Metropolitan Washington Council of Governments Commuter Connections FY2011 Marketing Activities

Presented by:
Dan O'Donnell
Odonnell Company
March 15, 2011

Second Half FY2011 Marketing Activities

'Pool Rewards

Winter Newsletter

Spring Umbrella Campaign

Bike to Work Day

Employer Recognition Awards

Campaign extended through March 2011

Spots ran on WTOP's traffic sponsorship package weeks of February 14 and 21.

Message was READ LIVE and aired directly between Traffic and Weather Reports on WTOP!

Total of 35:10s reads per week



Included on direct mailers

Save half. Every time you share a ride.

Save money by sharing the cost of your commute! From gasoline to talls to parking, Commuter Connections can help you find someone to reduce your costs, and frustration, of your commute.

Register today at commuterconnections.org. It's FREE and finding rideshare partners just takes a few easy steps.

Commuter Connections can provide you with a list of potential carpool partners who live near you, work near you, and share similar schedules. For your convenience, there are over 350 Park & Ride Lots suitable as gathering points throughout the Washington metropolitan area, and the vast majority offer free parking.

Register for Ridematching or Guaranteed Ride Home:

- To register for either free program simply visit. commuterconnections.org to get started. There is absolutely no cost or commitment!
- Once you create an account and sign up for ridematching. you can view and print an instant matchlist of potential carpool/vanpool partners online today. Or to receive your matchlist by mail or email, simply fill out the
- To join an existing carpool/vanpool or start a new one in your area, just reach out to your list of potential ridematch partners. It's that easy!
- Added Bonus: Get a Guaranteed Ride Home. Once you're in a carpool, vargool or taking public transit, sign up for the Commuter Connections Guaranteed Ride Home Program, it's free!

When you carpool, vanpool, bicycle, walk or take public transit work at least twice a week, you're eligible for our Guarantee Ride Home program*. So, in the event of an unexpected

*Some reservations apply. That communitations are for full participation guided

personal or family emergency or unscheduled overtime, you don't have to worry about being stranded at work. We'll arrange for you to take a free taxi or even rental car up to four times

Register for our free Ridematching and/or Guaranteed Ride Home programs online today at commuter connections arg. Or to receive your matchlist by mail or email, simply fill out the application below. For questions, call 1.800.745 RIDE. You may also try to locate carpool/vanpool partners through our online bulletin board.

By registering with Commuter Connections ridematching. your contact information will be made available to others with compatible commutes. Note: your home address will remain n be removed

Cash Incentive for Carpools, Limited Time Offer:

Join the "Commute that Pays!" - If you currently drive alone t work and sign up to form or join a new carpool at least two days per week during a three-month period, you may qualify for 'Pool Rewards and earn up to \$130 in cash!"

'POOL REW#RDS

NO MEMBERSHIP FEEST NO COMMITMENTS! FREE AND EASY SET, ICE,

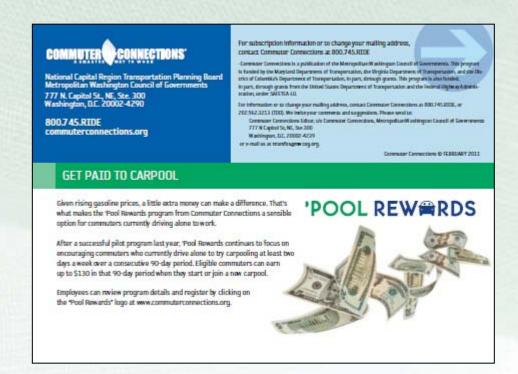
Please our along perferable live above, fold and tape abuspater to the long-

FOR CARPOOL RIDEMATCHING OR form below, including sections
GUARANTEED RIDE HOME TODAY! A and/or B and return it today!

Included in newsletter

Ad placed on craigslist in Rideshare section

Notices placed on Commuter Connections bulletin boards



Spring radio value add promotions in March used to promote 'Pool Rewards

- :10s on WRQX, WVRX, WTOP through March
- :15s on WASH weeks of March 7 and 21
- :15s on WBIG weeks of March 7, 14 and 21
- Interview taped for WRQX Sunday Spectrum show, aired March 13



FYII Winter Newsletter

FEDERAL ETC UPDATES

Employee Transportation Coordinator

Inna 1, Volume 15 Winter 2011

WHAT'S INSIDE

OMMŲTĘŖ CONNECTIONS

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Surphy May 20

ORK ENHANCEMENT ACT CALLS FOR AGGRESSIVE ACTION

The Communar Information Source for Maryland, Virginia, and the District of Columbia



COMMUTER BENEFITS CHANGES DELAYED

Thanks to decisions made by Congress and the IRS, commuter benefits changes that would have had significant impact on thousands of employers and employees in this region effective January 1, 2011, have been deferred for another year.

