



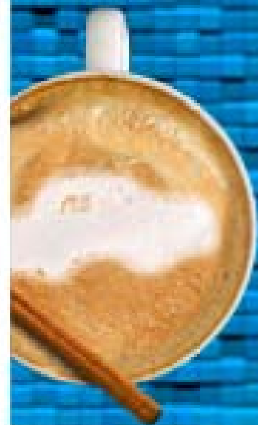
WASHINGTON METROPOLITAN REGION TRANSPORTATION DEMAND MANAGEMENT

RESOURCE GUIDE AND STRATEGIC MARKETING PLAN

VERSION 17

FY 2014 FINAL REPORT
DECEMBER 17, 2014

PREPARED BY:
COG/TPB STAFF AND THE
COMMUTER CONNECTIONS
REGIONAL TDM MARKETING GROUP



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BACKGROUND

The Washington metropolitan region initiated its first formal transportation demand management efforts in the early 1970s with *Commuter Club*, which was established by the Metropolitan Washington Council of Governments (COG), the General Services Administration, and the Greater Washington Board of Trade to provide basic ridematching for carpools and vanpools. In subsequent years, the program grew into a COG-coordinated network of local rideshare agencies, and in 1989, it became the *Ride Finders Network* which provided free information and computerized ride matching services to area residents seeking to join car or vanpools or locate appropriate transit arrangements and park-and-ride locations. In 1996, the regional network was renamed *Commuter Connections*.

In 1997, *Commuter Connections* expanded its services to include regional telework assistance and resources, a new Internet site, a regional Guaranteed Ride Home program, information on bicycling to work, InfoExpress commuter information kiosks, and free assistance to employers for the development and implementation of alternative commute programs and benefits. In 1998 *Commuter Connections* began to honor employers in the region through the Employer Recognition Awards program. In 2000, *Commuter Connections* rolled out Bike to Work Day as a regional entity, initially started as a DC based event by the Washington Area Bicyclist Association. In 2003, *Commuter Connections* expanded its marketing efforts through the implementation of a regional mass marketing measure. The purpose of the measure was to brand the *Commuter Connections* name as the umbrella organization for commuter transportation information in the Washington Metropolitan area and to subsequently increase the use of alternative forms of commuting. In 2008 *Commuter Connections* began coordinating Car Free Day as a regional event, previously recognized in the District through Councilmember Tommy Wells' office. In 2009 *Commuter Connections* rolled out a carpool incentive project called 'Pool Rewards, which was expanded in 2012 to include vanpools. In 2010 *Commuter Connections* expanded its Guaranteed Ride Home program to include the Baltimore region and St. Mary's County.

The current *Commuter Connections* regional network provides commute services and information to area residents and employers in the Washington metropolitan region in order to reduce traffic congestion and emissions caused by single occupancy vehicles (SOVs). The outreach mission is to create awareness of SOV alternatives and their resulting benefits; to build the *Commuter Connections* network as an umbrella resource that provides support services to network organizations and individuals who currently drive alone, and to facilitate those who are seeking to change SOV behavior by way of providing assistance about available commute options and alternatives. Primary activities promoted by the *Commuter Connections* network include ridesharing, transit, bicycling, walking, teleworking and employer services.

The following agencies share the regional commuter database, provide ridematching services and share information and resources: Alexandria Local Motion, Annapolis Regional Transportation Management Association, Army National Guard Readiness Center, Baltimore Metropolitan Council, BWI Partnership, City of Baltimore, Bethesda Transportation Solutions, Fairfax County RideSources, Frederick County's TransIT Services, Food & Drug Administration, GWRideConnect, Harford County, Howard County, LINK/Reston Transportation Management Association, Loudoun County, Metropolitan Washington Council of Governments, Montgomery County Commuter Services, Maryland Transit Administration, National Institutes of Health-Bethesda, North Bethesda Transportation Center, Northern Neck Planning District Commission, Northern Shenandoah Valley Regional Commission, Prince George's County, Potomac and Rappahannock Transportation Commission, Rappahannock-Rapidan Rideshare, and Tri-County Council for Southern Maryland. COG provides ridematching services directly for Arlington County, the District of Columbia, and to residents in other jurisdictions in both Maryland and Virginia not listed above.

Commuter Connections is a program of the National Capital Region Transportation Planning Board, the region's designated Metropolitan Planning Organization (MPO) at the Metropolitan Washington Council of Governments, and is funded through the District of Columbia, Maryland and Virginia Departments of Transportation, and the U.S. Department of Transportation. Other entities that play a major role in the delivery of Transportation Demand Management (TDM) products, services, and messages in the Washington region include transit agencies, local governments, business partnerships, bicycle associations, and transportation management associations.

The partnership between agencies and jurisdictions has been encouraged in order to develop and promote a seamless inter-modal transportation system, and a coherent message to commuters that will accelerate the trial and adoption of alternative commute modes. Transportation Demand Management (TDM) marketing will assist the region in achieving its air quality conformity goals through implementation of regional transportation emission reduction measures, which in turn will help increase regional mobility through decreased traffic congestion, realize efficiencies in the use of the existing transportation infrastructure, help to improve system performance, conserve energy, and help to improve public health by reducing air pollution.

The purpose of the Washington Metropolitan Region Transportation Demand Management Resource Guide and Strategic Marketing Plan is to summarize the TDM activities that are occurring in the region. It also provides background on TDM products and services, which offer choices to Washington area residents and businesses to assist commuters in finding and adopting alternative transportation methods.

Resources to accomplish this goal are oftentimes limited and marketing activities must be carefully planned and executed. Regional TDM campaigns must offer quality products and services to commuters and have a specific call-to-action. The messages must also be tailored and targeted to audiences who are most inclined to sample the product being promoted. Evaluation methodologies will need to be validated in order to measure levels of change in travel behavior.

Furthermore, the Washington Metropolitan Region TDM Resource Guide and Strategic Marketing Plan has been developed as a reference tool for use by the regional agencies and jurisdictions and outlines regional marketing campaigns and budgets that effectively promote TDM practices.

EXECUTIVE SUMMARY

Commuter Connections, through partner input, conducts and reviews regional data and marketing research and applies it to planning and marketing communication programs by targeting alternative commute messages to specific audience groups likely to adopt such practices.

This regional resource guide and marketing plan is designed to focus on key activity centers within the Washington metropolitan region. It includes data from previously collected research, together with new information gathered from members of the Regional TDM Marketing Group. An initial survey and interview process occurred in May 1997 for the inaugural report, and updates have been made each fiscal year since. A research appendix includes executive summaries of recent TDM related studies in addition to other TDM relevant research that stems back roughly five fiscal years. It is the intention of the Regional TDM Marketing Group to update this document on an annual basis each fall.

According to the Transportation Planning Board's 2007-2008 Household Travel Survey, residents of the Washington region are making fewer daily trips per household and per person, on average, than they did in the 1990s. However, the walk and transit shares increased 1.6 and 0.7 percentage points, respectively. According to the survey, 73.1% of commute trips were taken by a single driver while those commuters using transit increased to 17.7%. Compared to 1994, persons in the 25-34 year old age group showed a significant shift from auto travel to transit and walking. It should be noted that the Washington region boasts one of the highest rideshare and transit rates in the country, but also some of the worst congestion in the country.

In 2010, the State of the Commute Survey shows that about 64% of weekly commute trips made to worksites outside the home were made by driving alone. This represented a decrease from the 67% of weekly trips that were drive alone in 2007. The region's average one-way commute is now 36 minutes, up from 35 in 2007, 34 in 2004, and 32 minutes in 2001. The four-minute increase in commute time from 2001 is equivalent to four full eight-hour workdays wasted driving to and from work. The time increase is due to more congestion and probably not to longer distances from home to work as the average commute distance has remained steady at since 2004 (16.3 in 2007 and 16.2 in 2004). About 25% of regional commuters said they telecommuted at least occasionally, up substantially from the 2007 level of 18.7% and almost double the 2004 level of 12.8%. Although, telecommuters did so less frequently than in 2007; 1.3 days per week on average compared to 1.5 days per week in 2007.

The 2010 State of the Commute Survey also showed that about a quarter (25%) of respondents said their commute was more difficult than it was a year ago. However, this is less than said so in 2007 (27%). The primary reason for it being worse was that the route was more congested now (59%) which is less than in 2007 (75%). Five percent said the commute was easier because they started using an alternative mode of travel.

Over half (58%) of respondents said they had seen, heard, or read advertising for commuting in the six months prior to the survey and two-thirds of these respondents could cite a specific advertising message. This was slightly higher than was observed in the 2007 State of the Commute survey.

A cohesive marketing plan that leverages the experience and marketing budgets from individual partners, who pursue promoting alternative commuting, positively serves this region. The formation of rideshare arrangements is still primarily supported through employer programs, and secondarily by word of mouth. Regional advertising and public relations campaigns magnify the work done at employer sites, supports the message currently being provided by the Commuter Connections partnership, and increases awareness for the further expansion of word of mouth.

In the 2010 State of the Commute Survey Report, nearly half of respondents (45%) stated that they did not know anyone with whom they could carpool or vanpool with. However, this is down from the number of respondents asked this same question in 2007 (48%). The report also revealed that employer provided commute assistance appears to encourage use of alternative modes while the provision of free parking discourages the practice. Driving alone was less common for commuters who had access to employer provided incentive/support services. Only 57% of commuters with these services drove alone to work, compared with 80% of commuters whose employers did not provide these services. Respondents who did not receive free parking from their employers used alternative modes at much higher rates. Less than half (41%) of respondents who did not have free parking drove alone, compared with 82% of respondents who did have free parking.

Due to a continuing campaign of TDM advertising, promotions and public relations, in 2010, about 62% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. This is almost 10% higher than in 2007. About 24% of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. This is higher than the 18% that was observed in both 2007 and 2004. The most persuasive messages appealed to commuters' interest in saving the environment, saving money, or experiencing less stress.

About a quarter (27%) of regional respondents knew that there was a regional GRH program. This was about the same in 2007 (26%) but still a large decrease from the 59% who said they knew of such a program in 2004. Only 13% noted Commuter Connections as the sponsor of the GRH program, a significant decrease from the 37% who named Commuter Connections in 2007.

This document includes a promotional strategy that will utilize message points with various mediums such as direct mail, radio, signage and internet, which will target key activity centers/corridors as described in COG's Regional Activity Centers. These activity centers have large employment and/or populations and most provide commuters with a variety of alternative modes to single occupant vehicle commuting, such as HOV lanes, rail, buses, bicycle paths or telework centers.

Metropolitan Washington Regional Activity Centers

The Regional Activity Centers have been developed by COG's Metropolitan Development Policy committee as a tool to help guide land use and transportation planning decisions. This publication was issued in 2007 and is an update to the 2002 publication. These activity centers are sorted in descending order by number of jobs.

Activity Centers	County	Jobs 2005	Households 2005
Downtown Washington	District of Columbia	561,092	50,011
Pentagon/Reagan Airport/Alexandria Area	Arlington/Alexandria	120,744	22,074
Dulles Corridor	Fairfax	100,693	6,143
Tysons Corner Area	Fairfax	92,603	7,879
Bethesda/Friendship Heights	Montgomery	86,954	17,623
Rosslyn/Ballston Corridor	Arlington	80,963	19,661
Rockville/North Bethesda	Montgomery	68,610	5,272
Fairfax Center/City Of Fairfax/GMU	Fairfax	56,972	12,191
Gaithersburg/Life Sciences Center	Montgomery	55,237	8,720
South Dulles Area	Fairfax	52,064	2,452
Greenbelt/College Park Area	Prince George's	50,844	9,661
I-95/Springfield Area	Fairfax	42,259	2,912
Merrifield / Dunn Loring	Fairfax	40,345	4,611
Frederick Area	Frederick	33,129	2,633
Silver Spring/Takoma Park/Wheaton	Montgomery	29,741	5,646
North Dulles Area	Loudoun	29,497	1,410
Bailey's Crossroads Area	Fairfax	27,258	14,048
Konterra/Route 1	Prince George's	26,666	168
Waldorf Commercial	Charles	23,450	4,528
Potomac Mills/Woodbridge Area	Prince William	22,724	8,720
New Carrollton/Largo Area	Prince George's	20,491	7,646
Manassas Area	Prince William	19,151	6,627
White Oak	Montgomery	11,429	4,125
Leesburg Area	Loudoun	9,933	4,810
Germantown/Clarksburg	Montgomery	7,840	1,407

- Central:** *Arlington County* - Rosslyn/Ballston Corridor, Pentagon/Reagan Airport
City of Alexandria - Alexandria Area
District of Columbia - Downtown Washington
- Northern Virginia:** *Fairfax County* - Bailey's Crossroads Area, Dulles Corridor, Fairfax Center/City Of Fairfax/GMU, I-95/Springfield Area, Merrifield / Dunn Loring, South Dulles Area, Tysons Corner Area
Loudoun County - North Dulles Area, Leesburg Area
Prince William County - Manassas Area, Potomac Mills/Woodbridge Area
- Suburban Maryland:** *Charles County* - Waldorf Commercial
Frederick County - Frederick Area
Montgomery County - Bethesda/Friendship Heights, Gaithersburg/Life Sciences Center, Germantown/Clarksburg, Rockville/North Bethesda, Silver Spring/Takoma Park/Wheaton, White Oak
Prince George's County - Greenbelt/College Park Area, Konterra/Route 1, New Carrollton/Largo Area

An extensive overhaul of the Regional Activity Centers was finalized in late November 2013 by COG's Department of Community Planning and Services. The new data will be incorporated into next year's FY15 Washington Region TDM Resource Guide & Strategic Marketing Plan.

MISSION STATEMENT

To provide a cooperative regional transportation marketing approach designed to reduce driving alone while maximizing use of commuter transportation alternatives in the Washington-Baltimore Metropolitan Commute Area:

- This document serves as a resource directory of current products, research, and marketing activities that have been conducted within the Washington metropolitan and Baltimore regions. It is maintained with the most current information available from notable sources.
- This document's goals are to outline a strategy for a regionally coordinated TDM marketing campaign in order to maximize the campaign's effectiveness in increasing awareness regarding TDM, by targeting specific employment activity centers for the promotion of specific modes and to create promotional events with trackable results.
- This document focuses on primary impacted activity centers/corridors in this region, and targets TDM products along those employment activity centers that are competitive with driving alone for the audience who is most likely to try alternative transportation products.

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GUIDING PRINCIPLES OF STRATEGIC MARKETING PLAN

Through the research previously conducted within the region, it is clear that the general population is aware of the regional congestion and clean air challenges. Unfortunately, many have not translated this awareness into action, although they state intent to do so. The alternatives to SOV behavior are perceived to lack the key characteristics of *convenience, reliability, and time efficiency*. Therefore the marketing campaign initiated within the Washington region must possess these attributes while promoting genuine alternatives to driving alone. In addition, it must show that the options are flexible to match the commuters' daily needs, and that it will solve the stress and frustration commuters are experiencing.

In order to realize the mission of Commuter Connections, this document will:

- Summarize key findings of the most relevant research related to the products and demographics associated with TDM issued over the last five years.
- Address the full range of strategic marketing activities related to persuading the alternatives to single occupant drivers.
- Focus on specific messages that have proven effective in past campaigns and modify them, if necessary, for impacted activity center promotions.
- Convey to the audience, the opportunities presented within specified impacted activity centers/corridors for marketing and promotions based on ample capacity and demand for alternative commuting.
- Outline impacted activity centers/corridors where alternative commuting will be promoted to maximize conversion from single occupant vehicles.
- Outline the marketing strategy that should be utilized to maximize penetration within the region and increase awareness of the benefits of alternative commuting.
- Evaluate the promotions and advertising strategy by reviewing the quantity of phone calls for the 800-745-RIDE number, visits to the Commuter Connections web site, and the number of GRH applications and Ridematch lists generated.

KEY FINDINGS AND STRATEGIC IMPLICATIONS

Several key findings and strategic implications were noted after review of the research summarized within the appendix of this document. These important observations and implications were taken into consideration while planning the FY14 marketing campaign. Ongoing research will continue to help Commuter Connections understand our target audience.

2010 State of the Commute, Commuter Connections

Where one lives plays a big role in the travel mode to get to and from work each day. The availability of different travel modes is a major factor leading to differences in mode choice in different parts of the region. In the region's inner core jurisdictions, the District of Columbia, Arlington, and Alexandria – about half (49%) of commuters drive alone to work each day, while more than a third (36%) take transit. Commuters in the inner core who bicycle or walk to work equal 9 percent, whereas in both the middle and outer ring, just 1 percent of people bike or walk to work. In Montgomery, Prince George's, and Fairfax counties, the region's middle ring jurisdictions, the share of commuters driving alone increases sharply, to 70 percent. The share that takes transit in the middle ring falls to 22 percent. In the outer ring suburban jurisdictions of Loudoun, Prince William, Frederick, Charles, and Calvert counties – 82 percent of commuters drive alone to work each day, while the transit share is only 7 percent. But land-use is also a key factor, as development patterns have a lot to do with the availability and success of different travel modes. Of commuters living in the region's inner core, a more densely developed area, 85 percent live within a half-mile of a bus stop. That number falls to 56 percent in the middle ring jurisdictions, and to just 16 percent in the outer ring jurisdictions.

