

# COMMUTER CONNECTIONS REGIONAL TDM MARKETING GROUP

FY2015 MARKETING ACTIVITY

Dan O'Donnell June 16, 2015



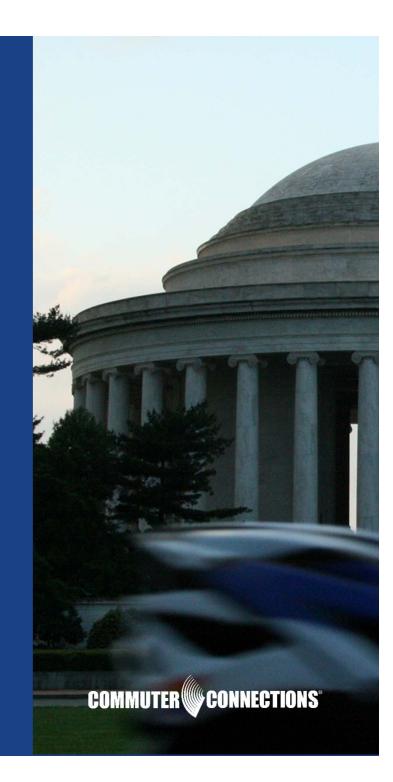
#### **PROGRAM OBJECTIVES**

- Reduce vehicle trips and miles
- Reduce traffic congestion and improve air quality
- Convert single occupant vehicle drivers to alternative modes
- Encourage continued use of alternative modes

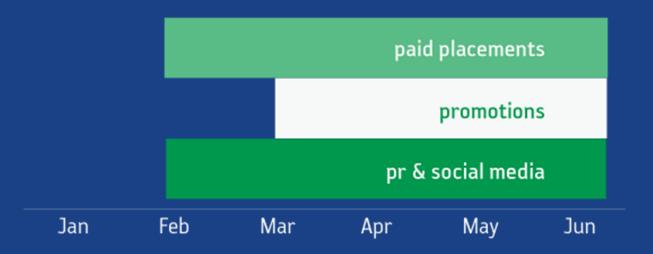


#### **INITIATIVES**

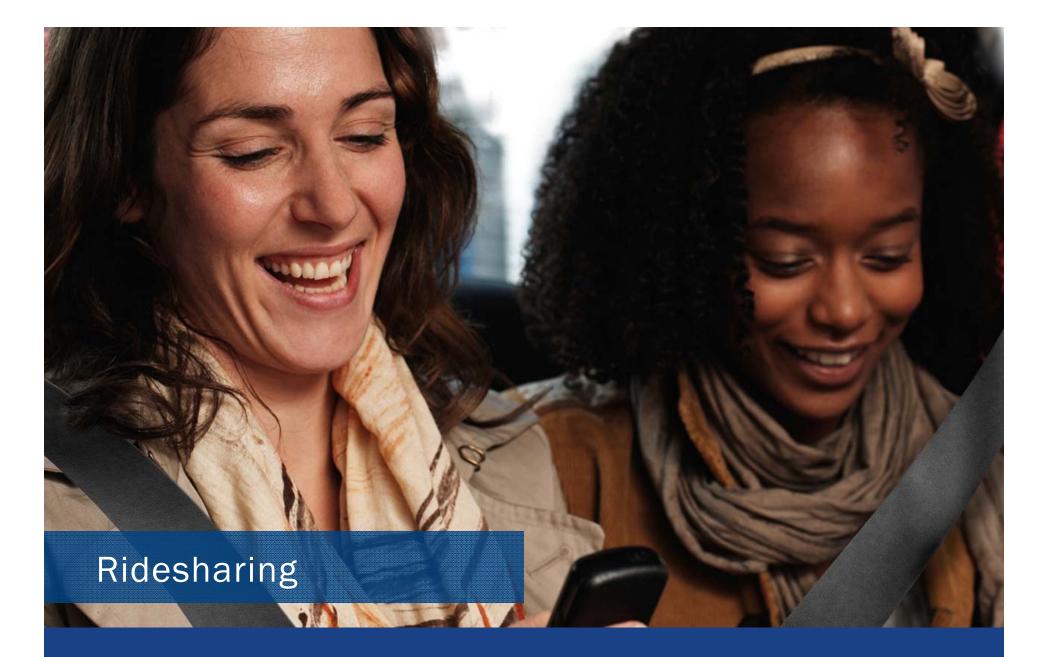
- Ridesharing Campaign
- Guaranteed Ride Home Campaign
- 'Pool Rewards
- Bike to Work Day
- Employer Recognition Awards
- Newsletter
- Car Free Day



#### SPRING CAMPAIGN SCHEDULE









#### CREATIVE





# 

# **MEDIA**

- Drive time radio
- Promotions & partnerships
- TV snipes & squeezebacks
- Live reads & celebrity endorsements
- Social media
- Streaming audio