Recently passed tax legislation included language extending for another year the maximum allowable employer-provided tax-free transit benefit, up to \$230 per morth. Additionally, the bill retained parity between the transit/vanpool and parking portions of the transportation fringe benefit at the \$230/morth level. Without the legislation the maximum benefit would have reverted back to \$120 per month on January 1 of this year.

The IRS, which had initially announced rules in 2009 requiring employers to separate transit and parking benefits provided to employees, delayed this requirement to January 1, 2012. The IRS's move provides public transportation agencies with more time to work through the challenging administrative complexities of implementing the mandate.

For its part, the Washington Metrupolitan Area Transit Authority plans to phase in the 18's required changes to Metro's SmartBenefits* program were a several-month period this year. Metro reported in December that it is notifying SmartBenefits* customers and employers about the extersion. Visit www.wmata.com and circk on the SmartBenefits* icon to stay abreast of developments. "We are extremely grateful to the members of this region's Congressional delegation and other leaders in Congress for taking action to allow SmartBenefits' users to continue to receive the same transit benefits," said Metro Inter in General Manager Richard Sarles. This move benefits transit riders directly and ultimately reduces traffic congestion, as people are incentivized to use public transportation."

"The commuter benefit extension and the delay in changes to the SmartBenefits" program are both positives for employers and employees in the region," said Commuter Connections director Nicholas Ramios. "Maintaining a level playing field between employer-provided parking and transitivarpool benefits supports commuters' common-serse use of mobility options and helps to alleviate traffic congestion."





In winter 2010 severe weather in the Washington Metro area infamously known as 'Snownageddon' caused closures of government offices, and cost the government 571 million in lost productivity, according to estimates by the Office of Personnel Management. (OPM). In these days of instant and onestant

ion, this seems unnecessary and excessive. The ught a solution to keep the government operating weather, as well as during natural disasters or encies.

sama and his administration found a solution in and signed into law the "Telework Enhancement" which expands the use of telework opportunities orkers.

ome sign to thousands of federal employees, the require executive agencies to act quickly.

ia memo from John Berry, Director of DPM, each ency is "mandated to designate an employee of is the Telework Managing Officer (TMO) and place within the Office of the Chief Human Capital comparable office with similar functions." Each required to inform DPM of their designated TMO 730, 2010. The Act also calls for each executive agency to, not later than 180 days from the December 9, 2010 signing of the law:

- Establish a policy under which eligible employees of the agency may be authorized to telework;
- Determine the eligibility for all employees of the agency to participate in teleworking; and
- · Notify all employees of their eligibility to telework.

It also states that the head of each agency shall ensure that:

- An interactive telework training program is provided to both eligible employees and their managers;
- The employee must complete the training and enter into a written agreement to telework; and
- Teleworkers and non-teleworkers are treated the same in performance appraisals, training, rewarding, work requirements, and other acts involving managerial discretion.

However, according to the act, an employee is not eligible to telework under the established policy if:

- The employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year; or
- The employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography on a Federal Government computer or while performing official Federal Government during.

According to a press release from Congressman John Sarbanes (D-MD), one of the sponsors of the bill, "a robust telework program will not only improve government operations

Continued on bad

FYII Creative Development Schedule

Review research and results from recent campaigns	June 2010
Develop Marketing Communications Plan	July 2010
Feedback on Plan from Regional TDM Marketing Group (Extranet)	Aug 2010
Present conceptual approaches to Regional TDM Marketing Grp	Sept 2010
Refine and develop approach based on Workgroup feedback	Oct 2010
Finalize creative	Nov 2010
Produce creative	Dec 2010
Distribute creative to media vendors	Jan 2011
Campaign launch	Feb 2011
Campaign live	Feb-June 2011