FY09 Employer Satisfaction Survey Report

The survey of 367 employer customers of Commuter Connections and local member organizations indicated significant potential for the broader implementation of commute-related benefits by employers.

The survey found that 85 percent of respondents were satisfied with the level of contact they had with their Commuter Connections network representative, and 90 percent rated their representative “excellent” in such areas as professionalism, responsiveness and ability to provide helpful information—attributes that boost the network's position as an employer partner and valuable resource in managing on-site commute programs.

FY 2012 Commuter Connections Applicant Database Annual Placement Survey Report

A total of 892 interviews were completed of 8,831 commuter applicants for an overall response rate of 10.1%. More than half (52.6%) of survey respondents made a commute pattern change or tried another method of transportation after receiving assistance from Commuter Connections. About 38% of applicants who made a mode change shifted from driving alone. The remaining 62% shifted from one alternative mode to another. Six in ten (61%) applicants said they use transit at least one day per week. About a third (33%) of applicants carpooled or vanpooled at least one day per week.

The primary reasons that applicants made commute changes were to save money (17%) or save time (13%), because they changed jobs or work hours (16%) or were tired of driving (11%). About one in ten cited convenience (9%), gas prices too high (9%), or because a new option became available (8%). Applicants noted four primary sources of making contact with Commuter Connections: word of mouth referrals (33%), employer / employee survey (20%), internet (18%), and radio (14%).

Four in ten (39%) applicants said they received or accessed a service to help with carpooling or vanpooling; 27% received a matchlist with names of potential carpool/vanpool partners, 12% used the

carpool rider bulletin board, and nine percent received a map showing home and work locations of potential carpool/vanpool partners. One in ten applicants (12%) accessed Park & Ride lot information and 10% received general information about carpooling or vanpooling. Over two-thirds (68%) of applicants who received a matchlist or map with potential rideshare partners tried to contact someone named on the list and 77% who tried to make contact reached someone on the list.

2010 State of the Commute, Commuter Connections

Drive alone continued to be the most popular commute mode but the share of weekly commute trips made to worksites outside the home (excluding telework) declined from 71% in 2001 to 64% in 2010. Weekly trips made by transit modes increased from 2001 to 2010. Train use increased from 12.4% in 2001 to 14.5% and bus use grew from 4.6% to 5.7%. The most popular alternative mode was train, which was used by about 15% of respondents as their primary mode.

Almost a quarter (23%) of respondents had used or tried an alternative mode, other than one they were currently using, within the two years prior to the survey. Nearly three in ten (28%) respondents who used an alternative mode said they drove alone to the alternative mode meeting spot (park & ride lot, train station, carpool driver's home, etc.) and left their cars at those places. The majority of carpoolers used a "traditional" form of carpooling, with the same partner(s) all the time. About one in ten carpoolers/vanpool trips was made by "casual" carpooling (slug).

A quarter (25%) of regional commuters said they telework at least occasionally. The percentage of regional teleworking has more than doubled since 2001. An additional 21% of commuters do not telework today but "could and would" telecommute if given the opportunity. These respondents said their job responsibilities would allow them to.

When asked what personal benefits users of alternative modes receive, 55% of respondents cited saving money or gas as the top benefit, and eleven percent noted a related cost-saving benefit of reducing wear and tear on one's personal vehicle. Almost two in ten respondents said alternative mode users received a benefit of reducing stress (17%) and using travel time productively (17%). Respondents noted three benefits related to environmental concerns. Fifteen percent said commuters who use alternative modes help the environment. Four percent noted reducing greenhouse gases and four percent said saving gas or energy, a benefit related to sustainability. Nearly two-thirds (64%) of respondents said that use of alternative modes could benefit society by reducing traffic congestion and 45% said it could reduce pollution or help the environment.

Three in ten respondents said there was an HOV lane along their route to work. A quarter (27%) of these commuters said they use the lanes. More than half (54%) of the respondents who used HOV lanes for commuting said availability of the lanes influenced their decision to carpool, vanpool, or ride transit for their commute. HOV users who lived in the outer jurisdictions of the region saved an average of 28 minutes one-way. A quarter (26%) of commuters who don't currently carpool or vanpool said they would be very likely or somewhat likely to start ridesharing to use a High Occupancy Toll (Express) lane if they would be able to use the lanes for free or a discounted price.

Two-thirds (66%) of respondents said they knew of a telephone number or web site they could use to obtain commute information. This was higher than the 51% who knew of these resources in 2007 and considerably higher than the 33% of respondents who knew of these resources in 2001. In 2010, 64% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. This was higher than the 53% who knew of Commuters Connections in 2007. Almost a quarter (24%) of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. The advertising appeared to have more impact on younger respondents. A third of respondents who were between 25 and 34 years old said they

were likely to consider ridesharing compared with only about two in ten respondents who were between 45 and 54 years old.

Qualitative Research Findings, 2010

Travel Choice Factors: Respondents' most common travel mode motivation was saving money/affordability. Carpooling was the most likely choice if driving alone was not an option. Respondents were most likely to stop driving alone if the prospective carpool partner was a family member or friend, but they were most unlikely to carpool if the prospective partner was someone previously unknown. Among respondents who used to drive alone, their top reasons for changing were: avoid congestion; save money; changed job/work hours.

SUMMARY OF PROPOSED STRATEGY FOR FY14

Commuter Connections is a regional network providing commute services and information to area residents and employers in the Washington metropolitan region in order to help reduce traffic congestion and emissions caused by single occupant vehicles (SOVs).

As part of the Regional Mass Marketing Transportation Emission Reduction Measure, the Commuter Connections Marketing program will provide frequent promotion of Ridematching services, Guaranteed Ride Home, and 'Pool Rewards; and special events such as Bike to Work Day, Car Free Day, and the Employer Recognition Awards. These various services and special events promote alternative commute options including: ridesharing, teleworking, bicycling, walking, and mass transit. The FY2014 marketing program will raise awareness of commuting choices available in the Washington metropolitan region and support the Commuter Connections network in persuading area workers and the general public to choose, and continue to use, alternatives to driving alone to and from work as well as for other non-work trips.

Marketing Input: The background for this marketing brief was derived from the following sources:

- FY 2012 Commuter Connections Applicant Database Annual Placement Survey Report
- FY 2011 Commuter Connections Transportation Emission Reduction (TERM) Analysis Report
- FY 2010 State of the Commute Survey Report
- FY 2013 Commuter Connections Guaranteed Ride Home (GRH) program Survey Reports for the Washington and Baltimore regions.

Internal reports and surveys are the cornerstone for the FY2014 Marketing Brief. These reports provide quantitative and qualitative measurement of commute behavior by workers throughout the Washington metropolitan region and the impact of this behavior on air quality and congestion.

In addition to comprehensive data provided by internal reports, the marketing team has considered performance data from past campaigns as well as information gathered through industry reports, surveys, and trends, and how it might be applied to the Commuter Connections mass marketing campaign efforts. This information is used to support the development of the media and/or messaging strategies.

Increases in gas prices have had a measured effect on interest in ridesharing. In 2012, the national average started to climb and has recently peaked in FY2013 about 8-cents per gallon higher than a year ago. The economy is still showing sluggish growth and remains a concern for many consumers. The economic benefit of ridesharing is a strong, simple message that resonates with many consumers and commuters and one that will continue to be emphasized.

In addition to gas prices and the economy, other events may impact this year's messaging and strategy. The Virginia MegaProjects has many construction projects underway through the Virginia Department of Transportation (VDOT). Within the peak travel period, August through November, Commuter Connections has an opportunity to team up with VDOT to provide commuters with project updates and ride to work alternatives such as Ridesharing and benefits and incentives including Guaranteed Ride Home and 'Pool Rewards.

Carpooling is receiving growing national and regional attention through new social media and mobile apps. The attention that newcomers give to carpooling is positive news for Commuter Connections. It provides an opportunity to address the advantages offered to the region by Commuter Connections for nearly forty years. Commuter Connections has an established, trusted brand across the region and boasts a database of 30,000 commuter accounts. The ridematching service offered by Commuter Connections

allows commuters to find and establish carpools to meet their day-to-day commuting needs. The ease of mind and feeling of stability and security provided by establishing a lasting carpool is a message which may be explored in this year's campaign. Regional commuters will have access to the ridematching system through a new mobile platform which will be unveiled in FY 2014.

For commuters who rideshare, the Guaranteed Ride Home (GRH) program provides a valuable service guaranteeing a ride home in case of an unexpected personal or family emergency or unscheduled overtime. This year's campaign will look to promote GRH registration within the inner core for those switching to or already using transit, bicycling, and walking to and from work. For commuters in the middle and outer rings, the campaign will focus on coupling GRH registration as a service provided to those who convert from SOV driving to other mobility modes or already using alternative modes such as ridesharing and public transportation. The overall message will remain focused on registering for the program as a safety net for those primarily switching from driving alone to using transportation alternatives to and from work.

In addition to paid and earned media, the regional effort will include Car Free Days and Bike to Work Day events. The mission of these events is to encourage SOV drivers to try alternative transportation modes. The intention is to change behavior so that individuals will choose to incorporate such modes as part of their regular, or at least occasional, commute or lifestyle patterns.

Marketing Strategies: The marketing strategy will focus on achieving the following:

- Emphasize the cost savings benefits of ridesharing through the use of simple, direct messages that sharing a ride saves money.
- Co-branding with VDOT MegaProjects construction projects in online or radio messages.
- Capitalize on the new Commuter Connections ridematching mobile capabilities to position Commuter Connections as the trusted, regional provider of ridematching services for nearly forty years.
- Emphasize the cost-savings benefits of ridesharing
- Draw on the additional savings of 'Pool Rewards as another incentive within Rideshare ads.
- Drive inner core commuters who use public transportation, bicycling, or walking to register for GRH.
- For middle and outer ring commuters, leverage carpooling and vanpooling by positioning GRH as a safety net for ridesharing and public transportation use, available to commuters in case of unscheduled overtime or an unexpected personal or family emergency.
- Increase the number of participants in special events and promotions such as Car Free Days and Bike to Work Day based on set committee goals.
- Promote employer efforts to ease regional commuting issues through earned media placements with the use of human interest stories of commuters using alternative commute modes and/or employers offering commuter benefits that have higher than expected engagement levels.
- Increase reach to younger demographic, Spanish, and African American audiences in radio and print messages.
- Focus more on 'Pool Rewards.
- Explore opportunities to advertise with transit and/or bus wraps.
- Reduce work trips.

Media buying strategies will be selected based on Scarborough Research reports for the specific target audiences for each program and event: Ridesharing, Guaranteed Ride Home, Employer Recognition Awards, Car Free Days, Bike to Work Day, 'Pool Rewards, and any other program or event. These reports identify specific media that are best suited for each target audience. The report information is

considered along with the cost of each media option and results from previous Commuter Connections campaigns.

For FY2014, radio is recommended as the anchor medium for the program. Radio has the ability to reach a large portion of the Commuter Connections target markets (90 percent) with significant frequency when commuters are engaged in possibly stressful, frustrating, costly, and time consuming commutes.

Print creative is important to provide visual, repetitive communication and reinforcement of messages delivered through radio spots. FY2014's marketing strategy will include well-placed visuals across the geographical region. Outdoor print such as bus signage and shelters, online animated banner ads, and cable TV will be evaluated as visual elements for the campaign.

Internet advertising is interactive and closer to one-to-one selling than any other form of media. Optimized placement of banner ads on websites targeted to key counties, news, weather, television affiliates, and job sites may be used to reach commuters just a click away from Commuter Connections' online ridematching service or to register for GRH.

Opportunities to involve retailers and local businesses in sponsorship or promotion of Commuter Connections programs such as Ridematching and Car Free Days will be investigated. We would look to identify businesses interested in encouraging people to explore the use of sustainable, healthy transportation and benefiting from the patronage of those commuters. Retailers could provide sponsorship of giveaways or discounts for events such as Car Free Days or could be involved in cross-promotion opportunities as previously done with Flippin' Pizza.

In addition to traditional media, the marketing team will look to further expand the use of social media, mobile devices, smart phones and tablets. Building upon Commuter Connections' existing pages on Facebook (Commuter Connections, Telework, Bike to Work Day, and Car Free Days) and accounts on Twitter (Bike to Work Day and Car Free Days), the marketing team will investigate additional strategies to increase engagement and integrate social media activities with other marketing approaches.

The marketing team will examine opportunities to provide smart phone access to Commuter Connections resources and commute option information and benefits. Quick Response (QR) codes may be used on marketing creative to provide smart phone users with quick and immediate access to Commuter Connections' information and registration or pledge pages.

Existing creative will be used for the fall campaign; results of the complete FY2013 campaign will be studied and best practices will be carried forward for the FY2014 campaign. The creative team will consider the results of the FY2013 campaign along with area transportation trends and additional exploration to help identify the most effective messaging strategies for implementation for spring 2014.

The marketing team will investigate format and layout options for print pieces including the Commuter Connections newsletter, direct mailer, and the Employer Recognition Awards nomination brochure. New formats or layouts may look to one or more of the following objectives: decrease print costs, increase usability and response rates, and provide a fresh, new look.

The Marketing Communications Plan will effectively and efficiently reach its target markets based on a review and analysis of third party media data from Strata, Scarborough, and Arbitron as monitored by a professional media buying firm. Reach and frequency of the target demographic will be calculated using a cost/value proposition for each media option.

REGIONAL PROFILE

In the Washington region the current transportation system includes a network of highways (many of which have HOV lanes), rail lines, several bus systems, bike paths, and telework centers. The Washington region is among the fastest growing areas in the country. With more jobs and people coming to the area all the time, the impacts on our burdened highway and public transportation systems are felt by all of us.

After modest growth in the 1970s and early 1980s, the region's population began to grow more rapidly in the late 1980s. Between now and 2040 the region's population will grow by 24% to almost 6.5 million people and employment is projected to grow by 36%. While the region will see growth as a whole, some areas will grow faster than others. The population of the outer jurisdictions is expected to grow at a faster rate than the inner jurisdictions, but the inner jurisdictions will retain the majority of the region's population in 2040. In addition, employment is expected to grow fastest in the outer jurisdictions of Virginia, but the highest concentration of jobs will be in the District of Columbia, Fairfax County, VA, and Montgomery County, MD in 2040. This means that the population will be slightly more dispersed in 2040 than it is today, and jobs will continue to concentrate toward the western side of the region.

These trends mean that greater demands will be placed on the transportation system in order to connect residents to jobs. As the region grows to accommodate more jobs and more people, many jobs and households will end up further apart. Over the next three decades, increasing population and job growth will lead to more vehicles, more trips, and more congestion on the region's transportation system. The result will be more cars squeezed onto area roads and more people squeezed into our buses and trains. The overall amount of driving in the region – measured in vehicle-miles traveled – is expected to grow by 25%, slightly more than population, which means that VMT per capita – a measure of how much the average individual drives – is forecast to increase by about 1%. The increase in demand on the region's roads by 2040 is expected to outpace increases in supply, leading to a significant increase in congestion. Total VMT is expected to rise 25% while funding constraints will limit the increase in new roadway capacity to 7%. That gap will result in a 78% increase in the number of lane-miles of congested roadway during the morning peak period.

The average number of jobs accessible within a 45-minute automobile commute is expected to go down slightly over the next 30 years, and the greatest reductions in job accessibility are expected to be on the eastern side of the region. This is due to a combination of projected increases in automobile congestion system-wide and the fact that the western portion of the region will see greater job growth over this period. Average accessibility by transit is forecast to increase, however overall accessibility to jobs by transit will remain significantly less than by automobile.

The modes by which people choose to travel aren't expected to change much over the next three decades. Currently, 42% of all trips in the region are made by drivers of single-occupant vehicles, a share that will drop by only a few percentage points by 2040. Carpooling is forecast to become slightly more popular, growing in share from 41% to 42%. Trips made by non-motorized modes will also make up a slightly greater share of total trips in 2040 than they do today, while transit share will remain the same. Although mode share is not forecast to change significantly, the total number of trips taken using each mode will grow. The number of transit trips will grow by 28%, or about 359,000 trips, for example. In 2040 the region's roadways and transit system will have to accommodate a much larger volume of travelers than today. Population and job growth will also lead to an increase in the total number of commute trips in the region – about 29% by 2040. However, work trips will continue to make up around 21% of all trips, and those made by drivers will continue to account for about 40% of all vehicle-miles

traveled. By 2040, the share of work trips by carpool and non-motorized modes is expected to increase, from 11% to 14% for transit, and from 4% to 5% for non-motorized modes.

To address the lack of identified funding for WMATA's future rehabilitation and maintenance needs beyond 2020, transit ridership to or through the core area was constrained to 2020 levels. When this constraint on transit trips is lifted, there is an increase of 31,000 transit work trips in 2040. This brings the transit mode share for work trips up to 24.5% from 24%.

Changes in travel patterns will also vary by geography, both in terms of the number of trips taken and how trips are made. The majority of work trips today and in 2040 are or will be made in the inner suburbs: Montgomery, Prince George's, and Fairfax counties – which are the region's most populous jurisdictions. The outer suburbs – Prince William, Loudoun, Frederick, and Charles counties will see the most significant rates of growth in the total number of trips, since population and employment will be growing fastest there.