#### **DIRECT RESPONSE CAMPAIGN**

# reach 🕂 frequency 🛨 call to action 📯 & conversions



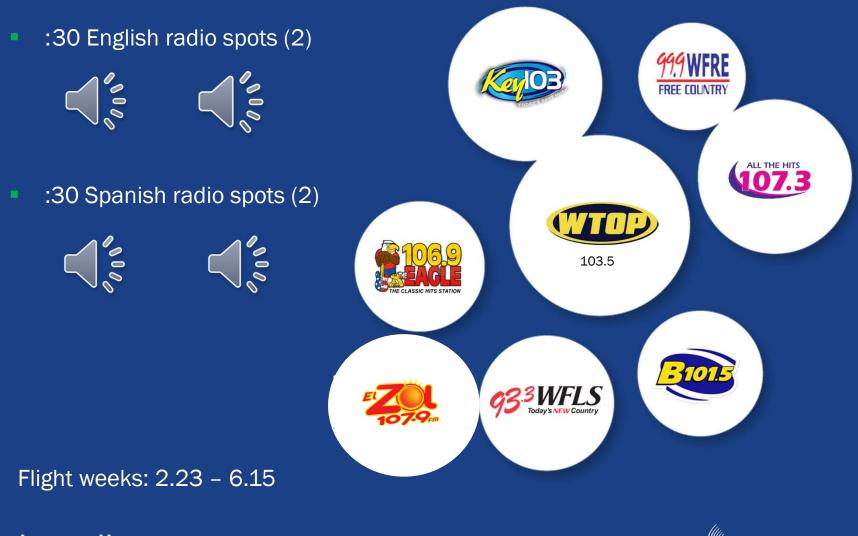
**MEDIA BUDGET** 

Radio	\$136,000
Network TV	\$ 90,000
Cable TV	\$ 50,000
Digital	\$ 10,000
Total Paid Media:	\$286,000

Added Value:	\$ 66,700	
Direct Mail:	\$ 44,000	



#### RADIO





# TV





Flight dates: 2.23 – 6.15

WJLA Squeezeback



#### TV



Comcast 1/2 SPORTSNET

Comcast Snipe

Flight dates: 2.23 - 6.15



#### **DIGITAL & MOBILE ADS**

Smart phones, tablets, and desktops

- Popunder geotargeting VA,MD, & DC
- Baltimore Sun & Daily Press
- Washington Times

Flight weeks: 3.1 – 5.31





#### **DIGITAL ADS**





#### PROMOTIONS







# PROMOTIONS interviews RIDE radio "Ride Happy" promotions Karl Alzner limo ride Silver Dollar gift card



#### **PROMOTION: CONCERT TICKETS**

#### 107.3 Favorite Things To Do While Commuting contest



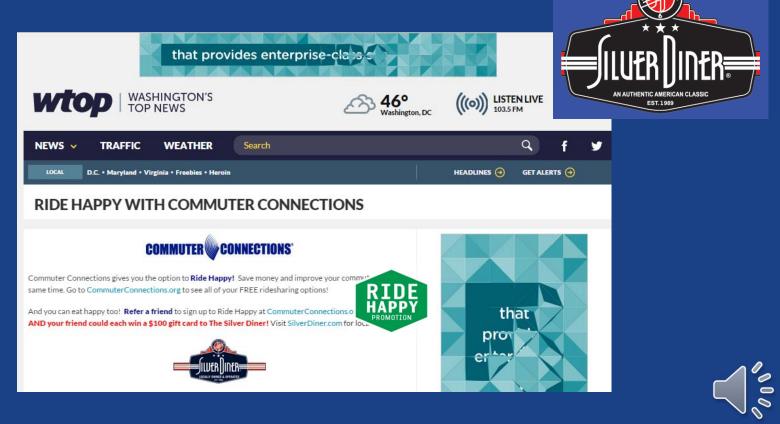






### **PROMOTION: SILVER DINER**

#### WTOP 'Ride Happy' contest

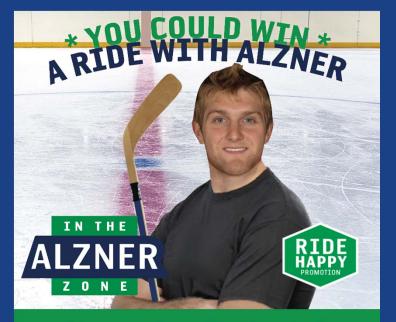






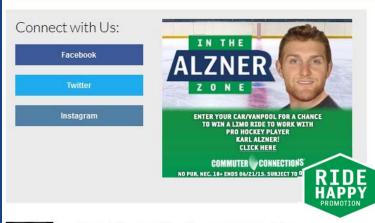
#### **PROMOTION: KARL ALZNER**

#### Comcast SportsNet contest



Enter your car/vanpool for a chance to win a limo ride to work with pro hockey player Karl Alzner!