Spring Umbrella Campaign Demographics

Rideshare

- 25-54 years old (82%), 35-54 years old (63%)
- Caucasian (64%) and African-American (20%)
- \$80,0000+ annual household income (68%)
- Commutes more than 20 miles/30 minutes
- Primarily lives in Virginia (65%) or Maryland (33%); and works in D.C. (49%) or Virginia (34%)
- Works for employers with 100+ employees (71%), work for employers with 1,000 or more employees (41%)
- Works for federal agencies (50%) and private sector (31%)
- Professional (37%), Executive/managerial (30%), and administrative (16%)

GRH

- 35-54 years old, secondarily 25-54
- Caucasian (65%) and African-American (21%)
- \$60,000+ annual household income
- Commutes more than 30 miles / 45 minutes
- Primarily lives in Virginia (64%) or Maryland (34%)
- Primarily works in D.C (60%) and Virginia (30%)

Source: Commuter Connections 2007 GRH Survey Report

Source: FY09 Applicant Database Annual Placement Survey Report

Spring Umbrella Campaign

MEDIA	FEB			MARCH			APRIL				MAY					JUNE			COG TOTALS NET	
	14	21	28	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	
Rideshare																				\$72,151
GRH																				\$144,301
'Pool Rewards																				\$11,000
BTWD																				TBD
Radio (Total)																				\$227,452
Television																				\$65,000
Gas Pump Toppers																				\$93,600
Production*																				\$6,435
Internet																				\$40,000
Donated Transit*																				
Total																				\$432,487
GRH Only	GRH/RS											,b	ool R	ewar	ds					

Bike To Work Day

* Printing and other non-media expenses only

Rideshare Only

Spring Umbrella Rideshare Campaign

New creative

Campaign live February – June 2011

Media

- Radio (anchor)
- Gas pump toppers
- Internet banner ads

Rideshare Radio

6 radio stations airing Rideshare spots













Rideshare Radio Spots

Save Half – Woman



A commuter requests a rideshare partner to save half the gas, half the money, and half the stress with her.

Save Half – Man



A commuter likens ridesharing to half time, providing a personal half-time with half the driving, half the stress, and half the costs.

Gas pump toppers to be displayed at 125 stations

- 15 stations in DC
- 56 stations in MD
- 54 stations in VA

Value add provided by vendor

- Toppers at 8 stations provided as bonus
- Window clings provided at stations as value add

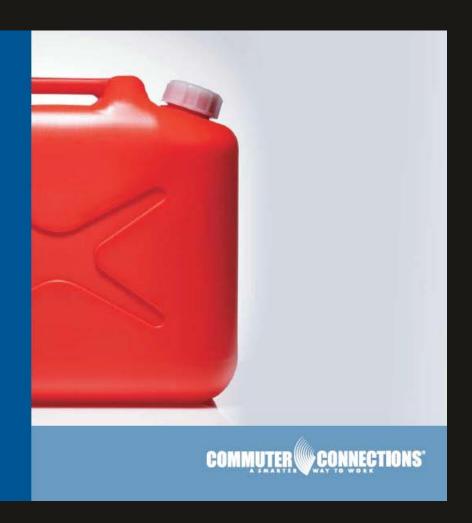
SAVE HALF. EVERY TIME. share a ride.

free ridematching services get started at commuterconnections.org



SAVE HALF. EVERY TIME. share a ride.

free ridematching services get started at commuterconnections.org











- High performance job, weather, and news sites from past campaigns
- Included Realtor.com, more likely to reconsider commute when moving house.