In the regional core, the majority of work trips 58% are made on bus and rail transit, and 13% are made by walking or biking. In the inner suburbs single driver trips account for the largest share of work trips 63% and nearly a quarter of work trips are taken by transit. Though the transit share is lower than the regional core, the number of transit work trips generated in the inner suburban counties is greater than that of the regional core. In the outer suburbs, more than 75% of work trips are made by single drivers.

By 2040, slight changes in mode share are expected in all three areas. In the regional core, the share of transit trips is expected to drop in favor of more walk and bike trips. In the inner suburbs, single driver trips are expected to drop slightly, while both transit and non-motorized trips will increase. And in the outer suburbs single driver trips are expected to drop, while carpool and transit trips are expected to increase significantly.

Projects such as the Silver line to Dulles Airport, which brings Metrorail transit to Loudoun County, and the Express lanes projects in northern Virginia contribute to this shift. Severe stop-and-go congestion is expected to be prevalent throughout the entire region in 2040, not just in isolated areas. However, the Express lane projects included in the 2012 CLRP are projected to relieve some of the congestion along I-495 in Virginia.

Outer suburban jurisdictions in the region will experience the greatest increase in congestion, while the already congested inner suburban jurisdictions will experience the worst overall congestion. Making matters worse, congestion will increasingly extend beyond rush-hour periods and affect off-peak weekday periods and weekends.

Due to a lack of funding for capacity enhancement projects to accommodate all of the projected transit ridership growth in the region, the Metrorail system will likely reach capacity on trips to and through the regional core. According to a WMATA study, without additional railcars beyond those currently funded, four out of five lines entering the core will become congested or highly congested by 2040, and the Orange/Dulles, Yellow and Green lines are forecast to be highly congested.

Emissions of smog-producing Volatile Organic Compounds (VOCs) and Nitrogen Oxides (NOx) combine in sunlight on hot summer days to form ground-level ozone. Motor vehicles are responsible for a large portion of VOC and NOx emissions in the region, and so are non-mobile sources like power plants. In addition to NOx and VOCs, the plan also tracks and estimates emissions of particulate matter of less than 2.5 micrometers in diameter (PM2.5). PM2.5 is of special concern because these ultra-fine particles can easily lodge in the lungs of humans and cause health problems. Since concern about PM2.5 has developed relatively recently, PM2.5 was not tracked or estimated in 1990.

Under the federal Clean Air Act, the CLRP is required to conform to regional air quality improvement goals and show anticipated vehicle emissions to conform to emissions ceilings contained in the region's air quality improvement plan. Analysis of the 2012 CLRP shows dramatic reductions of emissions of all three main pollutants between 2002 and 2020, followed by a leveling off and then a slight increase between 2030 and 2040 for some mobile source emissions.

The data show that estimated emissions are well within the mobile source emissions budget for each pollutant for 2017, 2020, 2030, and 2040. These results reflect the impact of better vehicle standards, cleaner fuels, and fleet turnover, as well as travel demand and operations management and transit investments. Absent any further improvements to the vehicle fleet, however, once the fleet has undergone a complete replacement, the amount of mobile source emissions will begin to rise due to overall increases in vehicle miles of travel (VMT).

Employment growth would be the greatest during the 2015 to 2020 time period, when an average of 56,000 new jobs are anticipated per year—more than the amount of jobs added from 2010 to 2015. Two-thirds of all new jobs are anticipated in service industries such as engineering, computer and data processing, business services, and medical research. Job growth in Northern Virginia (53%) will outpace the growth anticipated in the Maryland suburbs (31%), and the District of Columbia (16%).

Fairfax County, Montgomery County, and the District of Columbia would add the largest numbers of new jobs to the region's employment base during the 2005 to 2040 forecast period, followed by Prince George's and Loudoun counties. Collectively, the region's inner suburbs will add the largest number of new jobs, 627,900, by 2040. As with population and household growth, the largest percentage increases in employment will occur in the outer suburbs of Virginia and Maryland. Together, these outer jurisdictions will add 433,800 jobs to the region's base, and will grow their number of jobs 84 percent by 2040. Despite the tremendous growth in suburban employment shown in the forecasts, the District of Columbia will continue to have the largest number of jobs of any single jurisdiction and would account for a fifth of the region's employment in 2040. Collectively, the central jurisdictions will account for 26 percent of regional employment.

Regional economic growth will continue to attract new residents and fuel a general demand for new housing. Households, or occupied housing units, in turn form the basis for population forecasts for most jurisdictions participating in the Cooperative Forecasting process. Planners monitor housing construction and estimate population growth by multiplying the number of occupied housing units by the average number of people in the jurisdictions' households.

Regional activity clusters are based on aggregated regional activity centers that were delineated to both simplify the regional activity center map and to describe the related or companion areas within the major transportation corridors. Clusters were created by selecting the Traffic Analysis Zones (TAZ) that are directly adjacent to the activity centers with special consideration given to those TAZs that follow major transportation corridors.

In 2005, 55 percent of the region's jobs were located in regional activity centers. During the 2005 to 2040 forecast period, 48 percent of job growth will be concentrated in activity centers. The highest percentages of jobs located in regional activity centers in 2040 will be found in the Central Jurisdictions; the City of Alexandria (61 percent), the District of Columbia (75 percent), and Arlington County (78 percent). Households in regional activity centers account for 13 percent of the region's total households in 2040. From 2005 to 2040, 104 percent of the household growth is projected to occur in regional activity centers. In 2040 the highest percentages of households located in regional

activity centers will be in the Central Jurisdictions; City of Alexandria (38 percent), Arlington County (44 percent), and the District of Columbia (26 percent).

An extensive overhaul of the Regional Activity Centers was finalized in late November 2013 by COG's Department of Community Planning and Services. The new data will be incorporated into next year's FY15 Washington Region TDM Resource Guide & Strategic Marketing Plan.

The Financially Constrained Long-Range Transportation Plan, or CLRP, identifies all regionally significant transportation projects and programs that are planned in the Washington metropolitan area through 2040. Over 750 projects are included in the 2012 plan, ranging from simple highway landscaping to billion-dollar highway and transit projects. Some of these projects are scheduled for completion in the next few years; others will be completed much later. Each year the plan is updated to include new projects and programs, and analyzed to ensure that it meets federal requirements relating to air quality and funding.

Significant Additions and Changes to the 2013 update to the Financially Constrained Long-Range Transportation Plan

DISTRICT OF COLUMBIA

- Lane Reductions and Reconfigurations – C St. NE, East Capitol St., I St. NW, New Jersey Ave. NW, Pennsylvania Ave. SE, South Capitol St., 17th St. NE and SE
- Bike Lane Pilot Projects – 9th St. NW, L St. NW, and M St. NW

VIRGINIA

- Widen I-395 Southbound between Duke St. and Edsall Rd.
- Widening of Northern Segment of I-495, Capital Beltway Express Lanes
- I-495, Capital Beltway Ramps at Dulles Airport Access Highway and Dulles Toll Rd.
- Widen US 1, Jefferson Davis Highway from Lorton Rd. to Annapolis Way
- Widen VA 7, Leesburg Pike from I-495 to I-66
- Construct Collector-Distributor Roads along Dulles Toll Rd. between VA 684, Spring Hill Rd. and VA 828, Wiehle Ave.
- Construct Dulles Toll Road Ramps in Tysons
- Construct Dulles Greenway Ramp in Leesburg
- Study VA 28, Manassas Bypass from VA 234, Sudley Rd. to I-66

MARYLAND

- Change in Project Cost for the Corridor Cities Transitway
- Change in Project Cost for the Purple Line

PRODUCT PROFILES

In the Washington metropolitan region there are several products being offered to commuters as alternative transportation methods to driving alone to work:

1. Carpools and Vanpools
2. HOV Lanes
3. Transit
 - a. Summary of Bus Activity
 - b. Summary of Rail Activity
 - c. Summary of Park and Ride Lots
4. Telework
5. Bicycling
6. Bike Sharing
7. Car Sharing

Also included in the following analysis are support services or promotions for alternative commuting:

1. Guaranteed Ride Home
2. Commuter Benefit Programs (Commuter Choice, SmartBenefits)
3. Clean Air Partners
4. 'Pool Rewards

CARPOOLS AND VANPOOLS

Product Profile

Carpools are a highly used form of alternative commuting. HOV lanes provide an additional benefit for carpools and vanpools – time savings. In areas not served by HOV lanes, cost savings and reduced stress (from not driving everyday) are the most important benefits. Commuter Connections assists commuters in finding suitable ridesharing arrangements through an on-line ridematching capability. Commuters simply set up a free account through the Commuter Connections web site and after signing up for ridematching, are able to obtain a map and a “matchlist”. Both the map and the matchlist indicate potential carpool drivers or passengers, and available vanpools that have the same or similar route and schedule.

The Transportation Planning Board (TPB) at the Metropolitan Washington Council of Governments (COG) conducted a Household Travel Survey in 2007/2008, collecting data from 11,000 households in the Washington region and adjacent areas. The survey collected demographic information as well as detailed trip data for a full weekday for each member of each household. The survey indicated that the number of commuters riding in a private vehicle over the past decade has been on the decline. The survey findings showed that commuters who are auto-passengers now represent approximately 5% of the overall commuting population within the metropolitan region. In contrast, according to the survey, transit is on the rise, now representing 18% of the overall commuting population. During 2011 and 2012, the Transportation Planning Board (TPB) at the Metropolitan Washington Council of Governments (COG) conducted a survey of 4,800 households in 14 communities in the Washington region to gather updated information on area travel patterns.

Many of the vanpool operators, including Vride, Enterprise and ABS vanpools, accept SmartBenefits® as fare payment. Vanpools typically travel greater distances than carpools. The majority of vanpools in the Washington region originate in Virginia, mostly in Prince William, Spotsylvania, and Stafford counties. The primary destinations of vanpools are the District of Columbia, Arlington, and Fairfax County. There are several vanpool operators in Virginia, and a large number of single owner operated vans. In the Commonwealth of Virginia the AdVANtage Vanpool Self-Insurance program is offered through the Division of Risk Management (DRM), a division of the Virginia Department of the Treasury. A vanpool self-insurance pool is a group of vanpool owners who contribute annual membership fees used to self-insure their commuter vanpools. Through the pool, vanpool owners share common risks via a combination of self-funding and insurance.

The number of vanpools had been increasing until 1992 when there were over 1,000 vans regionally. Since 1992, the region had experienced a steady decrease. Over the past few years, the number of vanpools has stabilized or has slightly increased due to higher gasoline prices. The decrease is attributed to several factors:

- Government downsizing in the 1990's
- Washington, D.C. businesses relocating to the suburbs
- Federal government increasing use of flextime and alternate work schedules
- HOV on I-66 decreased from 3 to 2 inside the beltway and made it easier to form carpools
- Opening and expansion of Virginia Railway Express

Current Strategies

- Encourage ridesharing as solution to high gas prices

- Encourage greater carpools and vanpools through placement of highway signs with the Commuter Connections 800 number and web site in Maryland, Virginia and the District of Columbia.
- Promote ridematching software offered by Commuter Connections through the broadcast and direct mail campaigns
- Educate commuters on the 'Pool Rewards program
- Educate commuters that Prince William County, through PRTC, offers personal property tax relief for vans used for not-for-profit ridesharing purposes
- Educate commuters that PRTC redeems SmartBenefits for all vanpools in Prince William County and the Cities of Manassas and Manassas Park.
- Educate commuters that all Northern Virginia rideshare agencies offer temporary financial assistance to new vanpools or vanpools experiencing emergency loss of ridership that threatens the survival of the ridesharing arrangement through the Van Start/Van Save program.
- Educate commuters that Fairfax and Prince William Counties offer a personal property tax reduction for vanpools.
- Educate commuters that GWRideconnect redeems SmartBenefits for all vanpools in the Fredericksburg region.
- Educate commuters that Prince George's County offers 100% subsidy for first month, 50% for second month and 25% for third month of newly formed vanpools with a minimum of eight passengers in a 12-15 passenger van, or with five passengers in 9 passenger vans.
- Educate commuters that Frederick County provides start-up funds for new vanpools for the first year of operation.

Strengths

- Cost savings from high gas prices, and lower maintenance costs due to less wear and tear on personal vehicles
- It is simple, free and quick to set-up an account with Commuter Connections for ridematching services.
- If using HOV lanes, substantial time-savings may be enjoyed
- Addresses the suburb-to-suburb commute more efficiently than public transit.
- Reduces maintenance of parking lots or leasing costs for employers.
- Employers can give \$245 tax-free subsidy to vanpoolers each month via SmartBenefits® or other Transit Voucher.
- Reduces the stress of daily driving.
- Allows commuters to relax, read, or use lap top during the commute.
- GRH supported.
- The vanpool riders determine their route and schedule based on their needs, making vanpooling very flexible.
- Reduces the need for families to have an additional vehicle.
- Increasing gasoline prices makes ridesharing an attractive option with its associated cost-savings.
- Through the 'Pool Rewards program, new carpools receive a cash incentive of \$130 over a 90-day period, and newly formed vanpools receive \$200 a month.

Deficiencies

- Perceived as an option that takes away freedom and personal space from commuters.
- SOVs do not think the cost savings are worth the effort of picking up a commute partner or vanpool.
- Many employees believe they need their vehicle for use during the day.

- Difficult to recruit vanpool drivers.
- Schedule inflexibility.

Promotional Strategy

- Promote Commuter Connections' ridematching software
- Promote GRH more to encourage greater number of carpools and vanpools.
- Promote commute cost savings for carpools and vanpools.
- Target large employers, especially government agencies and defense contractors with transportation fairs.
- Promote ridesharing as a car-lite alternative through the Car Free Days promotion.
- Focus on suburban employers to fill the commute needs of the suburb-to-suburb commuters.
- Work with employers moving to suburbs from an area that was well served by transit. Encourage these commuters to maintain their alternative commute with ridesharing options.
- Promote carpooling and vanpooling to commuters using park and ride lots that are at capacity.
- Focus on employer-based vanpool promotions in the federal and defense contractor sector.
- Promote ridesharing opportunities in HOV corridors with regard to time savings.
- Promote preferential parking programs for carpools and vanpools through the Commuter Connections newsletter and through the Employer Services program.
- Promote 'Pool Rewards carpool/vanpool incentive project.
- Promote formation of carpools and vanpools for commuters using the Inter County Connector (ICC) and the new 495 Express Lanes.
- Rideshare Tuesday's

Challenges

- Violation rates in all HOV/Express lane corridors.
- "Empty lane syndrome".
- Congested HOV/Express lanes will diminish advantage of time savings.
- Commuters do not understand the value of carpools and vanpools, because they do not realize how much they spend commuting.
- Low levels of marketing and advertising to commuters.
- Difficulty of recruiting new vanpool drivers
- Rising vanpool insurance costs
- Low level of participation in 'Pool Rewards

HOV LANES

Product Profile

The first High Occupancy Vehicle lane (HOV) in the United States opened in Virginia in 1969 as a bus-only lane on the Shirley Highway. In December 1973 the “busway” was opened to carpools with four or more occupants, becoming the first instance in which buses and carpools officially shared a HOV lane over a considerable distance. The Shirley Highway was lowered to HOV-3 in the 1980’s and extended to Prince William County in 1990’s. HOV Lanes on I-66 inside the Beltway opened in 1982 (HOV-4 then, lowered to HOV-3 and now HOV-2). The first HOV lanes in Maryland opened on I-270 in September 1993, with the first segment on the northbound East Spur. The HOV lanes on I-270 were fully completed in December 1996. The U.S. 50 concurrent-flow HOV opened in 2002 – the only 24/7 HOV in the region.

Today in the Washington area all HOV lanes include carpools, vanpools, buses and motorcycles. There are six high-occupancy vehicle (HOV) facilities on highways functionally classified as freeways. These are:

- I-95/I-395 (Shirley Highway) in the Northern Virginia counties of Prince William, Fairfax and Arlington, and the City of Alexandria;
- I-66, also in the Virginia counties of Prince William, Fairfax and Arlington (this HOV system includes a section of the Dulles Connector Road in McLean, connecting to Va. 267’s HOV lanes (see below);
- I-270 and the I-270 Spur in Montgomery County, Maryland;
- Virginia Route 267 (Dulles Toll Road), connecting to I-66 via the Dulles Connector;
- U.S. 50 (John Hanson Highway) in Prince George’s County, Maryland;
- The new (2012) I-495 (Capital Beltway) Express Lanes in Fairfax County, which allow HOV-3 vehicles free passage if they use an E-ZPass Flex transponder.

According to a 2010 COG study of performance of HOV lanes in the Washington region, HOV Lanes carry a significant number of more persons per lane per hour than adjacent non-HOV lanes, not including transit.