COMMUTER CONNECTIONS





# D.C. United looks to extend home streak vs. Sporting KC

The Black and Red has not lost a home game since last June and continues its stay at RFK Stadium Saturday when it plays Sporting Kansas City.

Read more »



Former Maryland WR cut by New England Patriots After signing with the team in March, a former Maryland wide receiver was one of two players cut Thursday by the New England Patriots.

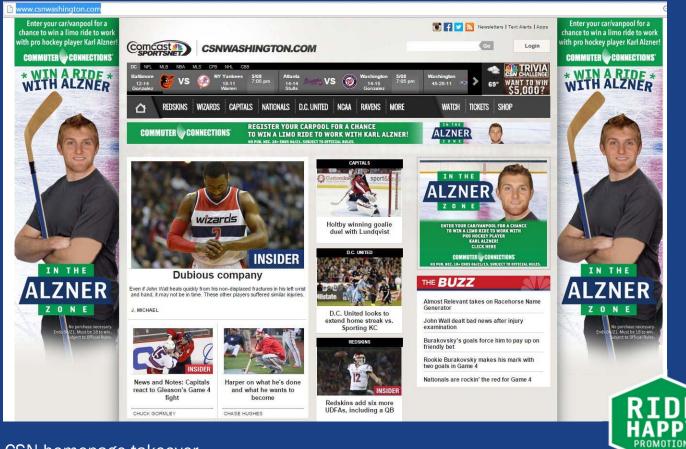
#### **CSN E-Newsletter**







#### **PROMOTION: KARL ALZNER**



CSN homepage takeover





social media

#### **PROMOTION: KARL ALZNER**



Facebook registration page

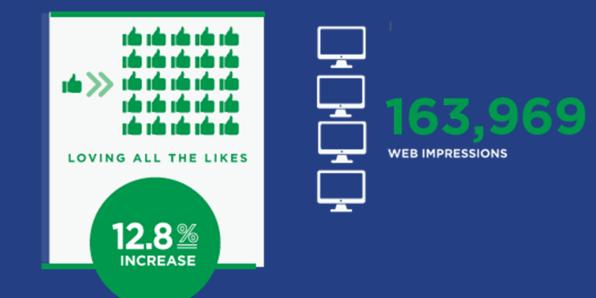




social media

#### **RESULTS TO DATE: KARL ALZNER PROMOTION**







### **PROMOTION: INTERVIEW**

CBS Radio Community Affairs Program Interviews with Commuter Connections

WPGC-FM Air Date May 10<sup>th</sup> 7am



El Zol Hispanic Station Air Date May 10<sup>th</sup> 8am







#### VALUE ADD



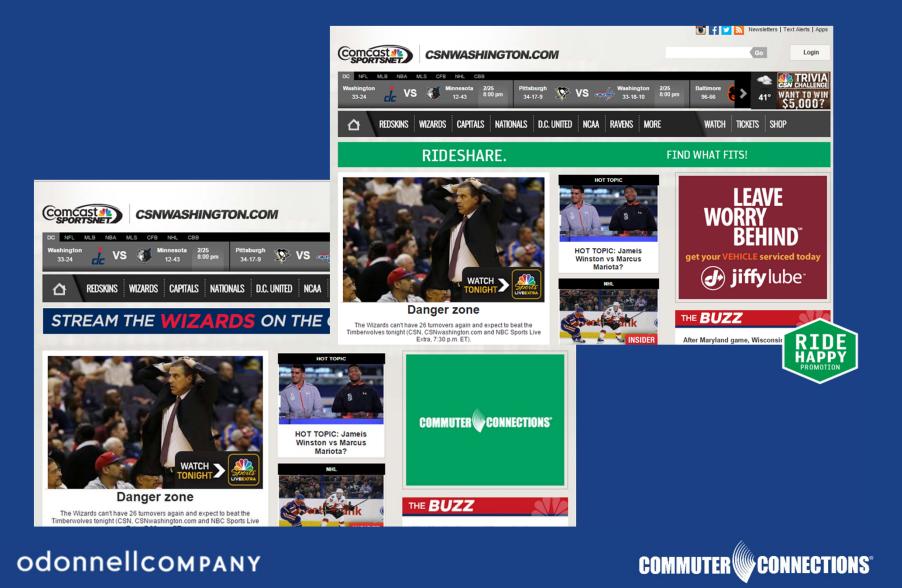
Billboard & ticker messages during Caps & Wizards games

Added value from the media outlets including:

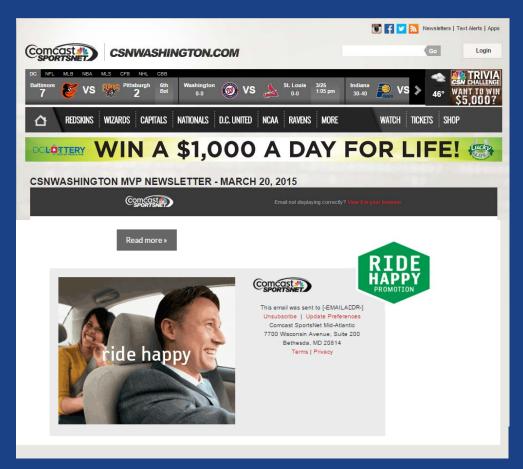
- :05 & :10 radio reads
- Homepage takeover
- Banner ads
- E-newsletter promotion
- Snipes, billboards & ticker messaging on Comcast SportsNet Baltimore feed



#### VALUE ADD



#### VALUE ADD



Comcast SportsNet E-Newsletter



# Guaranteed Ride Home





#### STRATEGY

- "Just in case": it's there when you need it
- Bring forward what it is not when you use it
- Prominent call to action





#### guaranteed ride home

#### CREATIVE



#### JUST IN CASE.

A Free Ride Home For Those Who Rideshare REGISTER NOW FOR GUARANTEED RIDE HOME

commuterconnections.org 800.745.RIDE COMMUTER CONNECTIONS





COMMUTER CONNECTIONS



**odonnellcompany** 



#### JUST IN CASE.

A Free Ride Home For Those Who Rideshare REGISTER NOW FOR GUARANTEED RIDE HOME

commuterconnections.org 800.745.RIDE

some restrictions apply

#### guaranteed ride home

### **MEDIA**

:30 radio spots (2)



:15 live reads



Flight weeks: 3.2 – 6.22

# **MEDIA BUDGET**

Radio	\$190,302
Added Value:	\$ 14,900
Direct Mail:	\$ 44,000

# odonnellcompany

# guaranteed ride home

COMMUTER CONNECTIONS

#### guaranteed ride home

#### **PROMOTION: RADIO**

- 5 radio stations promoted on air
- Online entrants told us what they do "just in case"
- Call to action guided entrants to GRH registration







spring 2015

#### **DONATED TRANSIT SPACE**



#### **DONATED PRINT SPACE**



VRE's RIDE Magazine Ad

MARCH/APRIL 2015	livenore	15
MARCH/APRIL 2015 COMING SOON! Live More Challenge Get You Englayer Involved In the Une More Challenge an docourt hour DATA's englayers provide the set of	<section-header><section-header><text><text><text></text></text></text></section-header></section-header>	
emergency. SAVE MOREY by expanding your staff without heing to move your software heing to move your offices. MARE MORE's by becoming of lodgie conserve with to patienties. Compete with other businesses in the Duble Control to induce you employees dispetitione your employees dispetitione community. Encourage them to carpool, sempool, we transit, ble or walk to with dury businesses and your employees can win prior any prior to an win-	basismis hours or by working extra hours to eliminate a day in the office. Commuter benefits programs smalle you to save money by taking a pre-tax deduction to cover your commuting costs; your employer may even elect to underwrite all or a portion of these costs. DXTA is a public-private parture high the works with Parifax, Loudon, and Prince William Counties to bring oblecational transportation events to your workplace, community context, you public works. As part to bring oblecational transportation events to your workplace, community context, or public works. As part which is in the devecomment Less's initiative that facusses on the positive aspects of leaving your aingle occupant vehicle in the diversing DATA conducted a Live Move for particular to the other than the same adv fable anguaged provident to the 1-045 Expressing and visible simple providents to the 1-045 Expresses Lanes showed commuters how to ave time and money to spend on what matters most. DATA also sponses the annual Live More Commuter Challenge that rewards	$\begin{array}{c c} \hline \\ \hline $
Call DATAs Live More Team to schedule a presentation on DATAs Live More Duillenge today! E-mail Challengegickernore.us or call 703-817-1307.	and tracking alternative commuting during a 2 week period. Concerned about the environment O DATA's EVade survey measures the carbon foroignic created at your workplace by the employee commutesometimes as much as so period of your employer's total carbon footprint. EVAde will also compare your employer to businesses of a comparable airand suggest	or computer skills to use on-line ridematching software to find car and vanpoch. DXTA also works with employees who halo or walk to work to make sure they are following appropriate safe proceedances and the "rule of the road." Want more information on DXTA and Live More Commute LassR? Visit www.livemore.us or call 700.817.1507.stl.7.
	JUST IN CASE.	

GRH DATA Lifestyle tabloid Ad

**REGISTER NOW FOR GUARANTEED RIDE HOME** 



### **EMPLOYER EMAIL**

### Stephen Finafrock,

Chances are you have employees commuting to and from work via carpool, vanpool, bicycle, transit, or on foot at least twice a week. All are eligible to register and get free rides home in the event of a personal or family illness, unscheduled overtime or an unexpected emergency! We want you to know about the Guaranteed Ride Home (GRH) program, and to share this valuable free benefit with your employees.