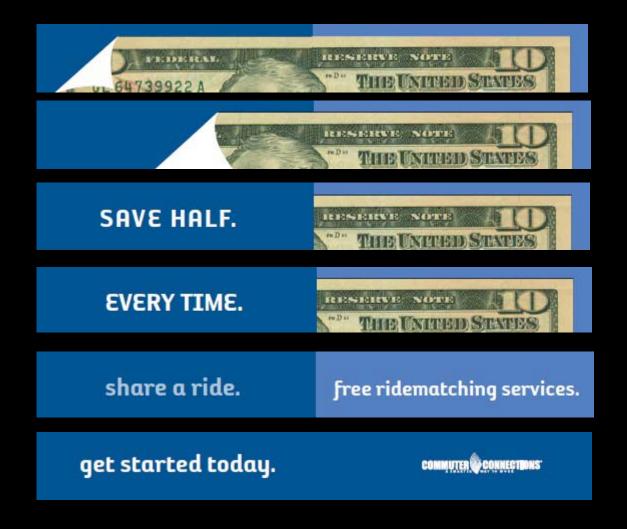


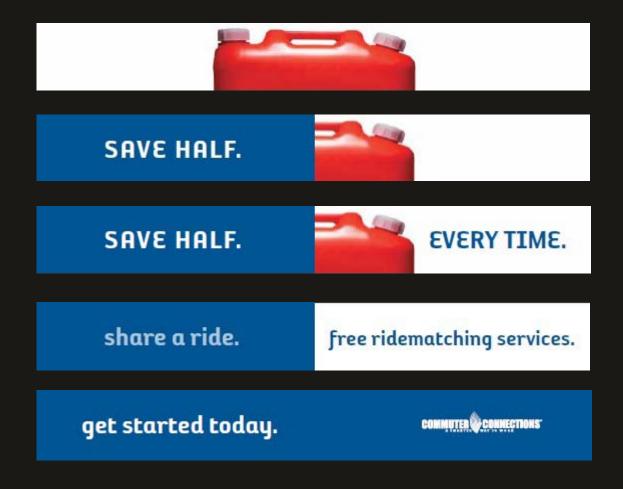


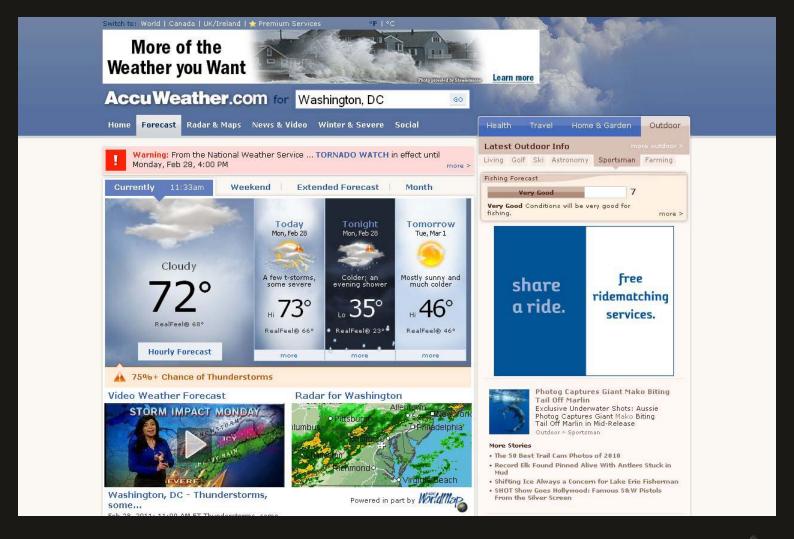


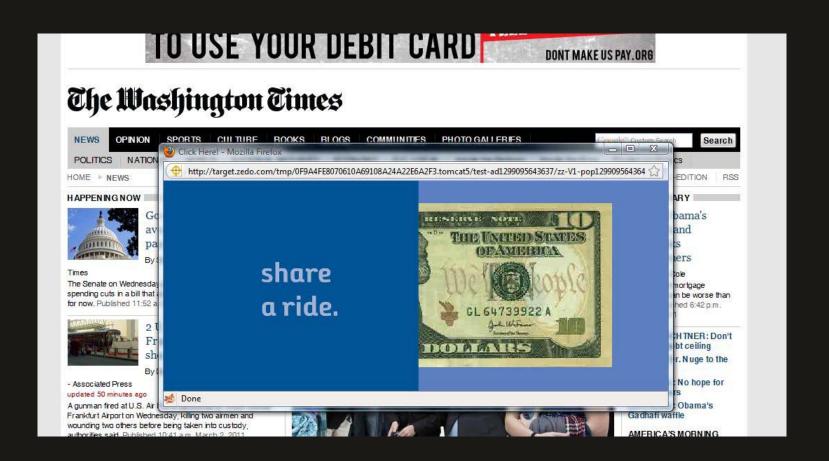


The Washington Times









Spring Umbrella GRH Campaign

New creative

Campaign live February – June 2011

Media

- Radio (anchor)
- Television
- Internet banner ads

GRH Radio

6 radio stations airing GRH spots













GRH Radio

Flip Out - Daycare



A neurotic father worries about the germs his son may be exposed to at daycare and, should his son get sick, how he'll pick him up since he carpools. A level-headed colleague reassures him he has no need to "flip out" since he has a Guaranteed Ride Home with Commuter Connections.

