car and go car free or car-lite for the day.
- The promotion of the 'Pool Rewards program to encourage commuters to try carpooling by offering a cash incentive.
- The development of an exciting new umbrella campaign to be launched in February 2011.

### **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 in both Washington and Baltimore. Through its Employer Outreach Representatives, Commuter Connections also helps employers establish commuter benefit programs for their employees, including teleworking.

Organizations represented in the 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	Virginia Department of Transportation (VDOT)	LINK
Virginia Department of Rail and Public Transportation	Dulles Area Transportation Association (DATA)	Tri-County Council for Southern Maryland

Arlington County	Maryland Department of Transportation (MDOT)	VPSI
General Services Administration (GSA)	District Department of Transportation (DDOT)	Loudoun County Office of Transportation Services
Maryland State Highway Administration	Montgomery County Ride On	Montgomery County Commuter Services
Northern Neck Rideshare/PDC	Rappahannock Area Development Commission (RADCO)	Rappahannock-Rapidan Regional Commission

### **Cornerstones of the Marketing Program**

The key products and services that are featured in the marketing program include 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 include transit, bicycling and teleworking.

The objectives of the program include 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 first resource for alternatives to driving alone.
- Promote awareness of Ridematching services among commuters and increase applications for the program.
- Promote awareness of the Guaranteed Ride Home service among commuters and increase applications for the program.
- Use special events such as Car Free Day and Bike to Work Day to encourage commuters, or in the case of Car Free Day the general population, to use the occasion to try an alternative form of transportation.

### **Messaging Strategy**

The first half of the FY2011 campaign continued the messaging strategy started in the spring 2010. With economic concerns continuing to be a focus for 2010, the message for the fall campaign's Ridematching program centered on the economic gains that could be attained through ridesharing. The image of cash in the driver's seat with the message "You've been sitting on cash" made a strong and easy association between saving money and commuting.

The visuals reminded commuters that Commuter Connections' ridematching services are free and calls upon them to sign up at commuterconnections.org.

Radio spots continued the direct message of economic gains through ridesharing. Playing on the word "recalculate", an instruction frequently issued by GPS systems, a GPS instructs a driver on how he can save money on his commute by going to Commuter Connections. A slightly over-the-top financial expert urged listeners to stop giving their money away by driving alone. With listeners' attention gained, listeners were again reminded that Commuter Connections.org.

The focus for the fall's Guaranteed Ride Home campaign used "coverage" as a play on words, drawing an analogy that GRH acts as a free commuter insurance policy. The visuals included images of people being covered. The message was direct and to the point; "We've got you covered and it's free!" The call to action was kept equally straightforward; sign up today and insure your commute.

The radio spots used "what-if" scenarios, all returning to the same message, "No more excuses." Commuter Connections has you covered in case of an unexpected personal or family emergency or unscheduled overtime.

### Fall FY2011 Media Flowchart

MEDIA	A U G	SEP		ост			NOV			DEC			NET TOTAL						
	30	6	13	20	27	4	11	18	25	1	8	15	22	29	6	13	20	27	
RADIO																			
CarFree Day																			\$37,995
GRH																			\$130,900
Rideshare																			\$130,900
'Pool Rewards																			\$8,670
Total Radio																			\$308,465
LIVE TRAFFIC READS																			\$45,900
PRINT AD																			\$3,029
GRH																			
Rideshare																			
TEXT MSG																			\$500
INTERNET																			
CarFree Day																			\$1,500
GRH/RS																			\$88,800
'Pool Rewards																			\$300
TOTAL																			\$448,494
GRH Only		-	•		•	-	•	•		-	•	•		•		•	•		
Rideshare Only GRH/RS																			
Car Free Day																			
'Pool Rewards																			

### Media Objectives: Guaranteed Ride Home

The Guaranteed Ride Home program campaign utilized a mix of proven media avenues to raise GRH awareness among commuters and increase applications for this 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 (from 2007 GRH Survey Report)

- 35-54 years old, secondarily 25-64
- Caucasian (68%) and African-American (20%)
- \$80,000+ annual household income
- Commute average of 36.5 miles / 67 minutes
- Live in Virginia (65%) or Maryland (32%), with a special emphasis on Prince William (17%) and Fairfax Counties (13%); work in D.C (63%) and Virginia (26%)

### **Geographic Targeting**

Washington D.C. DMA

GRH Fall Budget	COG Cost	Gross Dollars
Radio	\$130,900	\$154,000
Internet Including earned media with radio partners	\$44,400	\$52,235
Print	\$1,514	\$1,782
Total Budget	\$176,814	\$208,017

### Media Objectives: Rideshare

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

Target market (from FY2009 Applicant Database Annual Placement Survey Report)

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

### Geographic Targeting

Washington D.C. DMA

Rideshare Fall Budget	COG Cost	Gross Dollars
Radio	\$130,900	\$154,000
Internet Including earned media with radio partners	\$44,400	\$52,235
Print	\$1,515	\$1,782
Total Budget	\$176,815	\$208,017

### **Brand Character**

The Commuter Connections network wishes to be perceived as a network of organizations working to improve commutes. Through Commuter Connections' online ride-matching system, commuters registering for the service will be given direct access to other commuters who are 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 fall umbrella campaign, radio was used as an anchor medium for the campaign with a broad mix of radio stations. The campaign also reached out to Spanish-speaking commuters with spots running on VIVA. The following stations were used during the campaign:

WASH (Soft Rock 97.1 FM)	WPGC (Urban AC 95.5 FM)	WTOP (News/Talk 103.5 FM)
WBIG (Classic Rock 100.3 FM)	WRQX (Mix 107.3 FM)	WWDC (Alternative Rock 101.1 FM)

WILC (VIVA 900 AM)

Both the Guaranteed Ride Home and Ridematching campaigns had two radio spots each, evenly rotated, to promote the benefits of the respective Commuter Connections programs. The radio campaign alternated between Rideshare and Guaranteed Ride Home weeks from October 4 through December 12.