GRH is available through the Metropolitan Washington Council of Government's <u>Commuter</u> <u>Connections</u> program. Online registration is simple and easy. MWCOG employees who are registered with GRH may use the program up to four times per year.

To help us spread the word about this free commuter benefit, we've attached a short explanation of the GRH program with a link to the Commuter Connections website. Please consider including this helpful information in your upcoming employee communications, such as newsletters, your Intranet, email or other announcements.

A copy of suggested text is below, complete with a hyperlinked Guaranteed Ride Home graphic for your use!

Please contact us if you have any questions at 800-745-RIDE or ridematching@mwcog.org.

Commuters Can Register for Free Rides Home Just in Case

If you carpool, vanpool, bike, walk, or take transit to work at least twice per week in the Washington or Baltimore metro areas, you can qualify for free rides through the Guaranteed Ride Home (GRH) program when life's "surprises" arise, such as a personal or family illness, unscheduled overtime, or other unexpected emergencies. The GRH program is free of charge; but to get this great benefit you must register with Commuter Connections, the Metropolitan Washington regions' most trusted name in commuter alternatives for more than 40 years.

Registration is fast, confidential, and simple online at <u>Commuter Connections</u>. Once complete, you can take advantage of GRH up to four times per year. Knowing there's a free guaranteed ride home just in case of an emergency, makes it easier than ever to use alternative commuting options with peace of mind.

We'll get you home. Guaranteed.



### spring 2015

### EARNED MEDIA

### OBJECTIVES

- Increase impressions
- Build trust

### STRATEGY

- Position as key resource & innovator
- Promote economical, environmental, and social benefits





spring 2015

# **RESULTS COMBINED RIDESHARE** & GUARANTEED RIDE HOME



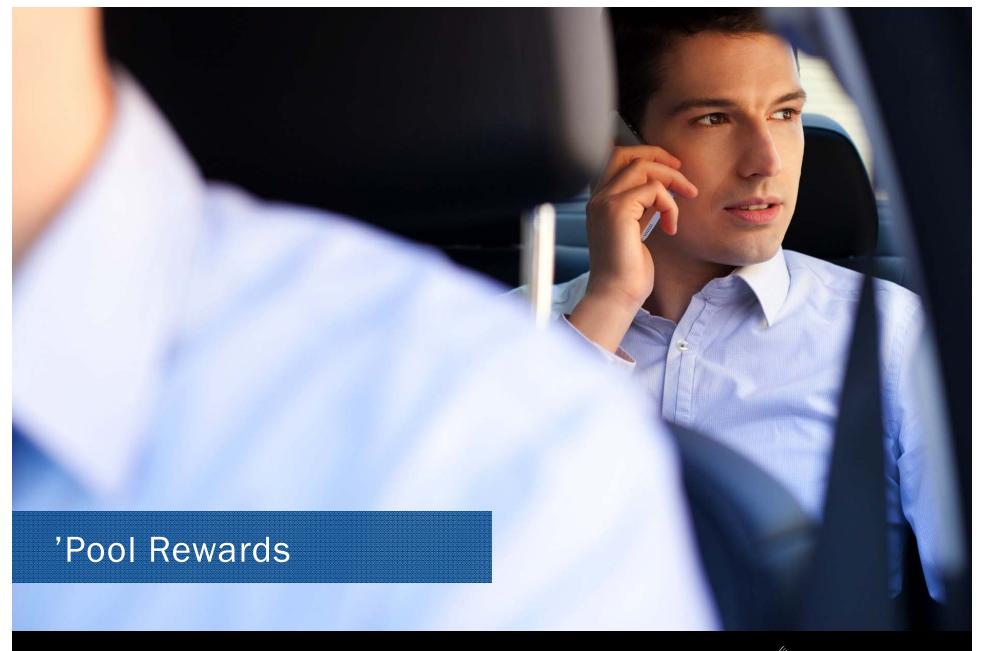
18% INCREASE APPLICATIONS

GUARANTEED RIDE HOME FIRST QUARTER 2014 TO FIRST QUARTER 2015



**RIDESHARE APPLICATIONS** 







'pool rewards

### STRATEGY

Promote benefits & encourage registration Use new & traditional media







'pool rewards

# **MEDIA BUDGET**

NBC4 \$ 20,910

Facebook Ads \$3,000

Net spend \$ 23,910





Enjoy time savings on the ExpressLanes

Carpools of 3 travel TOLL-FREE with *E-ZPass Flex*"

Plus, 'POOL REW@RD\$ provides \$2.00 cash / day

for members of newly-formed carpools\*

\* additional rules & restrictions apply

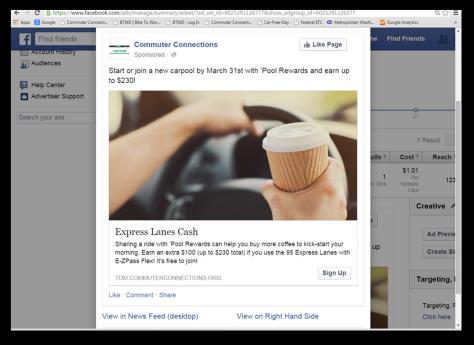
**COMMUTER** CONNECTIONS' can help you find carpool partners!

