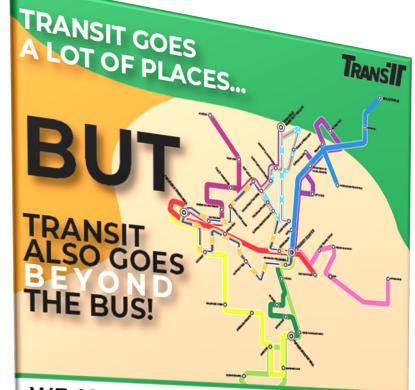
RANS

TRANSIT SERVICES DIVISION FREDERICK COUNTY GOVERNMENT

MARKETING AND SOCIAL MEDIA OVERVIEW





WE ALSO OFFER COMMUTE OPTIONS:

- **CARPOOLS**
- VANPOOLS: FORT BELVOIR, WASHINGTON DC, BETHESDA, ROCKVILLE, GAITHERSBURG, MANASSAS
- MTA COMMUTER BUSES
 - MTA 204 COMMUTER BUS (FREDERICK TO COLLEGE PARK)
 - MTA 505 COMMUTER BUS (HAGERSTOWN TO SHADY GROVE)
 - MTA 515 COMMUTER BUS (FREDERICK TO SHADY GROVE)
- MEET THE MARC SHUTTLES: WALKERSVILLE, POINT OF ROCKS

Facebook: Transit Services of

More info by phone: 301-600-2065

Frederickcountymd.gov/Transit

Twitter: @TransitServices

301-600-2065 More info by phone:

DITLES, WALKERSVILLE, POINT OF ROCKS

INTRODUCTION

Main marketing components:

- Outreach/Education Programs
- Social Media Platforms
- Website
- Advertising Campaigns
- Community Partnerships

Marketing and outreach efforts are a key part of Transit Services' strategy to:

- Promote ridership
- Educate residents about available options
- Build awareness of services.
- This content will provide an overview of Transit Services' primary marketing categories. From spreading awareness about transportation alternatives to gathering feedback for future improvements, this plan outlines how Transit Services markets itself across various channels.
- Our goal is simple: Design marketing materials and social media posts that are creative, easy to understand, and inform the community about the services Transit has to offer.



Who says the grass is always greener on the other side?

Well... we're not lawn experts, but we do know a thing or two about bus stops.

Many of our bus stops are playing a little game of mirror, mirror across the street – that's right, they've teamed up with their pals on the opposite side!

The dual bus stops means that you could get to your starting location faster.

So, next time you're out and about, take a moment to **look at the other side**. It could be your answer to a speedy return trip. And remember, you can always use Google Maps Transit to help plan your trip.



HOW DO YOU THINK OF IDEAS FOR SOCIAL MEDIA POSTS?

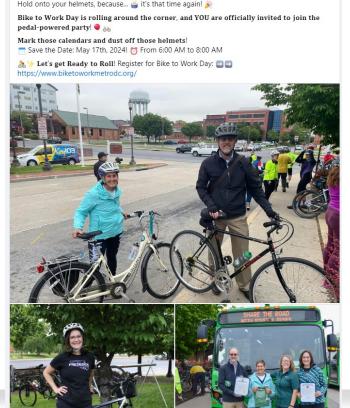
- RIDING THE BUS!
- Outreach Events
- Passenger Phone calls and emails
- "National Today" Days
- Community Events

SOCIAL MEDIA MARKETING

- Social media allows Transit to directly interact with a significant portion of its rider base. Targeted social advertising has become an important component for promoting new services and boosting ridership.
- This content will provide an overview of Transit Services' primary marketing categories and how they:
- · Work to deliver their message
- Improve visibility
- Engage the Frederick County community
- Spreading awareness about transportation alternatives to gathering feedback for future improvements



SOCIAL MEDIA GOALS



Throwback Thursday Alert! Remember last year's Bike to Work Day? (a) Oh, what a day it

Transit Services of Frederick County

Published by Jaime McKay ② · 5d · ③



- Increase awareness and ridership by promoting services, routes, schedules, and special events
- Engage with customers and build community by responding to messages comments, questions, and feedback
- Share photos and videos of buses, facilities, drivers, and system improvements to humanize the brand
- Announce service changes, delays, detours due to road closures or weather
- Highlight sustainability initiatives and benefits of public transportation
- Share posts and resources to engage audiences with Commuter Connections, GRH, vanpooling, MDOT, and MWCOG
- Drive traffic to Transit's website and online services





Why did the turkey cross the road?