The following spots are promoting the Guaranteed Ride Home and Ridematching campaigns this fall:

### Guaranteed Ride Home::30-"What If Child"

A child presents a number of what-if scenarios that could happen at school or play. With each scenario, the mother reassures the child that she will be there if she is needed. Sound effects are used to catch the listener's attention. The announcer reminds the listeners that by signing up for Guaranteed Ride Home, they're covered in case of an unexpected emergency or unscheduled overtime.

### Guaranteed Ride Home::30—"What If"

Similar to the "What If Child" spot, two co-workers exchange what-if scenarios that could require them to return home at an unplanned time. Sound effects are used to catch the listener's attention. The announcer reminds the listeners that by signing up for Guaranteed Ride Home, they're covered in case of an unexpected emergency or unscheduled overtime.

### Ridesharing::30-"Recalculate"

An intelligent GPS directs a frustrated commuter to Commuter Connections to recalculate the cost for his commute by ridesharing. Listeners are reminded that Commuter Connections' free ridematching service is a shortcut to savings.

### Ridesharing::30—"Cash Cushion"

An energetic and slightly over-the-top financial expert pulls out all the bells and whistles to let listeners know they are giving money away by riding alone. Commuters are urged to turn their empty passenger seat into a cash cushion by signing up for Commuter Connections' free ridematching service.

### **Value Added Promotions**

For the fall campaign, all radio stations were asked to support Commuter Connections' Rideshare Tuesday campaign during the weeks the Rideshare spots were running. Radio stations were requested to provide additional on-air mentions, sponsorships or PSAs on Mondays and Tuesdays asking listeners to consider making Tuesday, a Rideshare Tuesday.

During the weeks that the GRH spots ran, radio stations were asked to provide additional on-air mentions, sponsorships or PSAs to promote the GRH program. These additional mentions assured commuters that concerns about getting home in the case of emergency or unscheduled overtime while using alternate transportation need not be a worry with the GRH program.



WRQX ran a Rideshare Reward contest as part of their value add.

The promotion raised awareness of alternative commute options. On-air promotional announcements, live and recorded, drove listeners to the MIX 107.3 website to tell about their rideshare stories. During afternoon drive time on Tuesdays, one carpool was selected to receive a Dinner at Chipotle for the carpool. The Rideshare Tuesday logo was posted on the MIX 107.3 website in the form of a 120x90 banner throughout the program linking to www.commuterconnections.org.

VIVA's value add offering included two Spanish language interviews with a Commuter Connections staff member. The interviews aired on November 16 and December 6.

The value add promotions provided by the radio station were valued at almost \$57,000 in additional air time, sponsorships, and web banners and pages.

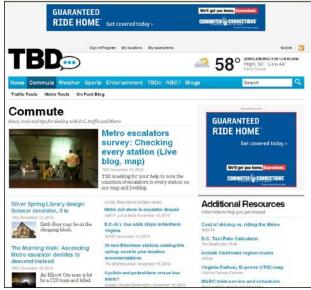


### **Internet Advertising**

Internet advertising during the fall campaign included placement of banner ads served to specific websites and geo-targeted to IP addresses in the Washington DC DMA.

The fall's Internet campaign focused on news and traffic websites local to the metropolitan Washington DC region. The following sites were used in the fall campaign:

- wtop.com
- TBD.com
- sigalert.com



Two ad sizes,160x600 and 728x90, were used for the campaign. Combined the total impressions reached by these sites equaled 9.45 million with 4,982 click thru's. See below for individual response rates by site.



TBD.com is a local news website launched on August 9, 2010 as part of the ABC7 TV/News channel 8 group.

Sigalert.com is a California-based traffic website that went national in October 2010, providing comprehensive traffic information to commuters both online and by mobile



### **Internet Banner Ads**





### FY2011 Fall Banner Ad Performance

Site	Impressions	Clicks	CTR
TBD.com 728x90	1,058,313	505	0.048%
TBD.com 300x250	67,273	39	0.058%
TBD.com total	1,125,586	544	0.048%
WTOP.com	1,622,793	445	0.027%
WFED.com	667,167	275	0.041%
WTOP Sprawl & Crawl	94,064	41	0.044%
Sigalert 160x600, 728x90	4,817,443	3,133	0.065%
	9,452,639	4,982	0.053%

### **Print Ads**

Print ads were placed in the weekly newspaper El Tiempo Latino each Friday during the fall campaign. El Tiempo Latino is the most widely read Spanish-language publication in the Washington region. With a readership of 99,300 El Tiempo Latino is distributed as a free paper in colorful boxes at over 1,700 outlets including Metro stations and bus stops, retail outlets, and along highly-traveled streets and neighborhoods.



800.745.RTDE commuterconnections.org

community Contractions



800.745.RIDE commuterconnections.org COMMUTER CONNECTIONS

### **'Pool Rewards**

Following on from last fiscal year's 'Pool rewards carpool incentive pilot program and evaluation results, the Commuter Connections 'Pool Rewards incentive program was re-launched this fall and open to SOV commuters in the Washington DC region without restriction to travel patterns. The 'Pool Rewards program offers a cash incentive to encourage drive alone commuters to change their commute behavior by trying carpooling. In order to be eligible, a commuter needed to be a current SOV commuter and needed to form or join a carpool.

### Target Market

The target audience for this campaign shares the demographics of the Rideshare target audience, namely the following:

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

### **Marketing Strategy**

The marketing strategy for 'Pool Rewards built upon the recognition of the Commuter Connections brand as an umbrella resource committed to improving traffic congestion and air quality in the metropolitan Washington DC region.

This year's campaign included outreach to the region's Employee Transportation Coordinators (ETC) as well as promotion to the region's commuters. For each employee that applied and was accepted into the 'Pool Rewards program, the ETC received a chance in a prize drawing for a \$200 VISA gift card and other prizes such as auto safety kits, rolling insulated coolers and gourmet coffee gift cards.