- I-395 (HOV 2.79 passengers vs. non-HOV 1.11)
- I-95 (HOV 2.47 passengers vs. non-HOV 1.06)
- I-66 outside Beltway (HOV 1.83 passengers vs. non-HOV 1.09)
- I-270 at Rockledge Drive (HOV 1.97 passengers vs. non-HOV 1.04)
- I-270 spur (I-270Y) at Democracy Blvd. (HOV 1.89 passengers vs. non-HOV 1.03)
- Va. 267 (HOV 1.66 passengers vs. non-HOV 1.06)
- U.S. 50, John Hanson Highway, between Md. 197 and Md. 704 westbound and eastbound sides (HOV 1.77 passengers vs. non-HOV 1.04)
- In 2012, the I-495 (Capital Beltway) Express Lanes opened, which allow free use by HOV-3 vehicles (no performance data are available yet)

In Northern Virginia, there are approximately 75 miles of HOV lanes, including a 28-mile two-lane reversible HOV facility located on Interstate 95 and 395 between Quantico Creek and the District of Columbia. These lanes are northbound between 6:00 a.m. and 9:00 a.m. and restricted southbound between 3:30 p.m. and 6:00 p.m. It is restricted to 3-person carpools, vanpools, buses, motorcycles, and taxicabs.

Interstate 66 has 11 miles of HOV inside I-495 and 21 miles outside I-495 for a total of over 30 miles. I-66 inside the Beltway is HOV-2 eastbound in the AM hours and HOV-2 westbound in the PM hours. The HOV-2 lanes outside I-495 are concurrent flow HOV. The Virginia Department of Transportation is in the process of re-striping the lines separating the concurrent-flow HOV lanes from the adjacent non-HOV lanes to reduce changing of lanes to and from the HOV lanes along I-66 between U.S. 50 and I-495. Fifteen miles of concurrent flow HOV lanes opened on the Dulles Toll Road in 1998. The lanes are for HOV-2 vehicles and feed into the I-66 facility via the Dulles Connector Road between Va. 123 and I-66.

Hybrids with the appropriate clean fuel plates may use the HOV lanes in Virginia, regardless of vehicle occupancy. Not all hybrids qualify for clean fuel license plates. SmartCars are not hybrids and do not qualify. The hybrid provision was set to expire on June 30, 2012, but was extended by the Virginia General Assembly. The 2006 General Assembly added the provision that clean fuel vehicles registered after June 30, 2006, could only use I-395/95 with the required occupancy of 3+ people. Further restrictions have been introduced to prevent newly-registered hybrid vehicles from using the HOV lanes along I-66 and Va. 267 – only hybrid vehicles with registration plates issued before July 1, 2011 may use those lanes without at least two persons in the vehicle.

The I-495 Express Lanes in Fairfax County provide four lanes for vehicles with E-ZPass transponders. Car-pools with three passengers and van-pools may use the lanes at no charge if they have an E-ZPass Flex transponder. The HOV-3 exemption is valid at all times that the Express Lanes are open to traffic. The hybrid exemption does not apply on the I-495 Express Lanes.

Maryland has 46 miles of HOV lanes. I-270 has one lane devoted to southbound traffic in the AM between 6:00 - 9:00 A.M. and one lane devoted to northbound traffic in the P.M. (3:30 P.M. - 6:30 P.M.). These lanes opened in the winter of 1996. The HOV lanes on US 50 are in operation 24 hours/day, 7 days/week. Maryland State Highway Administration conducts an extensive monitoring program and has usage data. The fine for HOV violations in Maryland is \$90.00 and one point against the violator's license. Drivers of plug-in electric vehicles, titled and registered in Maryland, will be allowed to use the HOV lanes in Maryland regardless of the number of passengers, providing they obtain and display an HOV permit on the vehicle. The permit will be valid through September 2017. Maryland law does not permit hybrid vehicles to use the HOV lanes unless they comply with posted vehicle occupancy requirements.

Northern Virginia HOV Lane fines: First offense: \$125; second offense: \$250 plus 3 points on your driving record; third offense: \$500 plus 3 points on your driving record; fourth offense: \$1,000 plus 3 points on your driving record. Motorists traveling to and from Dulles International Airport to go to the airport to catch a flight or to pick someone up at the airport are permitted to use I-66 inside the Beltway (I-495) during HOV hours. Vehicles which are registered with clean special fuel license plates (including some hybrids) are permitted to use HOV lanes.

Current HOV Lanes in Northern Virginia:

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-395 Shirley Hwy	I-395 Two lanes reversible	10	HOV-3, motorcycles, buses, taxis with 3 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	NB: 6:00-9:00 a.m. SB: 3:30-6:00 p.m.	<ul style="list-style-type: none"> • I-395 AM: 2.74 AVO 49 MPH, 12 minutes • I-395 PM: 2.38 AVO 68 MPH, 9 minutes • Non HOV AM: 1.1 AVO, 20 MPH, 30 minutes • Non HOV PM: 1.11 AVO 49 MPH 12 minutes
I-95 Shirley Hwy	I-95 Two lanes reversible	18	HOV-3, motorcycles, buses, taxis with 3 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility	NB: 6:00-9:00 a.m. SB: 3:30-6:00 p.m.	<ul style="list-style-type: none"> • I-95 AM: 2.54 AVO 62 MPH, 18 minutes • I-95 PM: 2.60 AVO 67 MPH, 16 minutes • Non HOV AM: 1.05 AVO, 22 MPH, 51 minutes • Non HOV PM: 1.16 AVO 28 MPH 41 minutes

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
			vehicles are permitted to use HOV lanes when responding to emergency calls.		
Capital Beltway (not including Wilson Bridge)	N/A	N/A	N/A	N/A	Express lanes presently under construction between I-95 (Springfield Interchange) and Va. 193 (Georgetown Pike). Express Toll Lanes (no HOV provision) under study on the Maryland portion of the Beltway
I-95/I-495 Cap. Beltway at Woodrow Wilson Bridge	Concurrent-flow HOV or transit lanes on bridge and approaches to bridge		To be determined	To be determined.	One lane in each direction reserved for HOV and bus traffic; or for a rail line.
Route 1	Concurrent-flow curb lane on Route 1 in City of Alexandria		HOV-2, motorcycles and transit buses.	NB: 7:00 – 9:00 a.m. SB: 4:00 to 6:00 P.M.	
I-66 (Outside 495)	Concurrent flow HOV lane between I-495 and Route 234 Bypass in Prince William County.	21	HOV-2 motorcycles, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and	EB: 5:30-9:30 a.m. WB: 3:00 -7:00 p.m.	HOV AM: 1.82 AVO. 29 MPH, 42 minutes HOV PM: 1.80 AVO. 52 MPH, 21 minutes Non HOV AM: 1.08 AVO, 23 MPH, 55 minutes Non-HOV PM: 1.1 AVO, 43 MPH, 27 minutes

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
			law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.		
VA 267/ Dulles Toll Road	Concurrent flow HOV lane from Virginia Route 28 to main toll plaza. Approx. 15 mile facility includes Dulles Connector Road segment between I-66 and the Rte 123.	14.8	HOV-2, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	EB: 6:30-9:00 a.m. WB: 4:00 –6:30 p.m.	<ul style="list-style-type: none"> • Opened December 1998 • HOV AM 1.67 AVO, 58 mph, 12 min • HOV PM 1.7 AVO, 58 mph, 16 min • Non-HOV AM 1.05 AVO, 46 mph, 15 min • Non-HOV PM 1.05 AVO, 48 mph, 22 min

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-66 (inside 495) Without required occupancy	Two lanes in peak commute directions between the Beltway to Rosslyn	9	HOV-2, buses, taxis with 2 or more people, hybrid vehicles with appropriate registration plates, emergency vehicles (fire, ambulance, rescue) and law enforcement vehicles. Public utility vehicles are permitted to use HOV lanes when responding to emergency calls.	EB: 6:30-9:00 a.m. WB: 4:00 –6:30 p.m.	<ul style="list-style-type: none"> HOV: 1.72 AVO in AM 1.69 AVO in PM Motorists traveling to and from Dulles International Airport on business are permitted to use I-66 inside the Beltway during HOV hours.
I-495 in Fairfax County, Va. between Springfield and a point north of Va. 267 (Dulles Toll Road)	HOV/Toll lanes (2 in each direction)	10	Automobiles, vans, light-duty trucks, motorcycles and buses. Heavy trucks prohibited. HOV-3 vehicles with E-ZPass Flex transponder may use lanes at no charge	Lanes normally operate 24 hours/day, 7 days/week.	Performed data not yet available.

Current HOV Lanes in Maryland:

<i>LOCATION</i>	<i>TYPE</i>	<i>MILES</i>	<i>USERS</i>	<i>HOURS OF OPERATION</i>	<i>COMMENTS</i>
I-270	Concurrent-flow (1 lane)	SB: 12 miles from I-370 to I-495 NB: 19 miles from I-495 to MD 121	HOV-2, motorcycles, buses, and plug-in electric vehicles, titled and registered in Maryland. NO SOV HYBRIDS ALLOWED	SB: 6:00-9:00 a.m. NB: 3:30-6:30 p.m.	<ul style="list-style-type: none"> • HOV AM: 2.61 AVO • HOV PM: 2.54 AVO • Non HOV AM: 1.13 • Non HOV PM: 1.10 AVO,
US 50 (John Hanson Highway) (Md. 704 to east of US 301/Md. 3)	Concurrent flow Single lane each way	MD 704 to Anne Arundel County/Prince George's County line; 7.5 miles	HOV 2+, motorcycles, buses, and plug-in electric vehicles, titled and registered in Maryland. NO SOV HYBRIDS ALLOWED	24 hours/day 7 days/week	<ul style="list-style-type: none"> • HOV AM: 2.35 AVO; • HOV PM: 2.66; • Non HOV AM: 1.14 AVO • Non HOV PM: 1.95 AVO

FUTURE HOV PLANS:

The projects shown here are major transit and High-Occupancy Vehicle improvements reflective of the 2009 update to the Constrained Long Range Plan, as adopted by the National Capital Region Transportation Planning Board on July 2009 and amended on October 2009.

Maryland

I-270/US 15 Corridor, Shady Grove to I-70, HOV, 2030

Virginia

Fairfax County Parkway HOV, widen and upgrade, 6 to 8 lanes, 2010, 2015

Fairfax County Parkway HOV, construct 2 lanes, 2015

Franconia/Springfield Parkway HOV, 2010, 2020

I-66 HOV, widen to 8-lanes, 2009, includes interchange reconstruction at US 15, 2020

I-95/395 Express Lanes (convert from HOV lanes between Va. 234 at Dumfries and Turkeycock Run (Fairfax County/City of Alexandria border)widen, construct 2, 3 lanes with new ramps and extend south to Garrisonville in Stafford County 2014

Assets

- Increases the average number of persons per motor vehicle using a highway over conventional (non HOV) lanes or roadways.
- Preserves the person-moving capacity of a lane or roadway as demands for transportation capacity increase.
- Enhances bus transit operations.

- Supports air quality goals.
- Serves a variety of employment centers in urban and suburban areas.
- Provides more predictable travel times, even during periods of high demand
- No cost to the user

Deficiencies

- These lanes are, for the most part, single lanes (along I-270, I-66 outside the Capital Beltway, Route 1 and Washington Street in Alexandria). They do not allow for passing.
- Hours of operation are tailored to each corridor; they are not consistent throughout the region. (See I-66 inside and outside I-495 hours).
- Number of passengers required is not consistent for all HOV lanes in the region.
- HOV enforcement is partly dependent on supplemental overtime enforcement grants from state DOTs.
- Misuse by SOV drivers using HOV lanes in Maryland and Virginia (except I-95/I-395 and I-66 inside Beltway) is more prevalent due to the lack of barrier separation.
- Perception of enforcement of HOV rules is lax; penalties may be too low to discourage HOV violators in Maryland.

Advertising/Promotional Strategy

- In specific corridors where HOV capacity has not been reached, promote time and cost savings that result from use of HOV lanes through targeted direct mail or print ads to residential areas surrounding communities who feed into them.
- Working with traffic reporters from radio and television to advise commuters of the time and cost savings resulting from the use of HOV lanes.
- Coordinate with Maryland and Virginia on joint HOV marketing campaigns.

Threats

- Accidents/overuse that will reduce time savings.
- Legal use of HOV lanes in Virginia has reduced speeds.
- A faction of the general public does not perceive the time savings.
- In some instances, the public perceives that general purpose-lanes are being taken away by dedicating them to HOV.
- Slowdowns and/or traffic congestion can occur due to enforcement of the lanes.
- Performance of concurrent flow HOV lanes on I-270 and I-66 (outside Beltway) are impacted by severe congestion in non-HOV lanes.
- Hybrid resentment is present by those who feel HOV lanes were introduced as a congestion management issue, designed exclusively to encourage carpooling not for environmental purposes.

TRANSIT

The Washington metropolitan region is served by a number of bus and rail services offering a range of full service transportation to shuttle services. In addition, the region is serviced by commuter rail services, such as MARC and VRE. The major provider of both bus and rail service is the Washington Metropolitan Area Transit Authority (WMATA), which operates both Metrobus and Metrorail. Metrorail currently utilizes 106 miles of track and 86 stations. Metrobus operates in the core District and in the outlying suburbs, as does Metrorail.

The Silver Line is a new 23.1-mile Metrorail extension connecting the Tysons, Reston, Herndon, and Dulles Airport areas of Fairfax County to the regional Metrorail system. The Silver Line is being constructed in two phases, with the first phase extending Metrorail from the existing Orange Line in Falls Church to Wiehle Avenue in Reston with four stations in Tysons. The expected passenger service starting date is Winter 2014.

Product Profile

Within the Washington/Baltimore region there are several transit providers, namely:

- Alexandria's DASH service
- Arlington Transit/ART
- City of Fairfax CUE bus
- DC Circulator
- Fairfax County's Connector, , Metrobus, REX, and TAGS bus service
- Loudoun County Transit and Tysons Express
- Montgomery County Ride On
- MTA Local Bus, Light Rail, Metro Subway, MARC Train and Commuter Bus
- Prince George's County *TheBus*
- PRTC's OmniRide, Metro Direct, OmniLink and Cross County Connector
- TransIT Services of Frederick County
- Virginia Railway Express (VRE)
- WMATA- Metrobus and Metrorail

The factors influencing transit use include:

Automobile-Related

- Availability of auto
- High gas prices
- Operation and maintenance costs of auto, including gasoline costs & availability
- Parking availability and costs for parking of auto
- Impact of auto on the environment.

Travel-Related

- Connectivity with other transit modes
- Convenience and comfort of transit
- Distance from origin and destination to transit station

- Mode of travel to transit station
- Number of mode changes necessary to reach destination
- Number of transfers necessary to reach destination
- Reliability
- Time of travel
- Transit fares
- Travel time to destination using transit

Human-Related

- Knowledge of transit system (i.e. schedule and routes)
- Location within urban area
- Perception/Image of transit to public
- Access to multilingual information.(i.e. schedules and routes)

Transit System-Related

- Connectivity with other modes
- Convenience and comfort of transit
- Number of mode changes necessary to reach destination on transit
- Number of transfers necessary to reach destination on transit
- Parking availability at transit stations
- Parking costs at transit stations
- Proximity to residential
- Proximity to retail and/or tourist attractions
- Proximity to employment sites, services, facilities
- Security/Safety
- Ability of non-Commuters to use transit to reach nearby medical, shopping, recreational and other opportunities and to connect to main-line transit routes
- Cost-effectiveness of transit
- Paratransit accessibility

Payment-Related

- Transit fare structures
- Payment method for transfers
- Ability to transfer between transit systems
- Uniformity of fare payment and transfer procedures in metropolitan area
- Methods to encourage fare pre-payment among all income and demographic groups
- Methods to enable off-board fare-payment

Transit Information-Related

- Availability to receive estimated arrival times of buses by route by bus stop electronically
- Ability to obtain transit information (routes, stops, schedules, fares and other policies) in varying media (paper, electronic)
- Ability to obtain transit information in major languages used locally
- Ability to obtain transit information in accessible formats for people with sensory disabilities

Pedestrian & Bicycle Access-Related

- Directness of pedestrian path of travel between transit stops and trip origins or destinations
- Accessibility of pedestrian path of travel between transit stops and trip origins or destinations
- Ability to safely cross major intersections or parking lots along path of travel between transit stops and trip origins or destinations
- Safety and accessibility of transit stops
- Provision of passenger amenities at transit stops
- Provision of bike-share stations by major transit stops
- Provision of bike parking at transit stations, including a new secure bike station at College Park

Residents and visitors may choose public transit that is convenient, and cost effective. However, they must have a sufficient comfort level with and understanding of how to use transit to get to and from their destination safely and in a timely manner. The factors listed above provide reference points useful to align and promote public transit. A targeted approach focusing on residential neighborhoods and employment centers that are close to bus stops and rail stations with a SmartBenefits promotion would be most effective. Additionally, better transit information to increase comfort level for those deciding to take transit would be of benefit, particularly for Limited English Proficiency (LEP) groups.