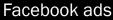
Digital ad



'pool rewards

### CREATIVE









'pool rewards

### CREATIVE

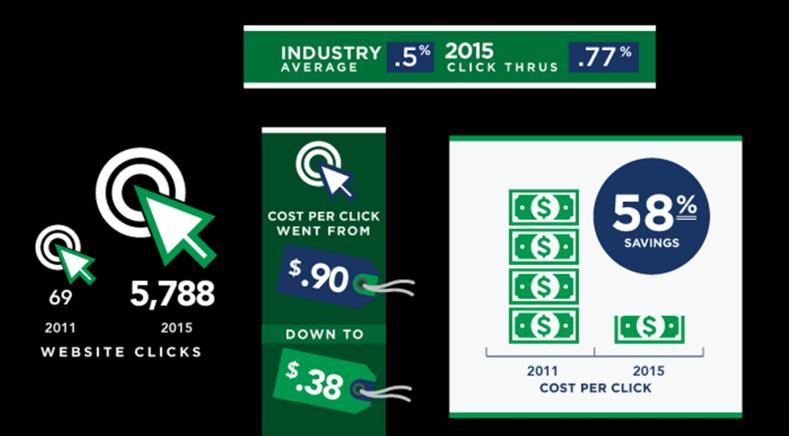
# POOL REVERDS it pays to rideshare

TV ad





# **RESULTS TO DATE: FACEBOOK ADS**











### **OPPORTUNITIES**

- Passionate base
- Bike-friendly region
- Expanded bike sharing system





# CHALLENGES

- Limited media budget
- Unpredictable weather
- Other news happenings



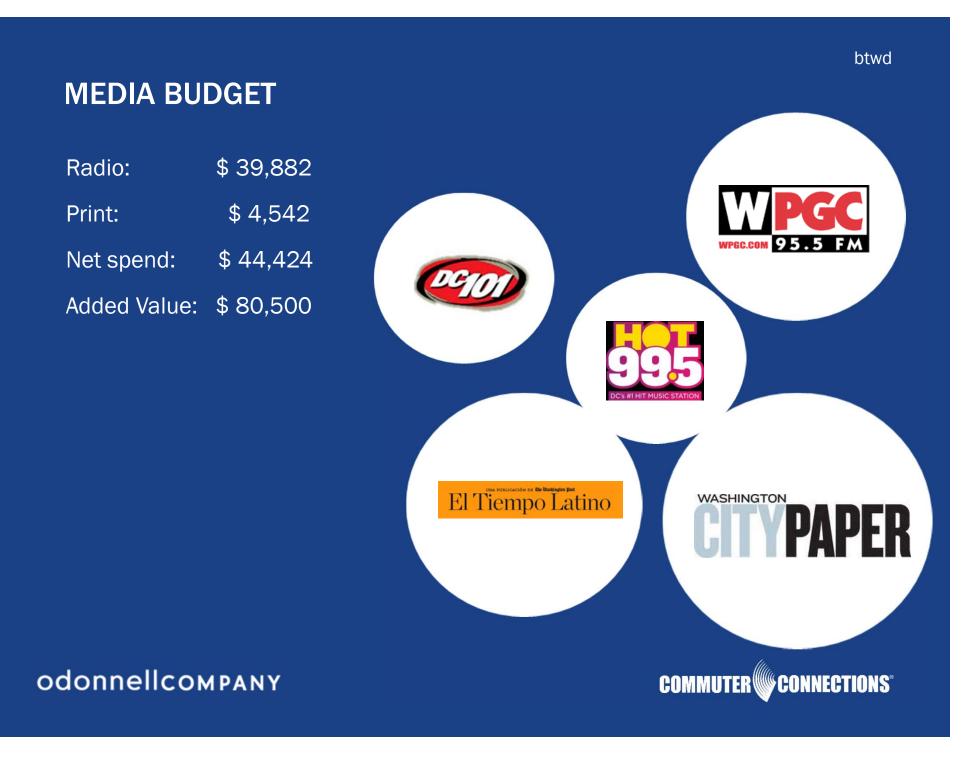


# STRATEGY

- Paid placement
- Earned media
- Social media







### PROCLAMATION



Signed April 15, 2015

Greg Billing – WABA Adrienne Moretz – TransIT & BTWD Committee Chair Phil Mendelson - DC Council Chair & TPB Chair





### **SPONSORS**





# **SPONSOR CONTRIBUTIONS**

Cash:	\$ 47,100
In-Kind:	\$ 10,945
Total:	\$ 58,045











### Posters







T-shirt



BIKE TO WORK DAY 2015 FRIDAY 5.15.1

5



Register at www.BIKETOWORKMETRODC.org or call 800.745.7433

Pre-Register by May 8 for free T-shirt\* and bike raffle!