The goal is to register at least 1,000 participants in the program during the fiscal year.

The strategy for the 'Pool Rewards marketing campaign included the following:

 Informing and engaging the public and media was seen as critical to the identification of participants for this program. A press release was issued on November 8, 2010 preceded by media outreach. Media placements for the 'Pool Rewards program are included in the Appendix.

- Interviews with Commuter Connections were conducted by the following news organizations:
  - Gazette Newspapers
  - o WMAL
  - Local News Service Serving NBC, FOX and WUSA
- Marketing outreach to area commuters included live radio reads on WTOP and Facebook ads. Costs are outlined on Page 5 in the FY2011 Media Flowchart. The program was promoted on the Commuter Connections Facebook page and was tweeted by local media outlets on Twitter.
- 9" x 6" postcards were sent to Employee Transportation Coordinators to encourage them to promote the program to employees. Details were



also included in the Fall Commuter Connections newsletter. Cost of post cards was \$700

### **Direct Mail**



### Promotion in Fall Commuter Connections newsletter

6

1.8



Here's how: Encourage employees who currently drive to work alone to sign up for 'Pool Rewards. If they form or join a new carpool they can earn up to \$130 through 'Pool Rewards, the commute that pays! They must carpool at least 2 days per week and do so during a three month period. Some restrictions apply. The more employees you sign up for 'Pool Rewards, the more raffle entries you'll receive for the \$200 Visa gift card and other prizes.

Visit commuterconnections.org/PoolRewardsContest to enter and for more details!

### **Direct Mail**

A direct mail campaign was sent in December 2010 to 400,000 households within the Washington region to promote Ridematching and the Guaranteed Ride Home program. Recipients were households within the COG footprint, ages 25-54 and with annual incomes above \$50,000. Mailers included a postage paid reply mechanism containing a built in Ridematching and GRH application form. Commuters were also encouraged to go online to CommuterConnections.org. Additional information on other options such as transit, SmartCard, bicycling, telework, HOV Lanes etc. could also be requested. Total Cost including printing, mailing list purchase and postage was \$79,200.



## When unexpected personal or family emergencies arise or you need to work unscheduled overtime -Stay calm. You'll have a **FREE GUARANTEED RIDE HOME.** Available in the Washington and Beltimore metropolitan areas.

#### Guaranteed Ride Home:



### **Special Events**

### **Terrible Traffic Tuesday**

AAA Mid-Atlantic Motor Club has coined the name *"Terrible Traffic Tuesday"* to describe the day after Labor Day, traditionally signifying the end of summer; back to school and back to work and when traffic congestion once again snarls area roadways. COG released a Public Service Announcement Alert to notify the media.

To remind commuters of their alternatives to driving alone in effort to reduce traffic congestion, AAA Mid-Atlantic, issued a full press release on September 6 in coordination with Commuter Connections' 2010 State of the Commute survey.

Commuter Connections used value add bonus spots from the Car Free Day media buy to remind listeners to consider transportation alternatives the week of September 6. ClearChannel provided a total of 15 :15 second bonus spots for each station for the week for a total of 45 bonus spots.

### **Car Free Day**

Over 6,900 residents in the Washington metropolitan region went car free or car-lite on Wednesday, September 22, making it the most successful year of the DC region's celebration of alternatives to solo-driving. Registrants pledged to rely less on their cars by riding metro, bicycling, carpooling, vanpooling, walking or teleworking. Car Free Day is recognized internationally, where commuters pledge to leave their car at home for the day, and ride a train, bus, bicycle, subway, telework, or walk to work. People also could go "car lite" by carpooling or vanpooling.

Radio, posters, facebook ads, bus side and shelters, email blasts and an earned media effort were created to bring attention to this event and drive the public to <u>www.carfreemetrodc.com</u> to make a pledge to go car free. The creative reflected the same image used in previous Car Free Day campaigns but with a more direct call to action message. Commuter Connections integrated the Car Free Day web site, www.carfreemetrodc.com onto its server and managed all functions at COG. Previous to 2010, the site was managed by a DDOT contractor. Marketing efforts resulted in nearly 7,000 pledges, up 11.5% from 2009.



### **Car Free Day Poster**



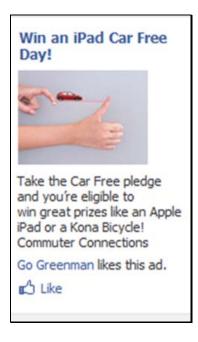
### Podcasts

Podcasts were coordinated with the following TPB members and a press release was sent announcing participation of Gabe Klein, DDOT Director; Michael May, Prince William County Supervisor; Harriet Tregoning, DC Office of Planning Director; and Patrick Wojahn, City of College Park Councilmember. The Podcasts were posted to the COG and Car Free Day web sites.

Text messaging was used to encourage people who already made a pledge to ask family, friends, and colleagues to join them in going car free for the day. Links were provided from the website to the new online ride-matching system, transit info and itineraries for WMATA and other systems.

### **Facebook Ad**

A facebook ad was placed and received 1,458 click thrus, cost is outlined on page 5 in the FY2011 Media Flowchart. .



### Radio

A :60 second radio spot was created for Car Free Day to encourage listeners to make the pledge to "uncar" on September 22 by going to <u>www.carfreemetrodc.com</u>.

### Car Free Day::60—EVERY DAY BOB

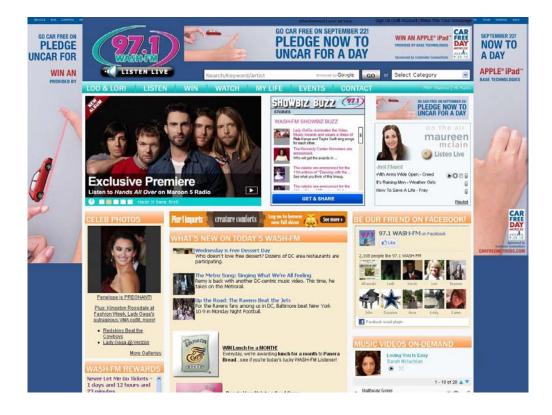
Every day Bob goes through the same boring routine wondering if there's a way to get out of the daily grind. World Car Free Day on September 22 is a chance to shake things up a bit, be part of something bigger, make a difference for a day.