To get away from Thanksgiving dinner, or maybe to find better commute ?

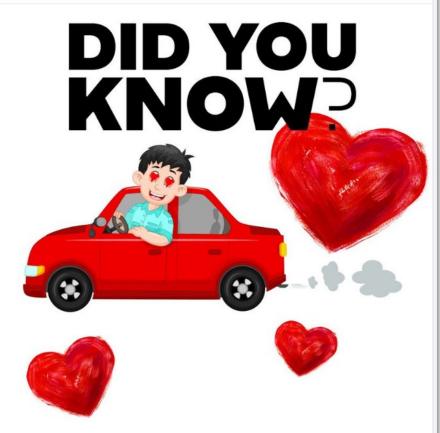
We don't have all the answers, but we do have some important information about **upcoming**Transit closures and modifications:

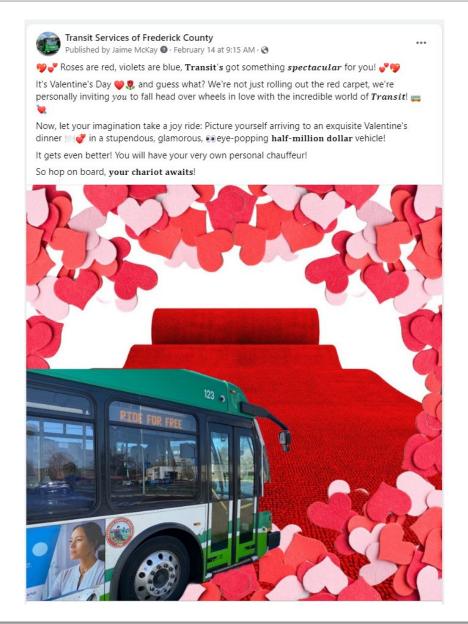
- On Thursday, November 23, the Transit office will be closed, and all services will be cancelled.
- On Friday, November 24, the Transit office will be closed. Transit services and regional transportation will follow a modified schedule.

Please review the modified schedule on our website:
https://www.frederickcountymd.gov/.../Rider-Bulletins...











Welcome Aboard the Fact Friday Train! Choo-choo, all aboard! 🌉

Transit isn't just about buses, we also assist with and promote Commuter Services and Regional Transportation!

Did you know?

Mark Both the 10 and 20 Connector provide service to the Monocacy MARC station

₩ Transit offers a "Meet-the-MARC" Shuttle to and from the Point of Rocks station

¼The **65 Connector** route services the Frederick line trains at the Frederick MARC station

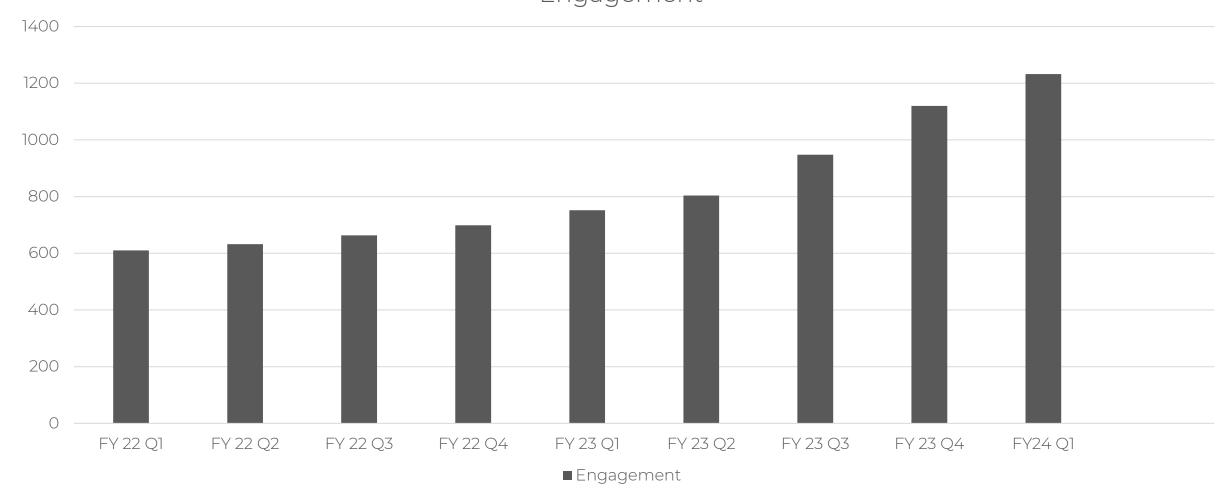
We're all about **synching bus and** Maryland Transit Administration **train services** for a smoother, more seamless experience!