Flip Out - Work Late



A stressed out commuter moans about the commute but feels resigned to driving alone for fear of not being able to get home should the boss need her to work late. A colleague reassures her that if she rideshares, there's no need to "flip out" since Commuter Connections guarantees her a ride home if her boss requires her to work late.

GRH TV Commercial

New commercial being produced using GRH "Don't Flip Out" concept

Commercial to run on Mid-Atlantic Sports Network (MASN)



GRH TV Commercial



Nationals Baseball, April-June (Washington, D.C. DMA)

- (55):30s Nationals in-game commercials (one per game)
- (55):30s Nats Xtra pre-game show commercials (one per show)
- (55):30s Nats Xtra post-game show commercials (one per show)
- (55):30s encore game commercials (encore is game rebroadcast)





Billboards, April-June

• (55) billboards to air in Nats Xtra pre-game show in conjunction with :30s commercial (includes live read and logo on screen)

Nationals In-Game Feature, April-June

(26) in-game feature sponsorships (2 times per week x 13 weeks on MASN) – "Nationals Upcoming Schedule, presented by Commuter Connections."





Nationals Pre-Game Show Interview

 A Commuter Connections representative will be interviewed on the Nats Xtra pre-game show on MASN prior to one game.

MASN Advertising, April- June

• (180):30 commercials to air in MASN programming such as ESPN News, Nationals Classic Games, Orioles Classic Games, sports talk shows, etc. (60 commercials per month x 3 months)

MASNSPORTS.COM Web Advertising, April - June

Commuter Connections will be a high-profile sponsor on masnsports.com through a variety of web banners and ads. As a sponsor, Commuter Connections will receive:

- A minimum of 450,000 guaranteed impressions (150,000 x 3 months)
- Ads to rotate across all sections of the website
- Ad sizes to vary