In order to maximize the benefits of the media dollars, three ClearChannel radio stations were selected to run the Car Free Day spots. The stations advertised on included the following:

WASH (Soft Rock 97.1FM) WWDC (DC 101 FM) WIHT (Hot 99.5 FM)

As value add for the campaign, ClearChannel included a 2-day run on Total Traffic Network, providing a minimum 20 :05 adlets on each station and a home page takeover for one day for each station's website, valued at \$4,500.

The value-added one day home page takeover resulted in 55 click-thrus to the Car Free Day website. The following table shows the results for each station.



Station	Impressions	Clickable	Clicks	Click Through
		impressions*		Rate
WASH FM	13,836	9,988	14	0.14
DC 101	27,531	19,408	10	0.05
HOT 99.5	56,863	42,259	31	0.07

### **Transit Signage**

Free transit ad space was donated by Arlington County, Frederick TransIT, Montgomery County Commuter Services and WMATA.





### Car Free Day Facebook and Twitter

A Car Free Day Facebook page was used to keep friends of the event up to date on activities prior to and following the event. Car Free Day was liked by 771 Facebook fans.

Twitter was used to follow Car Free Day activities in the region as well as to promote Car Free Day activities and sponsors. Car Free Day had 169 followers on Twitter.





### Prizes

Each person who pledged to go car free was entered into a raffle for a chance to win any of the following donated prizes. A press release was sent out about businesses who donated prizes.

- Apple® iPad<sup>™</sup> 32GB, courtesy Base Technologies
- Kona WorldBike 3-speed, with assembly and warranty, courtesy BicycleSPACE
- Comprehensive Bicycle Tune-Up, courtesy BicycleSPACE
- 5 Tickets for 2 to 2011 Season Games, courtesy of the Washington Nationals
- Capital Bikeshare Annual Membership, courtesy District Department of Transportation
- Segway Tours See the City Tours for Two, courtesy Capital Segway
- Trek Water Bottles with swag, courtesy goDCgo.com
- Swag Bags, courtesy Arlington Transportation Partners
- SmarTrip Cards loaded with \$25 of fare, courtesy WMATA
- One-Way Ride Passes, courtesy Virginia Railways Express
- Commuter Choice Canvas Bags, Courtesy Maryland Transit Administration

### Foursquare

This year's campaign looked to local businesses to help drive support and pledges for Car Free Day. Commuter Connections utilized social networking to increase participation in Car Free Day by reaching out to area malls and Business Improvement Districts (BID) seeking retailers to participate in a Foursquare Car Free Day promotion.

Foursquare is an application that consumers use to keep track of where they and their friends are gathering. Once downloaded to a mobile device, it can be linked to a user's address book, Twitter and Facebook accounts. When a person goes shopping, dining, to the movies etc., they "check-in" with foursquare. This action automatically notifies their friends of their whereabouts through GPS technology.

Foursquare users can email descriptions to their friends about features or interesting findings at the retail locations they visit. Once a user is physically at the location they "check-in" to foursquare, and by doing so they earn points from foursquare called "badges". Retail owners and other public venues can reward Foursquare users for accumulating badges or just for visiting.

Through FourSquare, Commuter Connections looked to get the word out about Car Free Day and at the same time encourage people to travel to their destinations using alternatives to driving alone.

### **Commuter Connections Newsletter and Federal ETC Insert**

Summer and Fall editions of the Commuter Connections Newsletter were produced during the first half of FY2010. The six page 4-color newsletter is distributed to approximately 5,000 employers and mailed quarterly. It is also placed in .pdf format on the Commuter Connections web site. Newsletters with a Black & White federal ETC insert are distributed in PDF form to federal Employee Transportation Coordinators via GSA and also placed online at www.federaletc.org.







# **EDERAL ETC UPDATES**

FEDERAL ETC TRAINING PROVIDES CROSS-AGENCY COMMUNICATION



When Federal ETCs come together, idea sharing and dialogue is encavaged and experiment STCs offer strong-insights and advice. This type of frums preme togetoidh helpful farmer coordinators and also far agencias who sen is map and programs. Bouch will be attember held here TTCs for less than her years, which provided meer TTCs with a better understanding a thre accession and readities the face i

The half-day session, attended by over two dozen Federal ETCs was moderated by Samir Ayush of the ESA National Capital Region and began with Ed Fendley of the National Security Council, Leocative Office of the Prosident. Mr. Fendley



resident's initiative on environmental and energy enformance issues, which set stringent standards for the eduction of carbon emissions for all governmental agencies

CARPOOLS ONLY

\*

Larraine Taylor from the Washington Metropolitan Area Surait Authority addressed changes in Metro's Smarlrip that will take effect Januay, 1,2011, including how commutes can still use their benefits on providers that do not currently accept the Smarlrip card.

Jae Gai et the National Institutes for Health (NEU) shared options to manage releaster provident methods and agency. NEH has hundreds of commuters participation is any gien program and has been very successful with outrack to amplyoes commuting to it in a daily basis from across the entire National Capital Region.

To Department of Housing & Urban Development, specifically her commuter benefit distribution plan and how the agency nanages their SmartBenefits distribution in house.

y free support programs his organization provides, such as ranteed Ride Home, triework assistance and Federal ETC

his was a valuable opportunity for ETCs to talk about the social details of programs and issues that really affect their ork<sup>a</sup> explains Commuter Corrections Director Nicholas embas. We lask forward to hosting the next federal ETC event Social year 2011.<sup>a</sup>

r more information, visit www.federaletc.org or contact cryl D Williams of the General Services Administration's tional Capital Region Ridenaring Staff at 202.7087492, cryldwilliams@gsa.gov.