FREE FOOD, BEVERAGES and GIVEAWAYS at all LOCATIONS

Over 75 Bike to Work Day pit stops located in D.C., Maryland and Virginia

Visit www.biketoworkmetrodc.org for specific pit stop locations and times.

\*T-shirts available at pit stops to first 14,000 registrants.





Rack card

### Odonnellcompany

btwd



Pit Stop Banner





Washington Area Bicyclist Association invite you to join over 10,000 area commuters for a celebration of bicycling as a clean, fun, and healthy way to get to work. Attend one of 79 pit stops throughout D.C., Maryland, and Virginia to receive refreshments, and be entered into a raffle for bicycles being given away.



Sponsors

Free Registration Click Here

### Pit Stops

Event Poster

Seventy nine pit stops will host Bike to Work Day events throughout D.C., Maryland and Virginia. Take a break at a pit stop on your way to work for lots of food, fun and prizes. Register now, it's free! There are also a few pit stops open for your afternoon commute back. Read More...

### Find a Ride Buddy

commuters.

Read More

A PDF of the new Bike to Work Day 2015 event poster is now available! Click here to see this year's event poster

### Use the Washington Area Bike Forum to find a ride buddy for Bike to Work Day, or join an

online discussion about bicycling in the Washington, D.C. area. Read More...

Commuter Convoys

Bicycle commuter convoys are forming now

for Bike to Work Day on May 15th, All

bicyclists are welcome to join the free

convoys and there's no need to sign up.

Convoys are led by experienced bicycle

### Increase Bicycling Skills

WABA's adult bicyclist education opportunities are available throughout the Washington region for a wide range of skill sets, from beginners to advanced. There are also seminars for commuting to work. Read More ...

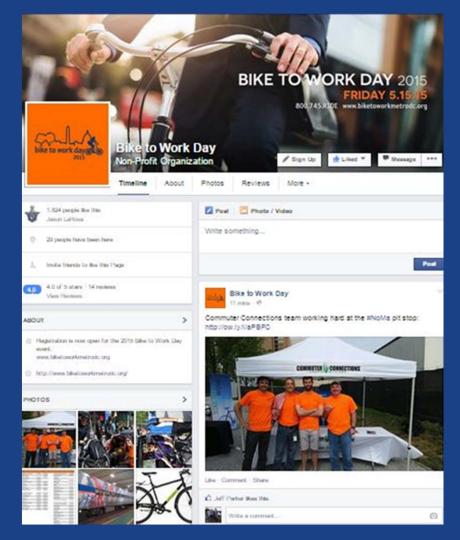
### Website





Twitter





Facebook



### **VALUE ADD**



iHeart media promotion

**odonnellcompany** 





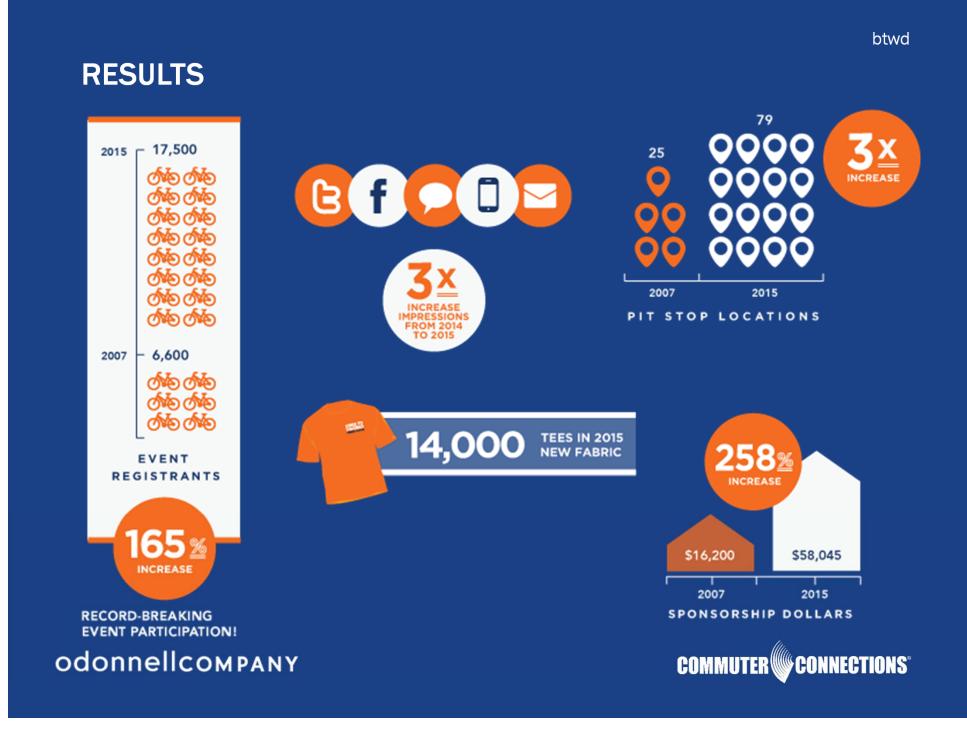
Enter to win a Single Speed Hudson Bike On May 15 Commuter Connections and Brilliant Bicycles invite you to join over 10,000 area commuters ...