GRH Banner Ads

 High performance job, weather, and news sites from past campaigns





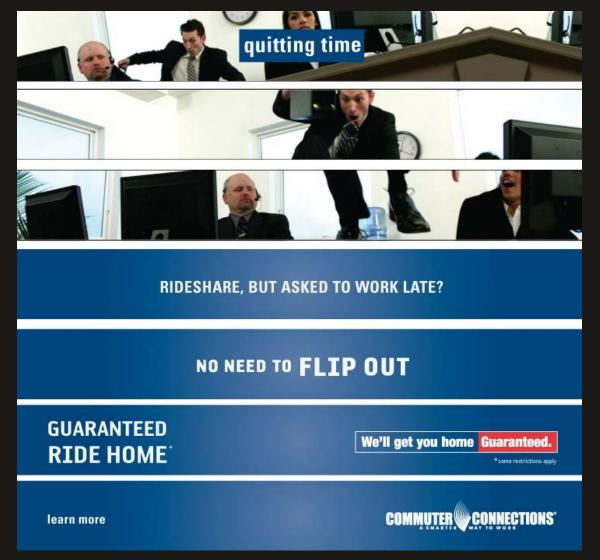




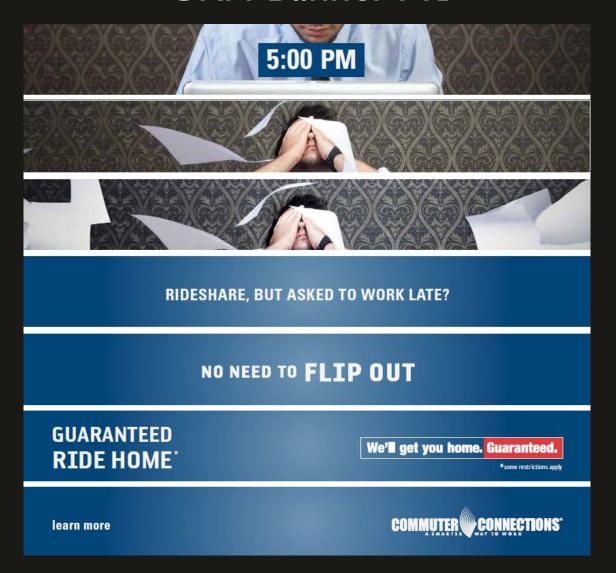


The Washington Times

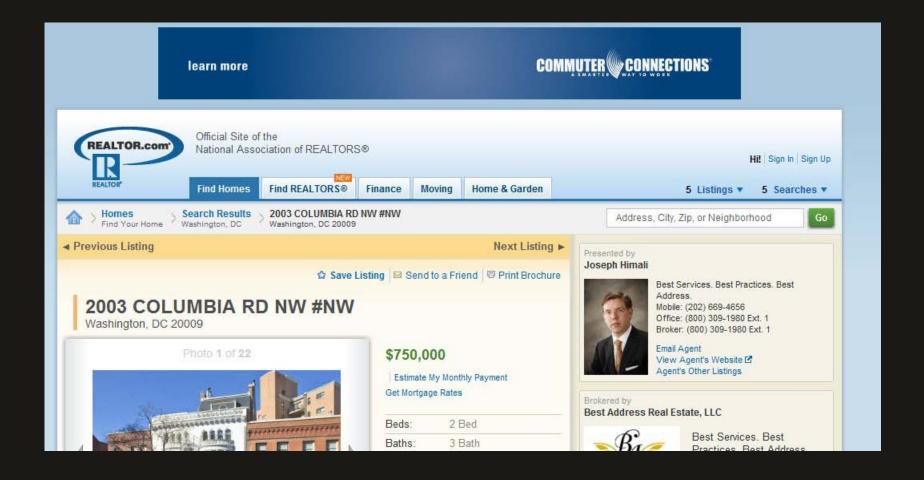
GRH Banner Ads



GRH Banner Ad



GRH Banner Ad



GRH Flip Out Promotion

"Don't Flip Out" co-promotion with Flippin' Pizza

Flippin' Pizza locations

- D.C.: Dupont Circle
- MD: Arundel Mills, Bethesda, Silver Spring
- VA: Annandale, Chantilly, Falls Church, Reston



GRH Flip Out Promotion

Post-it notes on pizza boxes

10% discount with GRH card

Approximately 15,000 boxes go out per month

Looking for 2 months distribution, April and June

GRH Flip Out Post-It Note



GRH Flip Out Promotion

Flippin' Pizza to provide coupons for free pizza for GRH Rewards program

Radio promotion as part of value add with Flippin' Pizza to provide the contest prizes

Bike to Work Day 2011

Marketing and Promotional Materials include:

- Radio
- Poster and rack card
- T-shirt
- Pit stop banners
- Circulator bus cards
- Facebook and Twitter
- Considering print ads



BTWD 2011 Poster and Rack Card





BTWD 2011 T-Shirt



BTWD 2011 Banner





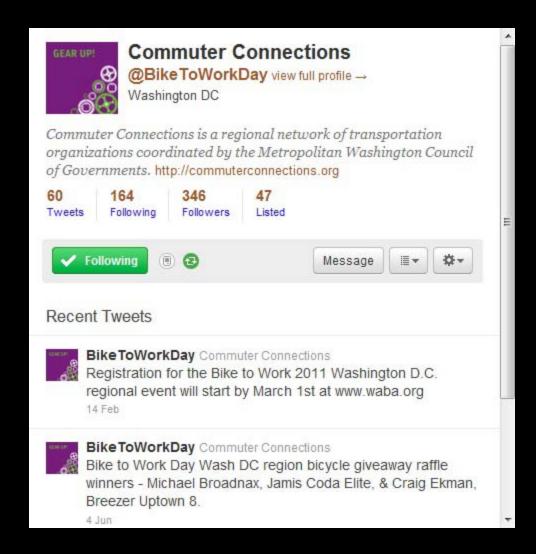
Bike to Work Day

Register at waba.org or call 202.518.0524

BTWD 2011 Facebook



BTWD 2011 Twitter



Employer Recognition Awards

Selection committee meets March 23

Marketing collateral in development includes:

- Invitation
- Awards brochure
- Podium signage
- Winner print ad

Employer Recognition Awards ceremony June 2011

2011 Employer Recognition Awards Creative



Comprint Military Relocation Guide



Telework Exchange's Spring Town Hall Program



Questions & Answers

Any questions or comments?