### Bike to Work Day

### Sponsorship Drive

Commuter Connections began its annual sponsorship drive in October 2010 for its 2011 Bike to Work Day Sponsorship Drive. Letters and phone calls were sent to past sponsors and prospective sponsors. Commuter Connections has secured a total of six, two Gold level -Marriott International and ICF International; and four Bronze level - Crystal City Business Improvement District, Bike and Roll, Capital Crescent Trail and VPSI. Peak Racks has also donated a bicycle rack for raffle. The Sponsorship drive was open until the end of January 2011.

bike to work da

### Fourteenth Annual Employer Recognition Awards

The Commuter Connections Annual Employer Recognition Awards program recognizes employers who voluntarily initiate worksite commute programs to assist their employees. Winners and nominees will be honored at an awards ceremony in June 2011. A nomination brochure for the 2011 awards was developed and distributed during the first week of December. The application form was also made available electronically at www.commuterconnections.org.

# Employer recognition awards **2011**







### Commute-friendly

Sharing a ride, taking public transportation, bicycling, waking, and televorking contribute to less traveled roads. That means commute: smoother, easier, and faster. These alternative commute and work also lead to reducing harmful vehicle emissions.

#### At the Forefront

Commuter Connections works to help area businesses and commu-innovative ways to reduce solo commuting. The Commuter Connections Employer Recognition Awards ceremony acknowledges employers who initiate or improve programs that encr the use of commuting alternatives. We understand that companies implement these programs and services make a difference for their organization, for their employees, and for the community.

About Metropolitan Washington Council of Governments

The Metropolitan Washington Council of Governments (006) is an association of 21 local governments in the District of Columbia, Marg and Virojnia. COS's National Capital Region Transportation Planning the metropolitan planning organization for the Washington region, s its membership by acting as a forum for addressing regional challen that transcend jurisdictional boundaries. For more information, visit mwcog.org.

About Commuter Connections

Commuter Connections is a region-wide transportation information, and savice network dedicated to easing the daily commute. Commu-Connection'gals is to reduce single-occupant visite lows. Both con and employers receive a range of free information and assistance on that inclusie releasing public transmit, teleworking, big/olfing, park-a-lots, HOV lanes, and the regional Guarateed Ride Home program. Commuter Commercions is supported by the District, Having Alving in and U.S. Departments of Transportation, with state and federal transportation funds. For more information, visit commuterconnections.org or call 800.7

COMMUTER CONNEC

# Get recognized for what you're doing right

Has your organization made a difference in any of the following areas? -Implementing or expanding a telework program that enables employees to work remotely. -Implementing or expanding a pre-taxed or subsidized transit or vanpool benefit such as SmartBenefits\*.

-Promoting Commuter Connections' free ridematching service to form carpools or vanpools, or providing your own on-site employee ridematching service. -Providing shuttle services to and from 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 vanpools for employees

-Installing bike racks and/or shower facilities for bicyclists and walkers.

-Implementing or expanding a comprehensive Air Quality Action Days program.

-Promoting and/or supplementing Commuter Connections' free Guaranteed Ride Home program.



Awards are in the following categories:

Actively promoting and championin alternative commute options that result in decreased drive alone commuting to the worksite

Providing commuter benefits and incentives that encourage employees to telework, bicycle, walk, car/vanpool, or take public

#### TELEWORK

Providing weekly or full-time telework opportunities for a significant number of employees

### **Qualitative Market Research**

Data was gathered using an online survey link delivered via email invitation. Respondents were recruited from an online panel based on geography, employment and age. The survey was fielded November 2-7, 2010. A total of 591 qualified, completed surveys were received.

The purpose of the survey was twofold: (1) concept and awareness testing for Rideshare and Guaranteed Ride Home campaigns, and (2) Commuter Connections audience profile, including demographic, behavioral and attitudinal measures.

All respondents received the demographic, behavioral and attitudinal profiling questions. The ad concept and awareness section was divided into five "branches"; each containing three ads. Respondents were randomly assigned to one branch.

The concepts tested in the research include the three concepts developed for the spring Rideshare and GRH campaigns as well as the Commuter Connections TV spot and Rideshare and GRH spots from the Spring 2010 campaign. Results and input from the research were used in the development of the concepts for the Spring 2011 campaign.

### Additional Marketing, Outreach, and Earned Media

### **GRH Rewards Coupons Sponsors**

Outreach efforts continue to solicit sponsors for GRH Rewards coupons. Area businesses have been asked to provide coupons that entitle the bearer to free or discounted services. These coupons will be provided to GRH program participants upon re-registration. Area businesses that sign on as a sponsor will have their business logo displayed on the Commuter Connections website.

### **GRH Service Expanded to Baltimore**

Guaranteed Ride Home, previously available to workers in the Washington, D.C. region, has been expanded to the Baltimore region and St. Mary's County. Workers in counties included in the program who commute by mass transit, vanpool, carpool, bicycle or walking are eligible for a free ride home in the event of an unexpected personal or family emergency or unscheduled overtime.

Expansion of the GRH Service to Baltimore has been promoted in value add bonus spots on WPGC and on the WRQX contest page during the fall campaign and will be included on the spring GRH direct mailer.

Marketing of the program is being coordinated with and through the MTA.