### TREAD A WAY NONE HAVE TROD BEFORE - WILLIAM BUTLER YEATS

# Employer Recognition Awards





employer recognition awards

### **OBJECTIVES**

Increase employer support of alternative commute options





### STRATEGY

- Recognize employer success through awards program
- Recognize sales team and organizational winner accomplishments
- Provide publicity for program & winners
- Engage elected officials in the process





### employer recognition awards

### CREATIVE

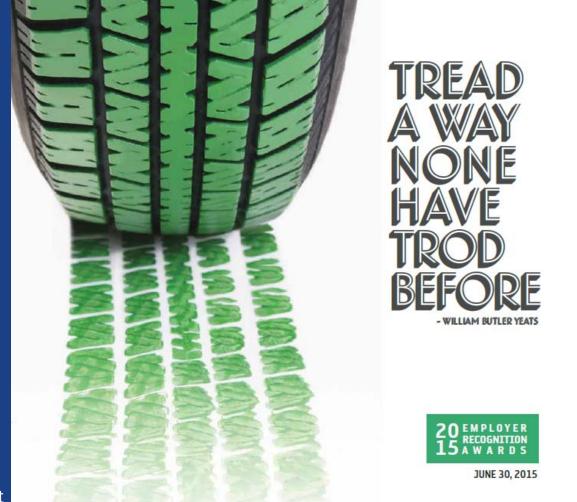






Invite





Program Booklet





### NOMINEES

er
ern MD Electric Cooperative
Design Group
uclear Regulatory Commission
I Therapeutics Corp.
ngWire

Awards to be announced June 30 at Grand Hyatt Washington









additional marketing

### **OBJECTIVES**

- Create loyalty
- Develop relationships and trust
- Help build momentum





additional marketing

### STRATEGY

- Published quarterly
- Reaches 8,000 employers





newsletter

### CREATIVE



### WE'LL GET YOU HOME. GUARANTEED!

Commuters that share a ride and take transit, who belong to the free Guaranteed Ride Home program share peace of mind when they have an emergency and have to get home, or are asked to work late.

Commuter Connections' Guaranteed Ride Home (GRH) program was developed to be a solution to enable commuters to leave the car behind. Operated since 1997, GRH is like having "commuter insurance", by providing a way home for qualifying commuters in the case of an unexpected personal/family emergency, or unscheduled overtime. Commuters who use alternative commute modes at least twice a week are provided with up to four free GRH rides



"I have been a Commuter Connections member and carpooler for a few years. Over the years, I have heard the radio advertisement for GRH and thought how it would probably be

### Newsletter



# LOOKING AHEAD

Employer Recognition Awards

FY16 Campaign Ideation

Car Free Day

Fall Campaign

New FY16 Creative Campaign

Bike to Work Day

June 2015 July 2015 September 2015 October 2015 February 2016 May 2016





# FY2016 CAMPAIGN DEVELOPMENT TIMELINE

	Review Research, Trends, and Prior Campaign Results	July 2015
•	Write Marketing Communications Plan	July 2015
•	Reg TDM Marketing Group Feedback via SharePoint	Aug 2015
•	Conceptual Approaches at Reg TDM Marketing Mtg	Sep 2015
•	Feedback from Marketing Workgroup	Oct 2015
•	Refine, Develop and Finalize	Nov 2015
•	Media Selection	Dec 2015
•	Production and Distribution to Media	Jan 2016
	New FY16 Creative Campaign Goes Live	Feb 2016





# **MEDIA SELECTION PROCESS**

Review and analyze

- Marketing Communications Plan
- 3<sup>rd</sup> party media data from Strata, Scarborough, Arbitron

Calculate

 Reach & frequency of target demographics for each media option

Analyze

Cost/value proposition of each media option

Reality check

Does it make sense?

Negotiate

Evaluate best negotiated options

Media purchase

Run campaign

**Evaluate results** 