For further assistance with your commute, contact ${\bf Transit\ Rideshare}$ at transitrideshare@frederickcountymd.gov.



SOCIAL MEDIA STATS





OLD SOCIAL MEDIA POSTS





7 years ago

Write a comment...



TRANSIT SERVICE CHANGES AND CANCELLATIONS FOR TUESDAY, MARCH 14th

The following service changes will be in effect for TransIT Services on Tuesday, March 14:

- Meet-the-MARC Shuttle service is cancelled.
- TransIT-Plus service is cancelled.
- Shuttle service is cancelled.
- Peak a.m. service is cancelled.
- Connector Routes: a.m. service will have a five hour delay, with first run #20, #40, #50, #51, #60, #61 leaving the Transit Center at 10:15 a.m. The #10A will leave Frederick Towne Mall at 10:05 a.m. and #10B will leave FSK Mall at 10:45 a.m. and the #80 will leave Frederick Community College at 10:15 a.m.

Conditions will be re-evaluated and any changes or cancellations will be announced by 8 a.m.

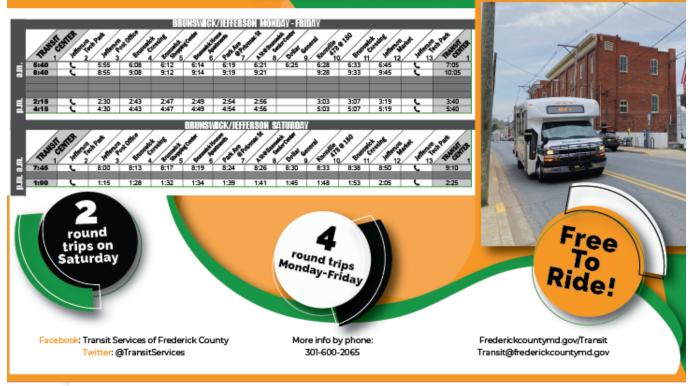
Please check Twitter or call TransIT at 301.600.2065 before leaving for your bus stop. Follow TransIT for alerts on Twitter @TransitServices

2 shares

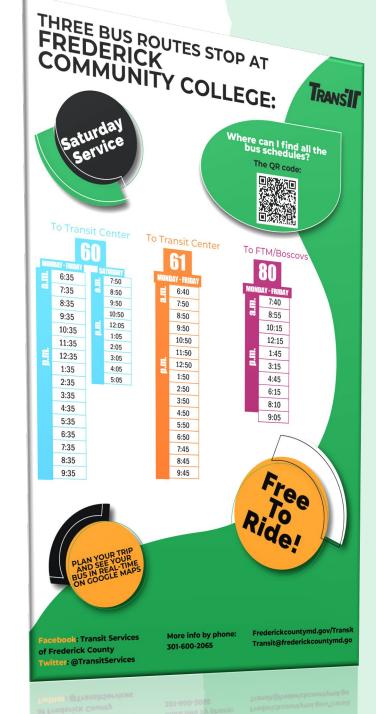
PRINT MATERIALS

- Transit Services utilizes a variety of print materials as part of its marketing and advertising efforts, including:
- Brochures
- Flyers
- Posters
- bus schedules
- bus stop signage
- Thoughtful distribution and strategic placement of print materials
- Print ads and information allow residents to learn about and understand how to ride the bus and promote alternative commuting options.

WHERE CAN THE BRUNSWICK/JEFFERSON SHUTTLE TAKE YOU?