### 2010 State of the Commute Survey

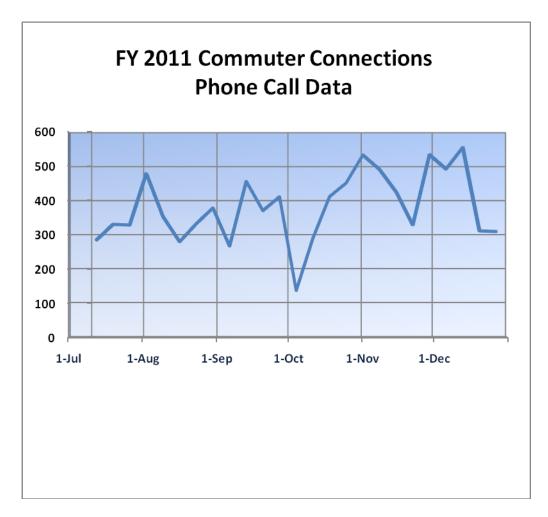
Findings from the 2010 State of the Commute Survey were presented at the July meeting of the National Capital Region Transportation Planning Board (TPB). Among the findings presented was the fact that more people in the metropolitan Washington region are taking transit to work or teleworking than in the previous ten years

Following the presentation to the TPB, Commuter Connections issued a press release on July 21, 2010 announcing some of the major findings. The results of the survey provided another opportunity to raise awareness of commute alternatives, including teleworking, to the public.

### Web Visits

FY10	Web Visits	FY11	Web Visits	+/-	+/- %
Jul-09	9,008	Jul-10	7,862	(1,146)	-12.72%
Aug-09	8,865	Aug-10	8,510	(355)	-4.00%
Sep-09	8,111	Sep-10	9,888	1,777	21.91%
Oct-09	11,757	Oct-10	16,561	4,804	40.86%
Nov-09	12,579	Nov-10	15,003	2,424	19.27%
Dec-09	14,648	Dec-10	10,810	(3,838)	-26.20%
	64,968		68,634	3,666	5.64%

### **Phone Calls**



# **Rideshare Applications**

FY10	Rideshare Applications	FY11	Rideshare Applications	+/-	+/- %
Jul-09	806	Jul-10	560	-246	-30.52%
Aug-09	789	Aug-10	636	-153	-19.39%
Sep-09	814	Sep-10	526	-288	-35.38%
Oct-09	863	Oct-10	605	-258	-29.90%
Nov-09	792	Nov-10	595	-197	-24.87%
Dec-09	617	Dec-10	492	-125	-20.26%
	4,681		3,414	-1,267	-27.07%

# **GRH Applications**

FY10	GRH Applications	FY11	GRH Applications	+/-	+/- %
Jul-09	403	Jul-10	453	50	12.41%
Aug-09	425	Aug-10	550	125	29.41%
Sep-09	463	Sep-10	671	208	44.92%
Oct-09	529	Oct-10	522	-7	-1.32%
Nov-09	429	Nov-10	495	66	15.38%
Dec-09	392	Dec-10	490	98	25.00%
	2,641		3,181	540	20.45%

### Appendix

### Media Placements July 2010 to Present

### **BeyondDC**

Interesting things from TPB 7/21/10 http://beyonddc.com/log/?p=1995

### **NBC Washington**

DC Commuters Driving Farther for Work 7/21/10 http://www.nbcwashington.com/news/localbeat/DC\_Commuters\_Driving\_Farther\_For\_Work\_Washington\_DC.html

### Washington Examiner

One-fourth of Washingtonians find commute more sluggish 7/22/10 http://www.washingtonexaminer.com/local/One-fourth-of-Washingtonians-find-commute-moresluggish-1002403-98951764.html

### My FOX

Survey Shows Traffic Worsens, More Tele-Commute 7/21/10 http://www.myfoxdc.com/dpp/traffic/survey-shows-traffic-worsens-more-tele-commute-072110

### WTOP

Is your commute getting better or worse? 7/21/10 http://www.wtop.com/?nid=600&sid=2008187

### WJLA

Workers Share Pros and Cons of Telecommuting 7/21/10 http://www.wjla.com/news/stories/0710/757425.html

### Loudoun Times

Teleworking accelerates; number of single drivers slows 7/28/10 http://www.loudountimes.com/index.php/news/article/teleworking accelerates number of singl e\_drivers\_slow999s/

### My Spirit DC

So is your commute in the Washington area getting better or worse?

### 7/22/10

http://myspiritdc.com/breaking-news/winstonchaney/so-is-your-commute-in-the-washingtonarea-getting-better-or-worse/

### **Hire Strategy**

25 Percent of Washington-Area Workers Now Telecommute 8/4/10 http://www.hirestrategy.com/job\_market/feature\_content.aspx?article\_id=891

### **Washington Post**

The car is still king of D.C. area commute 8/8/10 http://www.washingtonpost.com/wp-dyn/content/article/2010/08/07/AR2010080702552.html

### The Wash Cycle

2010 State of the Commute Survey 8/9/10 http://www.thewashcycle.com/2010/08/2010-state-of-the-commute-survey.html

### TalkinStuff

Teleworking up in D.C. area 7/21/10 http://talkinstuff.wordpress.com/2010/07/21/teleworking-up-in-d-c-area/

### Alexandria News

Percentage Of Commuters Driving Alone Decreases, Telework Grows 7/22/10 http://www.alexandrianews.org/2010/07/percentage-of-commuters-driving-alone-decreasestelework-grows/

### **NBC Washington**

AAA Asks Workforce to Help Make Tuesday Traffic Less Terrible 9/7/10 http://www.nbcwashington.com/news/local-beat/AAA-Asks-Workforce-to-Help-Make-Tuesday-Traffic-Less-Terrible-102307019.html

### MSNBC

Dealing With "Terrible Traffic Tuesday" 9/7/10 http://www.msnbc.msn.com/id/39031051/ns/local\_news-washington\_dc/

### Washington Post

After Labor Day, drivers face 'Terrible Traffic Tuesday,' AAA says 9/7/10

http://www.washingtonpost.com/wp-dyn/content/article/2010/09/06/AR2010090601656.html

Orange Cone Project A Guaranteed Ride Home for Baltimore 10/19/10 http://www.orangeconeproject.com/a-guaranteed-ride-home-for-baltimore/