Summary of Bus Activity

<i>TRANSIT AGENCY</i>	<i>BUS LINES</i>	<i>CAPACITY</i>	<i>TYPE OF SERVICE</i>	<i>ROUTES CLOSE TO CAPACITY</i>	<i>ROUTES IN NEED OF RIDERSHIP INCREASES</i>
WMATA System Total August 2013	175 Lines	Range of seats per bus between 20-66 13,684Wkdy Trips 567,886Wkdy Seats	Peak and Non peak	45 Lines	30 Lines
WMATA DC Service 2013 update	72	Range of seats per bus between 20-66 7,303 Wkdy Trips 303,075 Wkdy Seats	Peak and Non peak	5A; 32,36; 37; 39; 42,43; 52,53,54; 62,63,64; 79; 90,92; B2; D1; D6; E4; G8; H1; H2,H4; S1; S2,4; S9; U5,6; U8; W4; X1; X2; X9 [24 lines]	74; B8,9; D4; E6; G2; H6; K2; M2; M4; V5; W6,8; X8 [12 lines]
WMATA MD Service 2013 update	58	Range of seats per bus between 20-66 3,953Wkdy Trips 164,050 Wkdy Seats	Peak and Non peak	C2,4; F4; K6; P12; R1,2; T18; Y5,7,8,9; [7lines]	B27; B29, 31; J5; W15 [4 lines]
WMATA VA Service 2013	45	Range of seats per bus between 20-66 2,428 Wkdy Trips 100,762 Wkdy Seats	Peak and Non peak		

TRANSIT AGENCY	BUS ROUTES	CAPACITY	TYPE OF SERVICE	ROUTES CLOSE TO CAPACITY	ROUTES IN NEED OF RIDERSHIP INCREASES
WMATA System Total July 2012	160 Lines	Range of seats per bus between 20-66 14,097 Wkdy Trips 585,026 Wkdy Seats	Peak and Non peak	39 Lines	30 Lines
WMATA DC Service 2012 update	61	Range of seats per bus between 20-66 7,476 Wkdy Trips 310,255 Wkdy Seats	Peak and Non peak	5A; 32,36; 37; 39; 42,43; 52,53,54; 79; 90,92; B2; D1; D6; G8; H1; S1; S2,4; S9; U5,6; U8; W4; X1; X2; X9 [22 lines]	74; B8,9; D4; E6; G2; H6; K2; M2; M4; V5; W6,8; X8 [12 lines]
WMATA MD Service 2012 update	55	Range of seats per bus between 20-66 3,710 Wkdy Trips 153,965 Wkdy Seats	Peak and Non peak	C2,4; K6; P12; R1,2; T18 [5 lines]	B27; B29,31; J5; W15 [4 lines]
WMATA VA Service 2012 update	44	Range of seats per bus between 20-66 2,911 Wkdy Trips 120,807 Wkdy Seats	Peak and Non peak	3Y; 7B,C,H,P,W,X; 7M; 11Y; 15K,L; 16L; 16Y; 18G,H,J; 18P; 23A,C; 28F,G; 38B [12 lines]	1C; 2T; 9A,E; 9S; 10B; 15M; 18E,F; 18R,S; 24T; 25B; 28T; 28X; 29C,E,G,H,X; S80,91 [14 lines]

TRANSIT AGENCY	BUS ROUTES	CAPACITY	TYPE OF SERVICE	ROUTES CLOSE TO CAPACITY	ROUTES IN NEED OF RIDERSHIP INCREASES
Fairfax County Connector	74	29-55	Peak and Non-peak service. HOV:	401, 402, 171, 371, 950, 980, 310, 151, 505	372, 373, 394, 462, 493, 494, 495, 926, 981
Loudoun County Transit	4 commuter routes and 11 local fixed routes	Commuter buses have 55 seats and local fixed buses seating varies	Commuter routes are AM & PM only; local fixed routes are all day	Most commuter routes traveling into DC are at capacity	Routes serving Loudoun employment sites
MTA Commuter Buses	27 routes in Maryland	55	AM & PM Peak Hours Service With the 650 in Charles County running daily trips	201, 202, 203, 204, 205, 310, 320, 410, 411, 420, 610, 620, 630, 640, 650, 902, 903, 904, 905, 909, 915, 922, 929, 991, 995, W19	320, 903, 905
Montgomery County Ride On	79 routes	19-43 (seated) 28-64 (standing)	Peak and Non peak service HOV: Rt. 70, 71, 74, 78, 79, 100	Because of the return of riders after the economic downturn many routes have capacity issues at some time during their operating day	
Prince George's TheBus	28 TheBus Routes	26-32	Peak and Non-peak service	16, 18, 20, 21, 21X, 24, 30, 32, 14, 17, 23, 26, 33, 51 are over capacity 12,13,25,28 are at/near capacity	11, 13, 15 Express, 22 27, 35s, 36

TRANSIT AGENCY	BUS ROUTES	CAPACITY	TYPE OF SERVICE	ROUTES CLOSE TO CAPACITY	ROUTES IN NEED OF RIDERSHIP INCREASES
PRTC OmniRide/ Metro Direct	15 routes: 8 areas in Prince William County 12 routings in Washington DC/Pentagon/Arlington/Tysons. 2 single trips (C1, RT1). 3 routes to Metrorail stations.	39 - 57	Commuter Service Service to Metrorail Stations	Most commuter routes. New trips added to relieve chronic overcrowding	Tysons Corner
PRTC OmniLink/ Cross County Connector	6 local routes 1 cross county route	29	Local	Dumfries, Dale City, Woodbridge, and LakeRidge	Route 1, Manassas Park and Manassas
TransIT Services of Frederick County	9 Routes 5 Commuter Shuttles	16-29	Local, Commuter	10, 20, & 40 are crowded during peak rush hours	70, 80 & East County Shuttle

Assets (for bus only)

- Bus is the least expensive commute mode; a number of passes available for reduced fares
- Attractive alternative to commuters without vehicles
- In addition to publicly-owned transit, there are a number of private commuter bus services
- Convenient to many home destinations, shopping centers and business centers
- Benefits from the GRH program
- Faster than SOVs when their route includes HOV lanes
- Allows passengers to relax
- Commuter Stores, plus on-line ability to purchase bus fares via CommuterPage.com; Montgomery County's web site, and Fare Media by Mail.
- Costs savings for commuters compared to driving alone

Deficiencies

- Commuter still has to get to the bus stop and final destination
- More parking required at some bus stops
- SOVs perceive as nuisance and source of pollution
- Slow with multiple stops
- Considered as an inferior mode of transportation by SOVs
- Public Transit is oriented to downtown commute pattern. Some suburban systems (e.g. Montgomery County) have bus system oriented to feed Metrorail stations and to serve other activity centers.
- Little service to Beltway users
- Rapid ridership growth can create overcrowding

Prospects

- Conversion to alternative fuels to increase its environmentally friendly image
- Ability to work/study, network and listen to music on the bus
- Prime mode of travel for DC residents
- SmarTrip® card and SmartBenefits® subsidies
- SmarTrip® now available on all regional bus systems. Pass capability soft implementation during the year.
- Use of queue-jumpers and other prioritization methods, including Bus Rapid Transit
- Use of smaller buses for increased flexibility in routes for residential areas
- Real-time bus arrival information (AVL/GPS), Metrobus-NextBus

Challenges

- Fare increases
- Lack of funding for operations and expansion
- Limited Parking
- Limited routes
- Overcrowding
- Lack of available and appropriately zoned land for maintenance and parking facilities

Summary of Rail Activity

PROVIDER	RAIL TYPE	ROUTES	CAPACITY	ROUTES TO MARKET
VRE	Commuter	Manassas Fredericksburg	Close to Capacity	Rippon & Woodbridge, and Burke (stations with avbl pkg).
MARC (MTA)	Commuter	Brunswick Line Camden Line Penn Line	Close to capacity	1) Brunswick Line (Martinsburg, WV and Frederick, MD to Union Station) 2) Camden Line (Baltimore to Union Station) 3) Penn Line (Perryville, MD to Baltimore to Union Station)
Metro (MTA)	Subway	Owings Mills to Johns Hopkins Hospital	Not at capacity	Northwest Baltimore Corridor: Owings Mills, Downtown. Johns Hopkins Hospital.
Light Rail (MTA)	Commuter	1) Hunt Valley to BWI Airport 2) Glen Burnie to Timonium/Hunt Valley (Off-Peak) 3) Camden to Penn Shuttle	Not at capacity	Hunt Valley to Downtown to Camden Yards to BWI. Glen Burnie to Downtown to Timonium. Camden Yards to Penn Station
AMTRAK	Regional/ Commuter	Northeast Corridor	Not at capacity	Northern Virginia District of Columbia Southern Maryland Baltimore - BWI
Metro (WMATA)	Subway	Yellow, Green, Red, Orange, Blue lines	Capacity during peak periods	District of Columbia: (all quadrants) Maryland: Prince Georges, Montgomery Counties Virginia: Arlington, Alexandria, Fairfax

Assets (for Rail only)

- Although Commuter Stores are not run by WMATA, they provide an excellent sales vehicle for merchandise and tickets
- Bi-level coaches on VRE and MARC Train systems
- Clean
- Convenient: Leave the driving to someone else
- Favorable cost when compared to driving alone long distances
- Food and beverages allowed on commuter trains
- GRH program makes more accessible during non-rush hour
- In some cases, rail is faster than driving alone
- Parking at commuter rail stations is free
- Reliable (not affected by congestion)
- Safe stations
- Transit Link Card between Metro, MARC and VRE makes it easier and economical to combine trips
- Quiet cars available on VRE and MARC trains
- Weekend service on MARC is scheduled to begin in late 2013 on the Penn line between DC and Baltimore
- AMTRAK is accepting MARC and VRE tickets with a small upgrade fee which reduces the burden on the sometimes crowded commuter trains

Deficiencies

- Commuter rail has limited schedule and is not as flexible in its routes as Metrorail or buses
- Limited or lack of parking at some park and ride lots
- Limited off peak service (train service by VRE and MARC)
- No weekend service on MARC
- Overcrowding has occurred on some line due to high gas prices

Prospects

- In 2012 WMATA eliminated the unpopular peak of the peak fares.
- Beginning June 2012, WMATA introduced Rush+ service when twenty one stations saw more frequent service with six additional trains every hour during rush hour.
- Provides attractive transportation option to commuters of all income ranges
- Provides an opportunity to its riders to relax during the commute
- In November 2010, average daily ridership was 17,700, up from roughly 16,600 the year before.
- In October 2013, the price to buy the Metro SmarTrip farecards dropped from \$5 to \$2. If purchased from a SmarTrip vending machine the cost will continue to be \$10 but include \$8 in fare value.

Threats

- Fare increases
- System delays and bad press has beleaguered transit in recent years.
- Reaching and exceeding capacity is a major concern for VRE. In FY11, VRE provided 2,118,380 trips on its Manassas Line and 2,398,986 trips on its Fredericksburg line. For the four months reported in FY12, so far total overall ridership has increased by 10.1%.

Park & Ride Lots

Park and Ride lots support mass transit, carpools, and vanpools. With the exception of Metrorail lots and a few others, the overwhelming majority of commuter parking is free within the Washington metropolitan region. Most rail parking for MARC and VRE in the region is free, while all Metrorail parking lots require paid parking through mandatory SmarTrip® cards (or credit cards at some stations). Metered spaces are also offered at most of the Metrorail parking lots. In Montgomery County, there are discounts for monthly parking in the facilities in Silver Spring and Bethesda for carpools and vanpools. Five person carpools are given greater discounts.

Assets

- Allows for more commuters to use transit
- Safe and convenient
- Used as a meeting point for car and vanpools
- Many offer both local and commuter bus service
- Many provide bike racks and some also offer secured covered bicycle lockers

Deficiencies

- Increases the cost of commuting on Metrorail
- Some lots are at maximum capacity on a daily basis
- WMATA requires a SmarTrip card to exit most Metrorail parking lots

Prospects

- Lots can be used as a site to communicate promotions to users, cost effectively
- Can promote carpooling or cycling to lots if advantages are given such as free parking, spaces near entrance and safe lockers
- Communicate type of Park and Ride to commuter i.e., that commuters can park in store parking lots

Threats

- Will need funding to increase capacity at some stations
- Expansion typically meets with some neighborhood resistance
- Cost to commuters have been increased at some lots
- Not enough lockers for bikes at some stations
- Vandalism
- Limited Parking

Park & Ride Lot Table

<i>ST</i>	<i>Jurisdiction</i>	<i># of Park & Ride Lots</i>	<i># Parking Spaces</i>	<i>Avg Lot Size</i>	<i>Free Parking</i>	<i>\$ Parking</i>	<i>Transit Connection</i>	<i>Bicycle Amenities</i>
DC	District Of Columbia	6	2,857	476	0	6	6	6
MD	Anne Arundel	24	8,191	341	22	2	16	4
MD	Baltimore	29	10,512	362	29	0	17	11
MD	Baltimore City	12	4,758	397	10	2	11	6
MD	Calvert	9	1,279	142	9	0	7	0
MD	Carroll	7	486	69	7	0	0	0
MD	Cecil	2	128	64	2	0	1	0
MD	Charles	10	3,393	339	10	0	9	0
MD	Dorchester	1	12	12	1	0	0	0
MD	Frederick	14	2,717	194	14	0	5	1
MD	Harford	15	1,290	86	15	0	5	0
MD	Howard	13	3,167	244	13	0	9	6
MD	Kent	1	27	27	1	0	0	0
MD	Montgomery	36	20,797	578	26	10	36	10
MD	Prince George's	36	36,818	1,023	18	18	34	18
MD	Queen Anne's	4	398	100	4	0	1	0
MD	St Mary's	5	490	98	5	0	1	0
MD	Talbot	1	9	9	1	0	0	0
MD	Washington	7	751	107	7	0	1	0

Park & Ride Lot Table (con't)

<i>ST</i>	<i>Jurisdiction</i>	<i># of Park & Ride Lots</i>	<i># Parking Spaces</i>	<i>Avg Lot Size</i>	<i>Free Parking</i>	<i>\$ Parking</i>	<i>Transit Connection</i>	<i>Bicycle Amenities</i>
VA	Alexandria	2	537	269	1	1	2	1
VA	Arlington	4	1,337	334	2	2	4	1
VA	Caroline	1	43	43	1	0	0	0
VA	Clarke	2	198	99	2	0	0	0
VA	Culpeper	3	44	15	3	0	0	0
VA	Essex	1	25	25	1	0	0	0
VA	Fairfax	41	35,477	865	34	7	39	20
VA	Fairfax City	1	35	35	1	0	0	0
VA	Fauquier	8	468	59	8	0	1	0
VA	Fredericksburg	1	700	700	1	0	1	1
VA	King George	1	50	50	1	0	0	0
VA	Loudoun	19	3,122	164	19	0	13	2
VA	Prince William	49	13,674	279	49	0	22	15
VA	Rappahannock	2	20	10	2	0	0	0
VA	Spotsylvania	3	2,126	709	3	0	2	0
VA	Stafford	9	4,183	465	9	0	4	0
VA	Warren	4	427	107	4	0	0	0
VA	Westmoreland	2	156	78	2	0	0	0
WV	Berkeley	1	81	81	0	1	1	0
WV	Jefferson	2	298	149	2	0	2	0
Grand Totals		388	161,081	415	339	49	250	102

TELEWORK

One of the few alternative modes that has experienced increased use is telecommuting or teleworking; either home based or teleworking from specific centers. Based on the Commuter Connections 2010 State of the Commute Survey Report, almost 25 percent of regional commuters said they teleworked an average of 1.3 days per week, a substantial increase from the 2007 level of 19 percent. This percentage equates to approximately 600,000 teleworkers in the region. Teleworking grew in nearly every demographic and employer segment in which telework is feasible. Teleworking among federal agency workers continues to grow. In 2010, 27 percent of respondents who worked for federal agencies teleworked, compared to 16 percent in 2007 and only 12 percent in 2004.

The 2010 survey also found that an additional 21% of commuters who do not telecommute today “could and would” telecommute if given the opportunity. These respondents said their job responsibilities would allow them to telecommute and they would like to telecommute. About a quarter of these interested respondents said they would like to telecommute “regularly,” while 42 percent would like to telecommute “occasionally.”

With the rapid advancements in technology in recent years, teleworking has become more common. Future technology development will allow workers to continue to work "without walls" in virtual offices or from home.

COG/TPB began helping businesses start or expand telework programs in 1996 through the establishment of the Telework Transportation Emission Reduction Measure (TERM) via the Commuter Connections program. Throughout the years, Commuter Connections has provided information packets, videos, seminars, demonstration projects, sample telework policies and agreements and information on regional telework centers. Telework is supported by COG/TPB through Maryland Commuter Connections network members who provide local marketing support and outreach activities to employers as needed.

Employer-Based Promotions

- **TPE**- The Telework Partnership with Employers program provides free consulting services to employers in Maryland’s Baltimore region and is an initiative of the Maryland Department of Transportation (MDOT) in collaboration with the Baltimore Metropolitan Council.
- **Telework!VA**- The Telework!VA program is an initiative of the Virginia Department of Rail and Public Transportation (VDRPT) that began in 2001, designed to help reduce traffic congestion in Northern Virginia. The program provides expert assistance to companies to help them start or expand a telework program. In 2007, VDRPT expanded the program statewide. VDRPT began partnering with the Virginia Department of Transportation (VDOT) on marketing efforts in FY2011. Employers in Virginia that offer telework options to their employees may also qualify for state tax incentives.