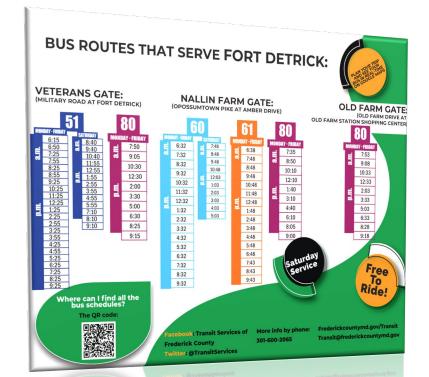


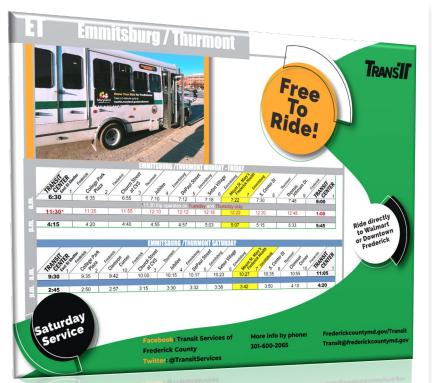


PRINT MATERIALS

- Brochures and flyers are distributed at local businesses, the Transit Center, tourist destinations, and other high-traffic areas.
- Printed bus schedules are also available at major bus stops with info boxes.
- Posters may promote new routes, service changes, vanpooling, GRH, riding tips, or community events. Bus stop signs identify each stop location with route information and a phone number or website.
- Bus advertising ads are placed inside and outside buses to generate revenue while also exposing new audiences to the transit service.
 These ads can be purchased by third parties such as local businesses, nonprofits, government agencies, and more.
- Promote Rideshare and GRH onboard Transit buses.







PRINT MATERIALS

WEBSITE

- Transit Services utilizes its website as a critical communication and education tool. The site provides detailed information on:
- Routes
- Schedules
- Accessibility
- Riding tips
- Upcoming events
- Transit continues to focus on updating website landing pages with easy-to-read text, moving away from formal government-style writing. This helps riders easily navigate the system.
- The website will continue to be an essential tool for educating riders, answering their questions, and earning their trust.



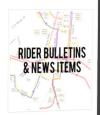












Upcoming Events

Bike to Work Day 2024: Friday, May 17th



🚵 Roll Into Fun on Bike To Work Day 2024! 🚵

in us, Transit Services of Frederick County, Frederick County Government, the City of Frederick, Key103, Charm City Run

- Where's the event? Frederick Transit Center, 100 S. East Street.
- When? Rain or shine, we're rolling from 6:00 am 8:30 am, Friday, May 17th
- 😭 FREE T-shirt alert! Ready, Set, Register! 👉 Don't let the chance to snag your free t-shirt pedal away.









WEBSITE UPDATES

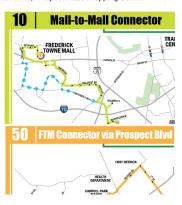
Winter Weather Service Modifications

When winter weather strikes, we will do everything possible to keep our scheduled routes running as smoothly as possible. But sometimes, the weather gets too rough. When it does, we may have to temporarily detour from our regular route to travel an alternate route until roads/areas are treated and safe for driving.

Connector Service: Alternate Routes for Winter Weather Emergencies

When the alternate routes are implemented, SOME REGULAR BUS STOPS WILL BE MISSED OR RELOCATED. Please refer to each map and schedule for the snow emergency route. Maps and schedules are available onboard each bus and online. The snow emergency routes are shown with blue snowflakes.

Alternate routes for winter weather emergencies may be implemented for the #10, #50, and #51 for the following roads/areas: Himes Avenue; McCain Drive; Hillcrest Drive; Prospect Plaza Shopping Center.



MEET-THE-MARC Shuttle

When inclement weather causes hazardous driving conditions, Transit may operate limited service to the Frederick MARC train station.

AM Shuttle Service:

If hazardous driving conditions occur in the morning, AM shuttle service to Point of Rocks will NOT be provided and the Walkersville Meet-the MARC shuttle will be cancelled.

PM Shuttle Service:

If hazardous driving conditions occur in the evening, PM shuttle service for Point of Rocks and Walkersville Meet-the-MARC may be limited to the earliest scheduled trains.

How do I find out about service cancellations or schedule changes?

If inclement weather necessitates the implementation of alternate routes, Transit drivers will notify onboard passengers immediately, and announcements will be made using:

Transit Alerts (register at www.frederickcountymd.gov/alerts)

Twitter: @TransitServices

Facebook at Transit Services of Frederick County

Call our office at 301-600-2065 for up-to-date announcements.

For more information or for a list of the bus stops that will be missed or relocated when the alternate routes are in place, please contact Transit at 301-600-2065 or visit www.FrederickCountyMD.gov/transit.