### Forbes.com

Businesses donate prizes for Car Free Day 9/20/10 http://billionaires.forbes.com/article/04OCbtHdNkcS6?q=billionaire+OR+billionaires+OR+billiona ire%27s

Washington Business Journal – Jeff Clabaugh Businesses donate prizes for Car Free Day 9/20/10 http://washington.bizjournals.com/washington/stories/2010/09/20/daily5.html

Washington Post – Dr. Gridlock

Car Free Day opens horizons 9/21/10 http://voices.washingtonpost.com/dr-gridlock/2010/09/car\_free\_day\_opens\_horizons.html

Washington Post – Dr. Gridlock, Kafia Hosh *Thousands pledge to be car-free* 9/20/10 <u>http://voices.washingtonpost.com/dr-gridlock/2010/09/thousands\_pledge\_to\_be\_car-fre.html</u>

### Washington Post - Vicky Hallett, Express Night Out

Gear Up for a Bike Bonanza: D.C. Car-Free Celebrations 9/21/10 http://www.expressnightout.com/content/2010/09/dc-car-free-biking-events.php

Washington Post Prince William County news in brief 9/16/10 http://www.washingtonpost.com/wpdyn/content/article/2010/09/13/AR2010091306009.html?sub=AR

Washington Post – Dan Malouff Car-free for over 10 years 9/23/10 http://voices.washingtonpost.com/local-opinions/2010/09/car-free\_for\_over\_10\_years.html

Washington Post - Lori's A.M. Buzz

It's Car Free Day 9/22/10 http://voices.washingtonpost.com/local-breaking-news/loris-am-buzz/-like-summer-againlets.html

Washington Post – Lori's A.M. Buzz Leave the car, take the iPad 9/21/10 http://voices.washingtonpost.com/local-breaking-news/loris-am-buzz/-from-bake-to-broil.html

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Washington Post – Dr. Gridlock Back in the car again 8/9/10 http://voices.washingtonpost.com/dr-gridlock/2010/08/back\_in\_the\_car\_again.html

Washington Post 9/22/10 http://voices.washingtonpost.com/local-breaking-news/dc/good-afternoon-feels-like.html

Washington Examiner Rethink your commute – if just for one day 9/20/10 http://www.washingtonexaminer.com/local/Rethink-your-commute----if-just-for-one-day-938554-103329014.html

Washington Examiner – Joshua Bowman 9/20/10 http://www.washingtonexaminer.com/local/blogs/local-opinion-zone/Wednesday-a-good-day-toavoid-Metro-103303394.html

**Frederick News-Post** – Stephanie Mlot *Traveling Through* — *TransIT offers free rides for Car Free Day* 

9/19/10 http://www.fredericknewspost.com/sections/news/reporters\_notebooks\_display.htm?StoryID=11 0111

**Washington City Paper** – Mike Madden *The Needle: Bike the Road to Socialism Edition* 9/20/10 http://www.washingtoncitypaper.com/blogs/citydesk/2010/09/20/the-needle-bike-the-road-to-socialism-edition/

Washington City Paper – Lydia DePillis 9/20/10 http://www.washingtoncitypaper.com/blogs/housingcomplex/2010/09/20/this-week-20/

### Washington City Paper - Mike Madden

Car? We Don't Need No Stinkin' Car 9/22/10 http://www.washingtoncitypaper.com/blogs/citydesk/2010/09/22/the-needle-lion-baby-boomedition/

Gazette – Cody Calamaio Save the date to stow the car 9/15/10 http://www.gazette.net/stories/09152010/potonew214552\_32538.php

Gazette – Virginia Terhune Get out of the car and walk 9/16/10 http://www.gazette.net/stories/09162010/bowinew141745\_32543.php

### Alexandria News

Gridlock Alert 9/6/10 http://www.alexandrianews.org/2010/09/gridlock-alert-terrible-traffic-tuesday-is-drawing-nighand-why-it-could-be-less-terrible-this-year/

### **Fairfax Daily-Monitor**

Metro supports "International Car Free Day" 9/21/10 http://www.fairfax.daily-monitor.com/2010/09/metro-supports-international-car-free-day/

The Sentinel – Katelin Wangberg Car-free day zooms in Sept. 22 9/15/10 http://www.thesentinel.com/pgs/Car-free-day

Examiner.com – Trisha Grant Car Free Day is Tuesday, September 22 9/21/10 http://www.examiner.com/dc-in-washington-dc/car-free-day-is-tuesday-september-22?render=print

### Burke Patch - Rachael Dickson

Walk this Way: Residents Encouraged to Use Alternative Transportation 9/22/10 http://burke.patch.com/articles/walk-this-way-residents-encouraged-to-use-alternativetransportation

### **Targeted News Service**

Area Leaders Pledge to Go Car Free September 22 9/10/10 http://targetednews.com/pr\_disp.php?pr\_id=2998869

NBC Washington – John Wist 9/21/10 Ditch the Car for a Day http://www.nbcwashington.com/news/local-beat/Ditch-the-Car-for-a-Day-103428479.html

### WTTG – myFOXdc.com

Area Leaders Pledge To Go Car Free on Sept. 22 9/10/10 http://www.myfoxdc.com/dpp/traffic/area-leaders-pledge-to-go-car-free-on-sept-22-091010

### WUSA 9 – Dan Guzman

Car-Free Day Is Wednesday September 22 9/22/10 http://arlington.wusa9.com/content/car-free-day-wednesday-september-22

http://www.wusa9.com/rss/local\_article.aspx?storyid=112232

### WUSA 9 – Courtney Rhodes

Car Free Day on September 22-9/17/10 http://potomac.wusa9.com/content/car-free-day-september-22-montgomery-county-offers-tipshow-you-can-participate

### TBD – David Jamiesen

Car-Free Day's morning after: Any impact on Washington traffic? Google says yes 9/23/10 http://www.tbd.com/blogs/tbd-on-foot/2010/09/car-free-day-s-morning-after-any-impace-onwashington-traffic--2161.html