Other telework resources available in the area include:

- Office of Workplace Initiatives for Federal Employees, managed by GSA.gov
- Telework! VA Program, www.teleworkva.org
- Telework Partnership with Employers (MD), www.teleworkbaltimore.com
- Washington Metropolitan Telework Centers, www.WMTC.org
- Mobile Work Exchange, www.mobileworkexchange.com

In the Washington metropolitan region, there is a combination of private and university run telework centers. In April 2011 GSA discontinued financial affiliation/sponsorship of the original 14 telework centers in the Washington Metropolitan area. However, there are other private sector telework centers,

or 'hoteling,' arrangements, available from private entities such as UberOffices. Telework Centers also known as Co-working centers provide space, similar to hoteling arrangements, plus some offer conference rooms and training facilities for short meetings/classes, on a for fee basis. These alternative workplaces are useful types of facilities for remote, home-based worker, and for the field work force to meet or convene.

Strengths

- Strengthens employee recruitment and retention
- Lowers training costs associated with high turnover
- Reduces absenteeism and late arrivals
- Increases employee productivity
- Improves employee satisfaction by providing flexible work scheduling, better time management and the balance between work and family life
- Reduces costs for office space and parking
- Expands access to skilled workers
- Expands opportunities for business continuity of operations especially in times of natural or man-made disasters
- Enhances public recognition as an innovative business and a good corporate citizen
- Reduces congestion
- Financial incentives available from States to assist employers with costs and training

Weaknesses

- Management's concern with how to select the appropriate employee who will retain or increase productivity by teleworking
- Concern with the effect telework has on customer service, especially by federal contractors
- The issue of accountability for work performed out of the office is a concern for management
- Workers Compensation issues and OSHA requirements are not well understood
- Workers are afraid of being passed up for promotions because they are out-of-sight
- Cost of equipment

Opportunities

A highly positive outlook exists for this mode, provided that ample education and training is provided to decision-makers. Additionally, pressure should be created from the bottom up with public relations stories regarding increases in productivity and quality of life due to telecommuting. About 21% of non-telecommuters have job responsibilities that would allow them to telecommute and would be interested in telecommuting, according to the 2010 State of the Commute. Needless to say, teleworking is one of the most cost-effective ways to reduce congestion.

Challenges

Commuter Connections research has shown that most teleworking starts from the bottom up. Most employers reported that telework started within their organizations in response to a specific employee's needs or a particular problem in a department or location. Bottom-up style marketing generally takes longer to motivate action when compared to the top-down approach. Much of the growth is technology related, therefore there may be significant up front expense for employers or employees who wish to participate in teleworking. Additionally, recent downturns in the economy have forced some employers to retract or reduce telework programs.

BICYCLING

Bicycling to work is an important aspect of commuting. Employers can encourage cycling to work by installing secure bike parking, changing rooms, showers and lockers, and by including bicycling in commute workshops. They also can provide their employees with information they need to commute by bike, including bicycle maps, locations of bike parking and/or health clubs that provide reduced memberships for cyclists. Commuter Connections assists employers with information on bicycling programs for their employees by providing general information and resources from non-profit organizations such as Washington Area Bicyclist Association (WABA).

According to the 2010 State of the Commute Survey Report:

- 17% of all commuters live less than five miles from work.
- The average bike/walk commute is 3.4 miles each way.
- The average number of days per week for bicycle commuting is 3.
- There is no significant difference in rates of men and women who walk/bike as their primary commute mode, 3% and 2% respectively.
- Bike/walk as primary commute mode based on State of Employment: District of Columbia 4%, Maryland 2%, and Virginia 2%.
- Nearly a quarter (24%) of respondents in 2010 said their employers offered services for bicyclists and walkers, up from 17% in 2007.
- Respondents who drove alone and those who carpooled/vanpooled gave the lowest ratings for transportation satisfaction; only 35% were satisfied. Respondents who used transit or bike/walk for commuting gave higher satisfaction ratings.

The 2010 U.S. Census estimated that bicyclists represent .3 percent of the commuting population of the Washington D. C. Metropolitan Statistical Area. Bicycling to work is more prevalent in the urban core jurisdictions of the District of Columbia, Arlington County, Alexandria, and inner Montgomery County, and in census tracts adjacent to major bicycle trails. Employers located in bicycle-friendly communities or near major bicycle trails are more likely to succeed in persuading employees to ride to work than employers located in areas where the infrastructure does not support cycling.

The following are findings from the 2007/2008 Household Travel Survey of 11,000 randomly selected households in the TPB region and adjacent areas (+3,500 Baltimore region samples) on walk and bike travel. The study took place between February 2007 and March 2008. It indicated a change in bicycle commuting modal share from 0.7% in 1994 to 1.0% in 2007/2008. The bike commuting share by jurisdiction of residence indicates that the District of Columbia has the highest share at 3.3%, followed by Alexandria at 2.7%. The most prevalent purposes for daily travel by bike were work-related trips at 30%. There are more than 30,000 work-related bike trips in the Washington region every day.

Video counts from May-June 2012 noted the following average cyclists per hour over an eight hour period: Memorial Bridge 112.9 bicycles; 14th Street Bridge 182.4 bicycles; Key 138.9

The Bike to Work Day Washington Region 2010 Survey showed that the event introduces bike commuting as 17% of survey respondents said they never commuted by bicycle before participating in the annual event. The event also expands the frequency of bicycle commuting as 22% of survey respondents who commuted by bicycle previous to the event, said they started bicycling even more after participating in Bike to Work Day.

The Bicycle and Pedestrian Plan for the National Capital Region, adopted in October 2010, identifies the capital improvements, studies, actions, and strategies that the region proposes to carry out by 2040 for

major bicycle and pedestrian facilities. The plan is an update to the 2006 Bicycle and Pedestrian Plan for the National Capital Region, which was the first all-new regional plan specifically for bicycle facilities since 1995, and the first-ever regional pedestrian facilities plan.

The plan includes 336 bicycle and pedestrian facility improvement projects from across the region, which were identified, submitted and reviewed by agency staffs of TPB member jurisdictions. If every project in the plan were implemented, in 2040 the region will have added over 450 miles of bicycle lanes, over 630 miles of shared-use paths, hundreds of miles of signed bicycle routes (signage without additional construction), more than 80 pedestrian intersection improvements, and ten pedestrian/bicycle bridges or tunnels.

A new bicycle and pedestrian crossing over the Potomac would be created, at the American Legion Bridge, and bridges over the Anacostia River would be improved for pedestrians and bicyclists. In addition, 21 major streetscaping projects would improve pedestrian and bicycle access and amenities in DC, Ballston-Rosslyn, Columbia Pike, Tysons Corner and other locations. If it implements the projects in this plan, by 2040 the region will have over 1,700 miles of bike lanes and multi-use paths, more than three times the current total.

Assets

- Avoiding rush hour traffic or transit delays
- Bicyclists have more predictable commute times than motorists or transit riders
- Arrive at work invigorated and refreshed; combines exercise and drive “time.”
- Improved productivity
- Improved overall health of employees, reduced sick days
- Significantly reducing overall commuting costs with less gas use and wear on automobile
- Bicycle commuters annually save on average \$1,825 in auto-related costs, reduce their carbon emissions by 128 pounds, conserve 145 gallons of gasoline, and avoid 50 hours of gridlock traffic.

Features

- A federal tax benefit for bicycle commuters enacted in 2009 allows bicycle commuters to deduct \$20 per month, pre-tax, from their paychecks to cover bicycling related expenses. As with the train, bus and vanpool benefit, employers save by not paying payroll taxes on the pre-tax portion of their employees’ paycheck.
- DDOT will help District employers select, locate and install bicycle racks, garages or on surface parking lots; and will pay for the racks and provide a free bicycle parking sign if employer pays an installation charge.
- Metro Stations have free bike racks.
- Bikes are allowed on Metrorail during off-peak hours. For more information on biking to Metro go to <http://www.wmata.com/bike>
- Bike lockers are available for lease for \$200/yr + \$10 deposit at about 50 Metrorail stations.
- All Metro buses, Arlington Transit Buses, Fairfax Connector buses, Montgomery County Ride On buses, PRTC OmniLink, and Annapolis Transit buses have bike racks.
- Free rack parking at state and local Park & Ride lots.
- All VRE Stations have bicycle parking and permit a limited number of bicycles on board in designated rail cars.
- The District of Columbia requires bicycle parking in any building with motor vehicle parking.
- Montgomery County zoning ordinance requires all parking facilities containing more than 50 parking spaces to provide one bicycle parking space or locker for each 20 automobile spaces.

- Bike Maps for the region can be purchased at www.kappamapgroup.com (search word “bike”) or at www.waba.org; targeted bike maps available from Montgomery County; Arlington County; Fairfax County; the District of Columbia; and the College Park area. Numerous trail maps and commuter and safety guides are available through the Washington Area Bicyclist Association. State maps are available through Maryland and Virginia.
- On-line bike routing is available through Google Maps, and through ridethecity.com, a route-finding web site which serves the area inside or near the Capital Beltway, plus all of Fairfax County. Ridethecity.com shows the region’s bike facilities, as well as the Capital Bikeshare stations.
- Over 40% of Washington residents bicycle for recreation.
- The Washington Area Bicycle Forum, a partnership between WABA, BikeArlington and goDCgo, is an online forum for area bicyclist to connect. New riders can get information on bike routes, gear, trail conditions, upcoming events and much more.
- The region’s trail network is expanding rapidly over the next 10 years, providing links to employment centers.
- Scores of miles of new on-street bicycle lanes have been added recently in the District of Columbia, Montgomery County, and Arlington County. Hundreds of miles of bike lanes will eventually be added across the region.
- The VDOT Bicycle Locker program is available at state owned Park & Ride lots. Cost is \$60/yr, \$40 deposit.
- Fairfax County has a Bicycle Locker program located at county owned Park & Ride lots.
- Commuter Connections provides free Biking to Work in the Washington Area guides which double as Employer and Employee guides. The guide is also available online.
- Commuter Connections launched an online bicycle routing system in FY2009 to help commuters map out the safest or fastest routes. The site is currently being upgraded.
- For bicycling newcomers, the warmer weather months provide the best opportunity to introduce the bicycle as a legitimate transportation mode.
- An employer located in a bike-friendly area or near a long-distance trail such as the W&OD or Mount Vernon Trail should be more successful in encouraging employees to bicycle to work.
- In 2012 Metro opened its first Bike & Ride at the College Park - University of MD station. The facility is located within a secure, enclosed area accessible via card access 24 hours a day. The facility is equipped with security cameras. Patrons may park for a few hours, overnight, or several days. There are no monthly or annual fees and bicyclists pay only for what they use.
- In 2013 the Capital Bikeshare system has over 2,500 bicycles at over 300 stations across Washington, D.C., Arlington and Alexandria, VA and Montgomery County, MD.

Deficiencies

- Often perceived as a ‘fair weather’ dependent mode. However, showers and clothing adjustments can mitigate the effects of hot, cold, or wet weather.
- For many longer commutes, bicycling is too time-consuming.
- Perceived lack of safe travel routes.
- Parts of the road network within the city and especially in the suburbs are not bicycle friendly.
- A higher quantity and more secure parking and shower facilities at employer sites is needed.
- More interconnectivity for on-road routes is needed.
- MARC only allows folding bicycles on board, and Metrorail only allows bikes on board during non-peak periods.
- General public lacks bicycling education and skills needed to ride safely with traffic.
- Many motorists lack the proper education and understanding of sharing roadways with cyclists.
- Employers located in areas without adequate bicycling lanes and trails will find it more difficult to get employees to bike to work.

Prospects

The Washington Area Bicyclist Association (WABA) was founded in 1972, and serves as the regional cycling association working to promote more biking to work and improve bicycling conditions.

WABA and Commuter Connections also offer brown bag bicycle commuter presentations at worksites to educate employees and employers of the benefits of bicycle commuting. Bicycling is included as a commuter option in Commuter Connections' employer outreach efforts.

Bike to Work Day has been a tradition in the Washington metropolitan region for over a decade. In 2000, Commuter Connections began to lend its support to WABA as part of its effort to encourage employers to promote bicycling to work. This grew the event from a downtown D.C. happening to a truly regional one, with 72 pit stop rally points for the cyclists through the region that included snacks, prize drawings, T-shirts, promotional items, and elected officials. The Steering Committee for the event includes representatives from the bicycle and TDM community. This cooperative effort has resulted in an increase of registrants every year. In 2013 the event reached 14,600 registrants, a 14.5% increase over 2012.

The event is promoted through distribution of collateral materials radio advertising, social media, newsletter articles, email, links from the region's Rideshare program and TMA websites, and public affairs outreach (performed by COG Office of Public Affairs and WABA). Collateral produced for the event and distributed throughout the region includes rack postcards, posters, street banners, T-shirts. Materials were targeted to employers and cyclists in chosen target markets as well as bicycle shops.

Sponsorships proved key to ensuring the visibility and success of the event. Both cash and in-kind sponsorships are solicited. Depending on donation level, sponsors may include their logo on the T-shirt, posters, rack cards, radio mentions, and the event web site. A free catered lunch is provided to the employer who has the greatest number of registrants for the event. In 2013 the U.S. Department of Justice won that honor.

Bike-friendly jurisdictions such as the District of Columbia, Arlington, and Alexandria are experiencing both a real estate and a bicycling boom. Among the 70 largest cities in the US, Washington, DC has the third highest bike commute rate in the country, after Portland and Minneapolis. DC also has the third-fastest growth in bike commuting. As population and employment grow in these jurisdictions, more people will have access to better bike facilities and services such as bike lanes, protected cycle tracks and Capital Bikeshare.

DC has also seen the emergence of a bicycle culture which promotes on-street riding for transportation, as exemplified by the themed weekly bike rides organized by city bike shops. City-style bicycles, which are intended to be ridden in street or dress clothes, are increasingly popular.

Less favorable economic conditions and/or high gas prices as experienced in 2008 and 2011 could act as a boosting agent for bicycling as a low cost transportation alternative.

Challenges

While progress has been made in all jurisdictions, the lack of infrastructure in the region to support cycling to work appears to be the primary reason preventing adoption of this mode. A Regional Bike plan has been adopted by the National Capital Region Transportation Planning Board (TPB) in an effort to address improvement of bikeways and parking throughout the region.

In order for marketing efforts in bicycling to become more successful, commuters' attitudes must change in regard to the detriments or weaknesses of bicycling (traffic danger, logistics, employer parking, etc.).

Motorists need to be more educated on responsibilities of ‘sharing the road’ with bicycles to create a more bicycling friendly community.

While popular, Capital Bikeshare has inherent limits as a commute mode. Stations at downtown employment centers fill up in the morning, while stations in the surrounding areas are empty. The economics of bike share work better when trips are self-balanced, allowing each bicycle to make dozens of trips per day, not just one to work and one back. For many employers, providing secure parking and having employees use their own bicycles is a lower-cost solution. Work sites that have staggered hours, such as hospitals and universities, can make best use of bike share as a commute mode.

Bicyclists need to observe the same rules of the road as motorists, such as coming to complete stops at red lights and stop signs.

BIKE SHARING

Product Profile

Bikesharing is an automated, public bicycle service first introduced by the District in 2008 under the moniker of SmartBikeDC, and was run by Clear Channel Outdoor. The success of the SmartBike program helped lead to further demand for more bicycles and stations. In response, DC and Arlington County launched a new bikesharing service in September 2010 called Capital Bikeshare™. Alta Bicycle Share was hired to operate the system adapted from Montreal's popular Bixi system. The program initially launched with 1,100 bikes and 114 stations throughout the District and Arlington County.

Capital Bikeshare marked its official launch at a press conference at the U.S. Department of Transportation headquarters with dignitaries from both the District and Arlington. The inaugural ride followed the ceremony as nearly two hundred members hopped on the brand new bicycles en route to various stations. Numerous major media outlets covered the event helping to fuel the early success of the program. By September 2013, three years since the launch, five million trips have been made.

In 2013 the system has over 2,500 bicycles at over 300 stations across Washington, D.C., Arlington and Alexandria, VA and Montgomery County, MD. College Park is on course to be the next jurisdiction in the region to join the bicycle-sharing network, and the first in Prince George's County. The plan is to install 10 bike stations with 62 bicycles across the City of College Park, including six stations on university property and one at the College Park Metro station.

Capital Bikeshare offers short-term, automated bicycle rentals for its members. One-day, three-day, monthly, and annual memberships are available. All memberships include the first thirty minutes of every trip for free. Each additional 30 minutes incurs an additional fee. This model is designed to keep the bikes in service so that they are always available for others to use. Helmets are encouraged but not required or supplied. Bikes are available 24 hours a day, 365 days a year. Snow closes the system only until major streets are plowed. Monthly and annual memberships can be purchased on the website at www.CapitalBikeshare.com and members are sent a key fob that allows access to all of the bikes throughout the entire system. Daily and 3-day memberships can be purchased at any bikeshare station.

The Capital Bikeshare program has been a big hit, and further expansion will enable more people to use it. Capital Bikeshare offers a good solution to the last-mile problem for people commuting by transit.

There are many ways your organization can support Capital Bikeshare. Become a steward of one of the newest and greenest transportation programs in the country.

Employers can join as Corporate Partners of Capital Bikeshare, subsidizing their employees' memberships, or purchasing their own station.

CAR SHARING

Car Sharing is a viable alternative to individual car ownership, with positive economic and environmental impacts on communities. Car sharing companies have positioned hundreds of vehicles in the neighborhoods of greater Washington DC area. With a fully automated online reservation and vehicle locating system, one membership can reserve and drive any available vehicle. Once reserved by a member, vehicles are unlocked using a personal access card that the member obtains upon joining the car sharing service. All rental rates for a Zipcar include gas and insurance, as well as a reserved home parking space for the car. Vehicle types range from low-emissions Hybrid cars and Cooper Convertibles to small pickup trucks and BMWs.