VANPOOL LANDING PAGE BEFORE

Vanpools



Services

Vanpooling is an important and economical option for individuals commuting long distances. It is also good for the environment. This option is popular in the Metropolitan Washington area because of commuting distances to work sites. In our region, vanpoolers may be eligible for up to \$270 in tax-free transportation benefits each month.

Types of Vanpools

There are 3 kinds of vanpools:

- Owner-Operated Vans An individual leases or purchases a van and operates the van independently. Riders generally
 meet at a central location and pay the owner a set monthly fee.
- Third-Party Vans A vanpool "vendor" leases the vanpool vehicle for a monthly fee that includes the vehicle operating
 cost, insurance, and maintenance. The vendor can contract directly with 1 or more employees. The monthly lease fee is
 paid by the group of users. Military personnel may also benefit from this vanpooling arrangement.
- Employer-Provided Vans The employer (or a group of employers) buys or leases vans for employees' commute use. The
 employer organizes the vanpool riders and insures and maintains the vehicles. The employer may charge a fee to ride in
 the van or subsidize the service. Check with your company's Human Resources Department.

Assistance in Finding Riders

Transit Services will assist new and existing vanpool / carpools in finding riders. Transit offers a <u>financial subsidy</u> for empty seats to vanpools in the first year of operation.

Additional Resources

VANPOOL LANDING PAGE AFTER

Vanpools

Whether you're looking for a way to save money on your commute or just want to be greener and more sustainable, vanpooling may be the perfect solution!

It's like taking a mini vacation to work, every day. You'll get to enjoy the scenery on the way to your job, and you'll save money while you do it.

You can form your own vanpool with other commuters in your area who want to share the ride, so you won't have to drive alone anymore. You can get up to \$300 in monthly tax-free transportation benefits!



List of current vanpool routes starting in Frederick County:

Route Begins:	Route Ends:
Buckeystown Pike	Fort Belvoir, VA
Urbana Park & Ride (North)	Fort Belvoir, VA
Monocacy MARC Station	Washington, DC
Urbana Park & Ride (North)	Bethesda, MD
Thurmont	Bethesda, MD
Walkersville	Bethesda, MD
New Design Rd Park & Ride	Bethesda, MD
Mount Airy Park & Ride	Bethesda, MD
Urbana District Park	Bethesda, MD
New Design Rd Park & Ride	Rockville, MD
New Design Rd Park & Ride	Gaithersburg, MD
Thurmont	Gaithersburg, MD
Grove Road	Manassas, VA

Interested in finding out if a current vanpool route matches your commute? Contact us to learn more!

Types of Vanpools

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 employer organizes the vanpool riders and insures and maintains the vehicles. The employer may charge a fee to ride in
 the van or subsidize the service. Check with your company's Human Resources Department.

Assistance in Finding Riders

Transit Services will assist new and existing vanpools/carpools in finding riders. Transit offers a <u>financial subsidy</u> for empty seats to vanpools in the first year of operation.

Eligible vanpools may receive financial assistance during the first 12 months of operation, not to exceed the following limits:

Vehicle	Per Month Maximum	Per Month Maximum
	Months 1-6	Months 7-12
15-passenger van	\$500 Maximum	\$300 Maximum
13-passenger van	\$450 Maximum	\$270 Maximum
12-passenger van	\$433 Maximum	\$260 Maximum
10-passenger van	\$377 Maximum	\$226 Maximum
9-passenger van	\$338 Maximum	\$200 Maximum
8-passenger van	\$300 Maximum	\$180 Maximum
7-passenger van	\$263 Maximum	\$158 Maximum

- a. The per-seat subsidy is derived by dividing the Total Eligible Operating expenses of the vanpool (lease cost and gasoline) by the number of seating positions available in the vanpool vehicle, excluding the driver position.
- b. The total subsidy amount is derived by multiplying the per-seat subsidy by the number of unfilled seats.

Additional Resources

View information on vanpool services in the greater metro region.