### TBD (ABC 7) – Dave Jamiesen

D.C. Car-Free Day next Wednesday, Sept. 22 9/15/10

http://www.tbd.com/blogs/tbd-on-foot/2010/09/car-free-day-next-wednesday-sept-22-1788.html

**TBD (ABC 7)** – David Jamiesen *The Morning Walk: Happy Car-Free Day* 9/22/10 <u>http://www.tbd.com/blogs/tbd-on-foot/2010/09/the-morning-walk-happy-car-free-day-2075.html</u>

**TBD (ABC 7)** – Elahe Izadi

Car Free Day in Silver Spring: mass transit construction updates 9/22/10 http://www.tbd.com/blogs/tbd-neighborhoods/2010/09/car-free-day-in-silver-spring-mass-transitconstruction-updates-2106.html

WTOP – Andrew Mollenbeck Area Participates in Car Free Day 9/22/10 http://www.wtop.com/?nid=25&sid=2059056

WMAL 630 – Amanda Gaines http://www.630wmal.com/Article.asp?id=1942787

**WAMU** – Rebecca Blatt Interview with Nick Ramfos 9/21/10

WAMU D.C. Area Celebrates Car Free Day 9/22/10 http://wamu.org/news/10/09/22.php

### **Metro Networks**

Interview with Nick Ramfos Distributed to 20 affiliate stations and aired on 9/ \*(WAVA 105.1 FM, WBQB 101.5 FM, WFLS 93.3 FM, WFVA 1230 AM, WHUR 96.3 FM, WIAD 94.7 FM, WINC 92.5 FM, WJFK 106.7 FM, WKYS 93.9 FM, WLZL 99.1 FM, WMAL 630 AM, WMMJ 102.3 FM, WPGC 95.5 FM, WPRS 104.1 FM, WTOP 103.5 FM, WYCB 1340 AM)

**BeyondDC** – Dan Malouff *Car-free for over 10 years* 9/23/10 http://beyonddc.com/log/?p=2158

### Arlington's Car-Free Diet Blog

Observe, Participate, Celebrate, Walk About

9/15/10 http://commuter.typepad.com/the\_carfree\_diet/

### **Greater Greater Washington**

Breakfast links: Go free 9/22/10 http://greatergreaterwashington.org/post.cgi?id=7233

### Greater Greater Washington - Eric Fidler

More car-free, less traffic 9/23/10 http://greatergreaterwashington.org/post.cgi?id=7264

### WashCycle

Go Car Free on 9/22 - Win Stuff 9/18/10 http://www.thewashcycle.com/2010/09/go-car-free-on-922-win-stuff.html

### Associated Content – William Browning

Talking to Children About World Car Free Day 9/22/10 http://www.associatedcontent.com/article/5817784/talking\_to\_children\_about\_world\_car.html?c at=27

### **CommuterPageBlog**

World Car Free Day Tomorrow! Chance to Win an iPad! 9/21/10 http://www.commuterpageblog.com/2010/09/world-car-free-day-tomorrow-chance-to-win-anipad.html

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### **DCentric**

Must. Resist. Car. 9/22/10 http://dcentric.wamu.org/2010/09/must-resist-car/

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### blunoz.blogspot.com

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### ReadysetDC

Car Free Day 8/4/10 http://readysetdc.com/2010/08/car-free-day-2/

ARL Now 9/22/10 http://www.arlnow.com/2010/09/22/morning-notes-70/

Carfree USA Blog 9/18/10 http://carfreeusa.blogspot.com/

DC Council Newsletter Car Free Day September 22 9/16/10 http://www.dccouncil.washington.dc.us/EVANS/newsletter/Week.of.09.16.10.htm

Downtown DC BID Car Free Day http://www.downtowndc.org/do/car-free-day

NIH Bicycle Commuter Club Car Free Day September 22<sup>nd</sup>, 2010 http://www.recgov.org/r&w/nihbike/

### **Connected Communities**

Thousands Pledge for September 22 Car Free Day 9/20/10 http://connectedcommunities.us/showthread.php?p=39682

### **Connected Communities**

Social Networking Tool to Deliver Shoppers to Car Free Day-Friendly Retailers 9/1/10 http://connectedcommunities.us/showthread.php?p=39303

Potomac and Rappahannock Transportation Commission Celebrate Try Transit Week and Car Free Day 9/9/10 http://www.prtctransit.org/myprtc/service-updates/service\_updates.php?docid=241

### **Rockville Central**

Fewer Washington Area Commuters Are Driving Alone 8/27/10 http://rockvillecentral.com/2010/08/fewer-washington-area-commuters-are-driving-alone.html/

WMAL 630 – Amanda Gaines 9/2

WAMU – Rebecca Blatt 9/21

Metro Networks – Tom Roberts 9/17

Prince George's Sentinel – Katelin Wangberg 9/3

Virginia MegaProjects – Mike Salmon 7/9

Washington Post Robert Thomson – Dr. Gridlock 11/9/10 http://voices.washingtonpost.com/dr-gridlock/2010/11/drivers\_offered\_cash\_for\_carpo.html

Gazette Newspapers C. Benjamin Ford 11/10/10 http://www.gazette.net/stories/11102010/montnew185435\_32536.php WTOP Hank Silverberg 11/9/10 http://www.wtop.com/?nid=600&sid=2111137

WMAL Amanda Gaines 11/9/10 http://www.wmal.com/Article.asp?id=2014723&spid=28718

NBC Washington Brendan Williams-Kief 11/15/10 http://www.nbcwashington.com/news/local-beat/The-Night-Note-111510-108257469.html

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http://www.godcgo.com/Home/GetMeThere/ToolsToGetAround/Blog/tabid/93/EntryId/34/Heres-Your-Chance-to-Earn-Cash-for-Carpooling.aspx

### Interviews

Clyde Ford – Gazette Newspapers

John Matthews – WMAL

Local News Service – Serving NBC, FOX and WUSA