On average, Zipcar members state they save more than \$600/month or \$7,200/year after joining Zipcar. Likewise, each Zipcar takes 15-20 personally owned vehicles off the road. Zipcar studies have also shown that members drive an average of 2,500 less miles per year after joining Zipcar. Having to walk a block or pay for a vehicle by the hour changes member's behavior patterns, making them more efficient with their driving choices. As a result, the average Zipcar member drives 2,500 fewer miles per year, saving 219 gallons of gasoline over that period. At current membership levels, Zipcar members will save 16 million gallons of gasoline and 150 million pounds of CO2 annually.

Zipcar is available in the greater Washington D.C. metropolitan area including Washington, D.C., Alexandria, Arlington, Fairfax, Montgomery, and Prince George's County. Not only do thousands of Zipcar members take advantage of the convenience of car sharing but many businesses, universities and government agencies do as well. Zipcars have been available in the Washington, D.C. area since 2001.

To join Zipcar, there is a \$25 application fee plus a \$60 annual fee. Rates are Mon to Thurs hourly from \$8, daily from \$74, Fri to Sun - hourly from \$11.50, daily from \$83. 180 free miles, after which \$0.45 per mile for most cars. Businesses and non-profit organizations can take advantage of special "Z4B" rates that have reduced hourly costs for reservations Monday - Friday.

Hertz On Demand is a venture of the car rental giant which was launched in December 2008. With a fleet of 300, the service operates in New York City, London, Paris and a handful of universities. In April 2009, Marriott's Bethesda headquarters became the first corporate customer in the Washington area to join, Connect by Hertz. The vehicles can be used by employees during the day for errands or off-site meetings. The intention is that by making carsharing available on-site, it will encourage employees to leave their cars at home and instead carpool, bike and use public transportation to travel to work. After enrolling in the club online, employees can reserve vehicles anytime, 24/7. After reserving a car, members receive an email confirmation and text message with the car's license plate and location. To unlock and engage the vehicle, members swipe their card over an identification reader and then pay an hourly rate that includes gas, maintenance and insurance. The Hertz vehicle is also used by other nearby businesses and residents.

A new CarSharing service came to Washington DC in March 2012. Car2go uses a "freefloating" model for their cars. Members can pick up and drop off any car2go anywhere within the car2go Home Area, in any legal on-street parking space, including metered, non-metered, and residential neighborhood parking spaces. The cars do not need to be returned to their original location. Members simply drive the car as long as they need it, park the car at their destination, end the rental by swiping their membership card on the

windshield reader, and instantly the car becomes available for the next member to use. car2go members can find an available car via a smart phone app, the car2go website, by calling car2go Customer Service, or simply by locating one on the street. No reservations are required and members have unrestricted access to the vehicles 24 hours a day, 365 days a year. Membership in car2go is free and the rental fees range from 38 cents, plus tax, per minute, \$13.99 plus tax per hour, and \$72.99 plus tax for a day. Mileage over 150 per rental is charged at 45 cents per mile.

Enterprise CarShare has entered the D.C. market in September 2013, with vehicles at 40 locations. Enterprise CarShare is more similar to ZipCar than Car2Go, as there are set spaces where the vehicles are parked. The application fee is \$25 and the one-year membership charge is \$40. Renting an economy or midsize car for an hour from Monday to Thursday is \$5, and rises to \$10.25 and \$11.25, respectively, from Friday to Sunday. Standard and luxury cars, as well as cargo vans, are also available.

Advantages

- Maintenance, insurance, fuel and parking costs are included in rate.
- Less expensive than car ownership for occasional personal or business use.
- Can assist employers in augmented company vehicle fleets (or help eliminate them altogether.) Increased transparency and employee accountability of vehicle use.
- Easy online reservation system that requires less than 1 minute to locate and reserve a vehicle.
- Many cars located at Metro stations all around D.C.
 - Ideal for those who don't own a car or who occasionally need a second car. Less expensive for businesses than maintaining a fleet of vehicles.
- Zipcar maintains a high MPG standard for its fleet; 10 percent of the fleet is hybrid.
- Zipcar members who sell their cars report saving over \$600 per month by not having a lease payment, or parking, maintenance, insurance, registration and gas costs.
- According to a 2008 Carshare Survey by the National Capital Region Transportation Planning Board's Commuter Connections program:
 - About 18% of commuting respondents said they had started or increased use of alternative modes since joining carshare. Most of these changes were to transit or to bicycle/walk.
 - Before joining carsharing, respondents owned or leased an average of 0.71 vehicles per household. After joining carsharing, the average vehicles per household dropped to 0.47.
 - Carshare users appear to reduce their total annual driving miles for all trips, by about 1,675 miles per user.

Prospects

- Can serve as a GRH alternative for some companies.
- Zipcar has over 400 locations and over 850 cars located throughout the Washington metropolitan region. The company averages thousands of new members per month.
- Zipcar maintains strong alliances with DDOT, WMATA, Arlington, Alexandria, City of Rockville, and Mt. Rainier.
- Employers can use car sharing to augment their vehicle fleets and for business trip purposes.
- Although a direct correlation cannot be attributed to Car Sharing, vehicle registrations dropped by 5.8% in DC between 2005 and 2008, even as

population rose slightly.

Challenges

- Hertz On Demand requires a separate membership in each city.
- Carsharing has not been statistically proven to reduce traffic congestion and improve air quality to any significant degree.
- Car2go may only be returned within Washington D.C.
- Zipcar offers roundtrips only.

SUPPORT SERVICES FOR ALTERNATIVE COMMUTING

GUARANTEED RIDE HOME PROGRAM

Product Profile

Guaranteed Ride Home (GRH) is a free service provided by COG for commuters who vanpool, carpool, bicycle, walk or take transit to work, a minimum of two days a week. GRH is an “insurance policy” where qualifying commuters are given a reliable ride home when an unexpected emergency arises. Commuters can use GRH up to four times per year for unexpected personal emergencies, unexpected family emergencies, and unscheduled overtime. Commuters must register for GRH and re-register each year to keep their registration information up-to-date. A “one-time exception” GRH trip is granted to qualifying commuters who have not registered. GRH provides a ride from a commuter’s work location to their home, transit station, or park-and-ride location by cab, rental car, bus, train, or a combination of these modes. The taxi trip or rental car is free. The commuter is responsible for gratuity for the taxi driver and the following rental car charges where applicable: taxes, fuel, insurance charges, and damages to the vehicle. COG will reimburse commuters for their GRH transit expenses. In the event of an emergency, the commuter can call 800-745 RIDE, and request a ride from the operator from 6:00 a.m. to 10:00 p.m. on weekdays.

Assets

- Low-cost benefit with high perceived value by both employee and employer
- Assists in overcoming commuter anxiety of being stranded
- Assured ride allows greater participation in alternative transportation programs
- GRH was expanded to include the Greater Baltimore area in October 2010

Deficiencies

- Commuters are allowed to use one GRH trip without registering with Commuter Connections. Some commuters do not register knowing they can receive a GRH trip anyway.

Prospects

GRH offers a unique tool to attract SOVers to try alternative commuting, and a marketing campaign focused on its benefits would greatly enhance the level of interest in alternative commuting by SOVers, and attract more current HOVerS to register with Commuter Connections. GRH is also an incentive for commuters to continue using alternative commute modes and increase the frequency of using these modes. The GRH program has been expanded in FY 2011 to include the Baltimore Metropolitan region and St. Mary’s County.

Challenges

- Fraud by commuters. However, misuse of the GRH program has been minimal. In each case, the commuter was issued a warning and some commuters have been temporarily removed from the program.
- Streamlined marketing has resulted in significantly lower recall of the program and registration numbers.

COMMUTER BENEFITS PROGRAMS

Commuter Choice Maryland (Baltimore Area)
SmartBenefits (Washington Area)

Product Profile

In the Baltimore/Washington region, the Maryland Transit Administration's Commuter Choice Maryland commuter benefits program and the Washington Metropolitan Area Transit Authority's SmartBenefits® program offer employees the ability to ride transit or vanpools to work for less than full fare utilizing tax incentives. And for Maryland employers who contribute to their employees' monthly commuting costs, they have the opportunity to take federal and state tax deductions and a Maryland Commuter Tax Credit when they contribute to the cost of employees' monthly commuting expenses.

For CY 2014, IRS tax-free employee transportation fringe benefit amount is \$130 and the parking benefit is \$250 per month (with indexing for inflation). Federal agencies in the Washington, D.C. National Capital Region can provide employees with the same tax-free transit benefits to cover commuting costs up to the maximum allowed by law. These same federal benefits are also extended beyond the National Capital Region to employees who work for the legislative and judicial branches or for independent agencies.

Employers in the Baltimore, Maryland area can join the Commuter Choice Maryland commuter benefits program offered by the Maryland Transit Administration (MTA). Employers in the Washington, D.C. area can join the SmartBenefits® program offered by the Washington Metropolitan Area Transit Authority (WMATA). Employees can receive a Commuter Choice Maryland or SmartBenefits® tax-free transit benefit of up to \$130 monthly either as an employer-subsidy benefit, or via a pretax payroll deduction from an employee's gross salary, or a combination of the employer subsidy and pre-tax deduction benefit. When employers provide Commuter Choice Maryland or SmartBenefits® to employees, there are opportunities for tax savings for both employers and employees.

In Maryland, the Maryland Commuter Tax Credit makes it possible for Maryland employers that pay for part or all of the eligible monthly commuting expenses of their employees to qualify for a tax credit equal to 50% of the cost of those expenses with a cap of \$50 per employee, per month. Eligible expenses include transit passes or vouchers, vanpool expenses, Guaranteed Ride Home program expenses, and "cash in lieu of parking" program expenses. Employers register each year to qualify for the tax credit. The tax credit can be taken against the personal or corporate income tax or the insurance premium tax.

WMATA SmartBenefits® offers the SmarTrip® Card, a credit-card sized smart card embedded with a computer chip to keep track of the cash value and pass products on the card. CharmCard® is the MTA's way to pay that makes traveling by Local Bus, Light Rail and Metro Subway easy. CharmCard® also works in Washington, DC, Montgomery County, Northern Virginia, and anywhere the SmarTrip® logo is displayed.

Maryland Transit Administration (MTA) Commuter Choice Maryland Program

Product Profile

The MTA's Commuter Choice Maryland Program consists of two sub-programs. The first sub-program is the federal Transportation Incentive Program (TIP) which features three tax-saving options for employers to distribute passes and vouchers to employees – the employer-supported option, the pre-tax salary deduction option, and the combination option. The second sub-program is the Maryland Commuter Tax Credit, which allows employers who provide transportation fringe benefits or ridesharing alternatives to their employees to claim a tax credit of 50% of the costs of monthly commuter expenses up to a maximum credit of \$50 per participating employee per month.

The Commuter Choice Maryland program is designed for maximum flexibility and convenience for employers and their employees. There are two ways for employers to apply the commuter benefits - The Monthly Pass Program and the Voucher Program.

Monthly passes are shipped to employers on consignment through convenient deliveries made by the MTA. Passes are delivered during the third week of each month to the worksite. Passes are valid for unlimited monthly travel on MTA Local Buses, Light Rail, and Metro Subway. Unsold passes are turned back into the MTA along with a check for the previous month's pass sales and a reconciliation sheet. Twenty employees must be signed up to be in the formal program. Employers with less than 20 employees signed up can still participate, but the employer must pick up passes from the MTA Transit Store or an MTA pass sales outlet or purchased online at www.mta.maryland.gov.

Vouchers are similar to monthly passes, but offer more flexibility. Commuter Choice Maryland vouchers are available in \$1, \$5, \$10, \$20 and \$64 denominations and can be redeemed at Baltimore area pass sales outlets for MTA weekly and monthly passes, and at certain locations, for Mobility/Paratransit ticket books. Vouchers are also valid toward the purchase of MARC Train tickets and MTA Commuter Bus passes and ten-trip tickets. For MARC Train tickets and Commuter Bus passes, vouchers must be redeemed through commuterdirect.com. They can also be used to offset monthly vanpool expenses. Employers purchase vouchers from the MTA and pay for them in advance.

In the Baltimore region, approximately 500 public and private sector employers provide Commuter Choice Maryland benefits to more than 20,000 participating employees.

WMATA, Washington, DC - SmartBenefits Program

Product Profile

In the Washington, D.C. region, nearly 45,000 public and private sector employers provide SmartBenefits® to more than 250,000 employees. Employers who participate in the SmartBenefits® program include federal and local government agencies, and a broad spectrum of private sector for-profit and non-profit (association) employers.

SmartBenefits® is a web-based program that enables employers to load commuter benefit value directly into an employee's SmarTrip® card, via the Internet. SmartBenefits® eliminated the need for paper vouchers.

SmartBenefits® is used for employees who use their transit benefit to ride Metrorail, Metrobus, regional bus systems, MetroAccess, registered vanpools, commuter rail and commuter bus. The parking benefit is used to pay parking fees at Metro-operated lots. With the expansion of SmarTrip within the region and as the primary means to pay for parking at Metro facilities, SmartBenefits® has become the all-inclusive transit benefit program in the national capital region. To enroll, employers simply complete an online application at wmata.com under the SmartBenefits® tab and select from a variety of easy payment methods.

As of January 2012, the SmartBenefits® Autoload program implemented a new process for employee transit and parking benefits. Metro's new system divides commuter benefits into two "purses" on employees' SmarTrip® cards; transit and parking. Funds are parsed out based on an employee's monthly transit and parking allotments. The benefits will be accessed by presenting SmarTrip® card to a target. This process is called SmartBenefits® Autoload. Employees can add to their personal stored value purse at any time. In scenarios where there are deficient commuter benefit funds at the time of boarding a bus, exiting turnstiles or parking facilities, funds in the stored value purse will be used. Based on employer election, commuter benefit subsidies will be credited back to the employer should an employee not exhaust all of their monthly benefit funds. Employers who provide commuter benefits as a pre-tax option may either receive a credit for employee surplus amounts or simply let the amount rollover onto the employees' SmartBenefits® account.

With the separation of transit and parking benefits on the smart card, the WMATA SmartBenefits® program is IRS compliant. Transit benefits cannot be used to pay for parking and parking benefits cannot be used to pay transit fares.

By early 2014, look for SmartBenefits® to introduce an enhancement to allow employees participants to purchase passes on their SmarTrip® card using SmartBenefits® funds.

Assets

- Convenient and flexible benefit with opportunities for tax savings for employers and employees.
- Reduces overall commuting expenses for employees.
- Encourages part-time as well as full-time mass transit use by employees.
- Helps to reduce traffic congestion and air pollution associated with the use of automobiles for commuting.
- Region-wide acceptance of the SmartBenefits® transit benefit by all types of public transportation and qualified vanpool services.
- Exceptionally valuable tool to recruit, retain and motivate employees. SmartBenefits® is a primary component of an employee's fringe benefit package.

- Commits employees to “stay with” transit for their commute, encourages car drivers to switch to transit for commuting.
- SmartBenefits®: Web-based loading of commuter benefit simplifies program administration and distribution of transit, vanpool and parking benefits.
- Combined, there are over 250 Giant Food, CVS/pharmacy and other merchant locations in the region that sell and reload SmarTrip® cards.
- Connector stores in Fairfax County, Commuter stores in Arlington County, TRiPS stores in Montgomery County and the Old Town Transit Shop in the City of Alexandria also sell and reload SmarTrip® cards.
- The SmartBenefits® AnyTime enables employers to assign benefits to an employee after the standard cutoff date so that they won’t have to wait until the next enrollment period to receive benefits.

Current Promotional Strategy

Traffic congestion and automobile-generated pollution are ever-increasing problems that plague the greater Baltimore-Washington region. Employers who participate in the Commuter SmartBenefits® program are part of the solution. These employers encourage their employees to use public transportation for their work commute. This helps take cars off the road while providing a less stressful way for employees to arrive at work on time, ready to maximize their potential for productivity. WMATA markets SmartBenefits® via advertising (car cards on bus and rail, rail station posters and dioramas, bus exterior posters, newspapers, radio), seminars, and workshops for employers, the Internet, and outreach events at rail stations, bus stops, and public places throughout the Washington area.

Challenges

- Lack of private-sector employer participation and lack of perceived need to consider transportation programs as part of benefits package.
- Public perception is that they are not part of the problem and therefore, not part of the solution.
- Changes to recent IRS regulations have prompted changes to how employers will be able to distribute SmartBenefits® related to transit and parking benefits.
- SmarTrip® cards MUST be registered to participate in SmartBenefits® Autoload.
- Cost of employer-subsidized benefit for large employers can be high, if provided only as a direct (free) benefit.

CLEAN AIR PARTNERS

www.cleanairpartners.net

Product Profile

Clean Air Partners is a nonprofit organization that seeks to improve the health and quality of life of residents in the Baltimore-Washington region by encouraging individuals and organizations to take voluntary actions to reduce air pollution. The organization serves Northern Virginia, the District of Columbia, and Central Maryland.