- Blue Mountain Transportation
- Commute with Enterprise
- DMV Vanpool LLC

MARKETING/ADVERTISING CAMPAIGNS

Radio, Digital, and Print Advertising

Sample Native ad:

Manning Media- Travel Training Native ad

Travel Training Program

Title (25 characters): Commute with Confidence

Sponsored by: Transit Services

Body Text (up to 300 characters):

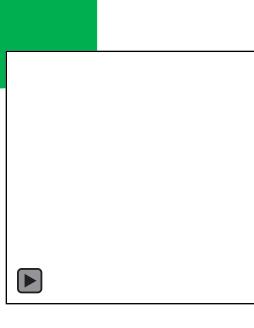
Wave goodbye to those public transit nerves. Our Travel Training program is designed to help you learn how to read the bus schedule, know where the stops are located, understand how to use Google Transit, and make sure you feel confident in every aspect of your commute.

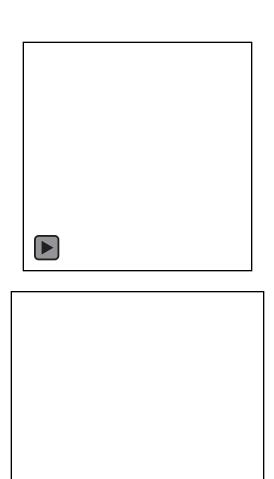
Click through URL: https://frederickcountymd.gov/8533/Travel-Training

Call to Action: Contact us today

Logo (Attached): Transit logo

Images (Attached):





DIGITAL AD STATS

105,433 180 0.17% 2.44

0.17%

IMPRESSIONS CLICKS CTR X THE NATIONAL AVG (.07%) TOTAL ENGAGEMENT RATE



Impressions: How many ads were served

Clicks: How many times a user clicked on an ad

CTR: "Click-through Rate" which is (Clicks/Impressions) x 100

X THE NATIONAL AVG: Number of times greater than the .07% National Average CTR

TOTAL ENGAGEMENT RATE: (Clicks + View-throughs)/Impressions x 100*

(A View-through is how many people saw an ad, did NOT click, but came to your site and visited a

*Note: Total Engagement Rate does not include Facebook or Mobile Conquesting view-throughs. If total engagement rate equals your CTR, there were no view-throughs reported.

Site Name	Site and App Performa	nce
	Site Name	

Site Name	Impressions	Clicks	CTR
foxnews.com	6,559	8	0.129
parentztalk.com	2,410	6	0.259
play.google.com/store/apps/details?id=in.playsimple.tripcross&hl=en	2,319	6	0.269
travelermaster.com	2,025	4	0.209
w3schools.com	1,164	2	0.179
sswon	1.054	0	0.009
apps.apple.com/us/app/musi-simple-music-streaming/id591560124?uo=4	1,000	1	0.109
moneyawaits.com	899	2	0.229
apps.apple.com/us/app/wordscapes/id1207472156?uo+4	838	0	0.009
dailymail.co.uk	772	0	0.009
apps.apple.com/us/app/happy-color-art-coloring-book/id1407852246?uo=4	764	3	0.399
fandom.com	756	1	0.139
javatpoint.com	697	1	0.149
cnn.com	692	0	0.009
apps.apple.com/us/app/microsoft-outlook/id951937596?uo=4	669	0	0.009
ourneyranger.com	663	1	0.159
yourdly.com	653	1	0.159
play.google.com/store/apps/details?id=coloring.color.number.happy.paint.art.drawing.puzzle	649	0	0.009
cooking4all.com	648	1	0.159
fastpeoplesearch.com	634	1	0.169

Native Creative Performance

Preview Iframe	Creative	Impressions	Clicks	CTR
	Transit of Frederick_11.2_GRH Native	105,433	180	0.17%

Line Item Performance

Line Item Name	Impressions	Clicks	CTR
Transit of Frederick - Al Native	52,908	88	0.17%
Transit of Frederick-Commuter/Public Transportation/Rideshare Behavioral Native	52,303	92	0.18%
Transit of Frederick - Retargeting Native	222	0	0.00%
Total •	105,433	180	0.17%

The goals of Transit Services' advertising include:

- Increase ridership across routes, with specific campaigns targeting new or changed routes.
- Promote the use of Commuter alternatives.
- Boost public awareness of Transit Services' offerings and benefits.
- Promote new programs, routes, fare-free, and service changes.
- Engage both existing riders and potential new riders.
- Position Transit Services as a modern, convenient transportation option.





Address:

1040 Rocky Springs Road Frederick, MD 21702

Email:

Transit@FrederickCountymd.gov

Office:

301-600-2065 Scheduling: 301-600-1725

Social Media:

Twitter:
@TransitServices
Facebook:
Transit Services of
Frederick County