Promotional Campaign

- Clean Air Partners' website continues to be the primary mechanism to communicate air quality information to the public with approximately 21,000 visitors and 54,000 views annually.
- Clean Air Partners activities drove Air Alert signups, resulting in a 7 percent increase in participation from last year. Currently there are more than 5,400 participants receiving the free air quality forecasting tool.
- Clean Air Partners includes a social media presence on Facebook, Twitter, and YouTube. As a result of outreach and social media and radio promotions, the number of fans and followers increased by 32% from the previous year.
- In May 2013, Clean Air Partners recognized local students that were selected as winners of the poster contest, slogan contest, infographics contest, and science fairs during its Annual Celebration. The awards event took place at the Koshland Science Museum on May 2nd.
- The 2013 season included extended day forecasts for ozone and particle pollution for the Washington Metro Region, the Baltimore Metro Region, Western Maryland, and Eastern Shore.
- Magnets and bookmarks, which include information on actions to reduce pollution and protect health and the air quality action guide were distributed to Clean Air Partners participants and members. Approximately 5,000 pieces of material were distributed at various outreach events across the region.
- A media campaign on radio was conducted in July 2013 with a message of personal experiences with users receiving AirAlerts. Listeners were urged to visit the web site to sign up for AirAlerts. Two 60 second radio ads were rotated throughout the campaign period.
- Transit ads were on display during the summer months on Metro, Fairfax Connector, Prince George's County, and Charm City Circulator buses. The messaging drove the public to the website to sign up for AirAlerts.
- Online ads ran on the Washington Post and Baltimore Sun websites for two weeks in July. The ads drove visitors to the website to sign up for AirAlerts.
- As part of the media campaign, radio stations in the Baltimore/Washington region hosted promotional events including an photo contest, lawnmower-giveaway, weather sponsorships, AirAlerts contest and daily air quality trivia.

- Clean Air Partners continued to educate students through *On the Air: Exploring Air Pollution Sources and Solutions*. *On the Air* education curriculum engages students in the exploration of their environment as they study important air pollution topics such as Criteria Air Pollutants, the Air Quality Index, Ozone, Particulate Matter, Our Lungs and Health, Community Sources and Solutions, and Climate Change. Approximately 3,000 students used the curriculum during the past year.
- Clean Air Partners continued to reach students through the slogan contest promoting interdisciplinary learning. Students were challenged to develop themes relative to air quality. The contest received 688 entries, an increase of almost 1000 percent, and provided the theme for the Poster Contest.
- Clean Air Partners' sponsored its fifth annual poster contest for students in grades 4 through 8 residing in the Baltimore-Washington metropolitan area. More than 450 students integrated science and art and submitted posters addressing this year's theme: It's the Air We Breathe Keep it Clean.
- New this year was an InfoGraphics Challenge aimed at engaging high school students in a contest designed to bring together multiple angles of education. Marketed to a select set of high schools in the region, the contest received 19 entries and project scoring was based on online voting, factual elements, graphic presentations, and live presentations.
- This year Clean Air Partners conferred eighteen awards for best science fair project addressing air quality and climate change in Baltimore, Fairfax, Alexandria, Falls Church and Arlington, Frederick, Montgomery, Prince George's, Prince William County and Washington D.C.
- Clean Air Partners hosted their very first Twitter Party just before the official launch of Ozone Season and Air Quality Awareness Week. The goals of the Twitter Party were to increase the conversation around air quality awareness and increase Followers of the @CleanAirPartner Twitter account. The Twitter Party hosted 63 participants, garnered more than 1.2 million impressions, and increased Followers by 38 – all achieved in only one hour.
- Clean Air Partners launched an Air Quality Mobile Application in February of 2013. The mobile application is available on both Android and iPhone formats. It enables users to access critical air quality information on their mobile device at any point in time.
- Commuter Connections supports Clean Air Partners through an annual sponsorship.

Strengths

The Clean Air Partners program appears to be well recognized and increasingly accepted by the business community. The tasks requested from employers and employees appear to be having minimal barriers of acceptance, perhaps because the behavior shift is requested for only a specified day, and they perceive their actions will provide a solution. Additionally, information about air quality is widely placed in the newspapers, on the Internet, and on TV and radio announcements so that checking air quality during the summer is akin to checking the weather report. Therefore air quality alerts become a part of the region's meteorological vernacular, and eventually, with sufficient marketing, the population will equate air quality alerts to specific behavior, such as:

- Combining errands by vehicles
- Refueling the car before dawn or after dusk
- Ridesharing
- Taking transit
- Telecommuting
- Using pumps instead of aerosols
- Using water-based paints over oil-based paints
- Using electrical instead of gas-powered lawn & garden equipment

A variety of materials and programs have been put together by Clean Air Partners in recent years. These include media campaigns and workplace-based public outreach programs. Other activities include radio, transit and online ads and distribution of Clean Air Partners materials through events, members, and participants.

- Ozone and Particle Pollution displays are provided on www.cleanairpartners.net in real-time to the media. The displays allow members of the media to monitor the air quality at its current state and report this information instantly to the public.
- Collateral materials to promote clean air include magnets, bookmarks,, water bottles and cinch sacks that are provided to members and distributed to the public during community events..
- Services provided to participating employers and individuals include daily and real-time health e-mail notifications. Also, members of the media, including the Washington Post, radio, and TV stations are notified each day on the status of the air quality.
- Daily air quality forecasts, real-time and historical data, AirAlert registration, and air quality information are available on the Clean Air Partners web site. The web site displays the current and next day forecasts, for Metro Baltimore, Metro Washington, Western Maryland, and Eastern Shore regions.

Weaknesses

- Most of the population does not understand that problems from air pollution can be contained by their individual actions.
- On Code Orange and Red days, there is very little change in driving patterns. In addition, the share of people using public transportation or car/vanpool options did not change due to an air pollution episode.
- Much of the ozone problem is perceived as weather dependent, and not dependent on behavior.
- The majority of the general public is more likely to change their activities on Code Orange and Red Days to protect their health not reduce air pollution.
- Transit agencies have phased out free travel by bus on AirAlert days.

Opportunities

All of these activities have led to the recruitment of more than 5,400 participants in the Clean Air Partners program in the Baltimore/Washington area. Participants have distributed thousands of pieces of literature on behalf of Clean Air Partners.

With a stronger alliance and use of cooperative advertising with groups such as pulmonary physicians, environmental scientists, transit operators, and schools, a promotion for the year-round pollution problem should be adopted with a strong level of advertising, community relations, and reward mechanism.

The Clean Air Partners Board unanimously voted to amend the organization's by-laws to include greenhouse gases and climate change. The rationale for this decision is self-evident – virtually all of the voluntary actions Clean Air Partners encourages the public to take to reduce ozone and particle pollution have a direct effect on reducing greenhouse gases (such as carbon dioxide) which contribute to climate change. This change enables Clean Air Partners to play a more significant and relevant role in air quality issues considering the local and national attention climate change is receiving.

The economic downturn has led more people to change commuting behavior in order to save money on fuel expenses. This messaging can be tied into actions to reduce pollution such as teleworking and taking public transit.

Challenges

Studies show that the audience understands the harm pollution imposes but do not understand the extent of pollution and do not know what to do about it.

Despite improvements in the region's air quality, challenges lie ahead. The EPA is reviewing and may announce a new, stricter standard for ground-level ozone in 2014. As a result, the region may see an increase in the number of Code Orange and Red days. Clean Air Partners faces some difficult challenges in its purpose to encourage employers and individuals to take voluntary action in clearing the air when they may be called upon more frequently to take action. With the possibility of more unhealthy air days, Clean Air Partners will continue to face the challenge of securing employer commitments to take voluntary actions.

A lack of employer/private sector funding for Clean Air Partners through donations will prohibit Clean Air Partners' growth.

‘POOL REWARDS

Commuter Connections rolled out a carpool incentive demonstration project in October 2009 in the Washington region. The program aimed to encourage solo drivers to try carpooling through financial incentives. Underlying such programs is the belief that solo commuters are more likely to change their driving habits when offered incentives to carpool. The program branded as ‘Pool Rewards offers cash to commuters who were previously driving alone to work through one of three specific corridors in the Washington region (later expanded) when they agreed to start or join a new carpool.

The initial corridors selected for trial demonstration project were I-495 from Bethesda to Tyson’s Corner; I-495 from MD-295 (Baltimore-Washington Parkway) to I-270; and I-395 from Washington, D.C. to Northern Virginia. In February 2010, the boundaries restrictions were lifted and the program was opened up to include all roadways within the region.

‘Pool Rewards encourages current drive alone commuters to try carpooling and if eligible commuters earned \$2 per day (\$1 each way) for each day they carpool to work over a consecutive 90-day period as assigned by Commuter Connections. The maximum incentive for the 90-day period is \$130 in exchange for going online and logging travel information and for completing surveys about the experience.

Each new carpool must have commuted to work an average of two or more weekdays for the duration of the 90-day program. Applicants must not have used an alternative commute mode (i.e., carpool, vanpool, transit, bicycle, walk) more than three days in the 30 days prior to applying for ‘Pool Rewards. The focus is on commuters therefore students are not eligible. Participants must read all guidelines before being considered for participation.

In FY2011, the demonstration project participants were surveyed and more than 70 percent of the initial 100-plus participants identified ‘Pool Rewards as a valuable motivator to get them out of driving alone to and from work in their cars and into carpools. Encouraging results led to the re-launch of the incentive project in October 2010. New participants were also surveyed in FY12-FY13.

In FY12 the program was expanded to include vanpools and in May 2012, COG began accepting applications for the vanpool portion of the ‘Pool Rewards project. A new logo was subsequently developed for ‘Pool Rewards to include a new tagline and to visually encompass both carpools and vanpools. The tagline selected to accompany the logo was “It pays to Rideshare.”

A double-sided ‘Pool Rewards rack card was created to promote the program. One side of the card addresses carpools and the other vanpools. ‘Pool Rewards vehicle magnets were also developed and sent to each new vanpool’s coordinator along with a welcome letter. A ‘Pool Rewards radio spot was developed to incorporate carpools and vanpools.

Newly formed vanpools with seven to 15 passengers can qualify for up to \$200 per month. The funds will be used to offset monthly lease costs charged by the vanpool companies participating under contract with COG for this special program. The expanded ‘Pool Rewards program offers incentives to vanpools originating from D.C., Maryland, West Virginia, Pennsylvania, or New Jersey, with a destination anywhere in the Washington metropolitan region. Two vanpool companies, Enterprise Rideshare and vRide, are working with Commuter Connections to offer monthly van leases to vanpool groups. Both companies have fleets of 7, 11, and 15 passenger vans. The ‘Pool Rewards vanpool program placed its first vanpool on the road in June 2012.

Promotional Strategy

Target Market

- 35-64 years old (82%)
- Caucasian (69%) and African-American (17%)
- \$80,000+ annual household income (71%) Commute of more than 20 miles/30 minutes
- Live in Virginia (60%) or Maryland (36%); work in D.C. (57%) or Virginia (27%)
- Work for employers with 100+ employees (81%), work for employers with 1000 or more employees (46%)
- Work for federal agencies (67%) and private sector (20%)

Tactics:

- Media and public outreach will be used to build awareness.
- Messages promoting environmental benefits of ridesharing such as tons of CO2 reduced gallons of gas saved, miles of alternate commutes logged, and vehicle trips saved, and/or social responsibility including reducing traffic congestion and improving your quality of life with the cash incentive being secondary will be considered.
- To promote awareness, radio and online banner ads may be used.
- 'Pool Rewards eligibility may be tied to Rideshare messages. For example, "...interested in Ridesharing. You may be eligible for 'Pool Rewards..."
- Live radio reads will be investigated to inject additional interest in the program and drive people to the website for more information.
- Value add from the mass marketing campaign may be used to expand the reach of 'Pool Rewards.
- Non-cost avenues such as Craig's List and the Commuter Connections bulletin board will be used.
- In April 2013, Street Teams wearing 'Pool Rewards polo shirts attended three Earth Day events to share custom 'Pool Rewards miniature Hershey's chocolates with employees and discuss the benefits of 'Pool Rewards.
- A 'Pool Rewards employer contest was conducted in 2013 to boost participation in the program. The grand prize was an office party hosted by classic rock radio station, WBIG. The grand prize contest winner was the Treatment and Learning Center in Rockville.

Opportunities

- Based on evaluation results, the program was extended.
- 'Pool Rewards incentives can lead to extended ridesharing arrangements and increases in the frequency of ridesharing.

Challenges

- Low level of initial participation.

CURRENT MARKETING STRATEGIES AND BUDGETS FOR REGIONAL PARTNERS

LOCAL MOTION – City of Alexandria

www.alexandriava.gov/localmotion

Marketing Budget: \$160,000

Local Motion is the City of Alexandria’s program for promoting the use of transportation options outside of driving alone. Program representatives promote the use of efficient and environmentally friendly modes of transportation, which includes rideshare, public transportation, walking, bicycling, and telework, to City of Alexandria residents, businesses, and visitors. Local Motion aims to increase the use of alternative transportation modes to maintain and improve the economic viability of City businesses and the quality of life for residents.

Ongoing employer outreach marketing and promotional activities include:

- **Employer Services:** Meetings with Alexandria employers to discuss transportation and telework options for employees. These meetings encourage employers to offer a transportation benefits program that includes SmartBenefits, Virginia Telework Tax Break and ridesharing. Local Motion holds an annual Commuter Challenge competition that pits employers against each other to see who can reduce the most Vehicle Miles Travelled (VMT).
- **Local Motion Web site:** www.alexandriava.gov/localmotion is the program Web site that offers news and tools for traveling to, from, and through the City. The site is promoted to residents, businesses, and visitors via brochures, displays, newsletters, partner Web sites, Facebook and promotional items. The site provides information about public transportation, ridesharing, walking/bicycling, telework, Carshare Alexandria!, Guaranteed Ride Home, upcoming meetings and events, nuRide, Capital Bikeshare, Pool Rewards and other information.
- **Promotional Events:** Conduct outreach at worksites and residential communities. Local Motion also participates in health and benefits fairs, and events coordinated by TMP representatives, other TDM organizations, and government agencies. Local Motion organizes and markets the Alexandria Bike to Work Day pit stop, resident transportation workshops, and other events as needed. Local Motion participates in City events, such as the Alexandria Red Cross Waterfront Festival, the Alexandria Birthday Celebration, Earth Day, Alexandria Education Partnership activities, Chamber of Commerce events, and others.
- **Marketing efforts:** Other marketing initiatives include newspaper and online ads, direct mailings to new homeowners, bi annual print newsletter, monthly electronic eNews Newsletter, and interactive Facebook page.
- **Grass Roots Marketing:** Grassroots Outreach Marketing Program supports Local Motion’s initiatives by targeting both local businesses and the community to create awareness, inform, educate, and ultimately build advocacy and effect positive behavior change.
- **Alexandria Transit Store:** serves transit needs of residents, businesses and visitors. Conveniently located near the King Street Metro station, the Old Town Transit Shop sells transit passes and tokens as well as SmarTrip Cards. Metrocheks, cash and credit cards are accepted as payment. The shop also provides bus and commuter rail schedules for all of the transit providers that serve Alexandria and neighboring areas.

- The Local Motion Van Start/Van Save Program for vanpools is designed to provide incentive for new vanpool formations that have the City of Alexandria as their destination. The Local Motion Van Save program is designed to assist existing established vanpools with commutes that end in the City of Alexandria, that are experiencing an emergency loss of passengers. Both programs subsidize empty seats over a defined period of time.

ALEXANDRIA TRANSIT COMPANY – DASH

www.dashbus.com

Upcoming and ongoing promotions and campaigns to increase ridership, retain current customers, and create awareness of specific services available from DASH include:

- **SmarTrip Promotion** — SmarTrip available on entire fleet – continuing promotion and education to increase usage.
- **Joint Promotional Activities** — with local businesses and employers.
- **25th Anniversary Celebration** — Promote anniversary to public and employees. This is done through special events, promotions, and the media. Themed months, different promotions throughout the year.
- **Old Town Transit Shop** — Continue to promote this shop as a convenient location to purchase a variety of passes, obtain schedules, get specific route information to plan daily trips, buy tokens and other fare media. This includes all fare media, not just DASH. Also promoting it as a location to add value to SmarTrip.
- **Route and Schedule Brochure** — Schedule redesigned early 2007 to make it easier to read and plan for expanded information. Update, print, produce, and distribute to entire Alexandria area on a continuing basis.
- **Promotional Material** — Buy specific items or create pieces to meet needs of a target audience or special event.
- **Print Advertising** — Place advertisements in publications that will educate, create awareness and visibility for DASH bus, Old Town Transit Shop, and employment opportunities for operators.
- **DASH Pass** — Educate current customers about our money-saving economical pass. Increase consignment sites.
- **DASH Transfer** — promote our **free** transfer that is good for 4-hours on any DASH bus route.
- **Webpage** — Website redesigned and launched spring 2009. Increased functionality and features to include subscription to electronic alert and news notifications, Google trip planner, and more.
- **Programs** — New Neighbor, Education, Community Outreach, School Supply Drive, Transportation Management Property.
- **Newsletters** — Employee/*Dash Flash*: produced in-house and features company news, special events, local and state road information, and community activities. Customer/*DASH About*: produced in-house and distributed on buses. Includes information about the company and its policies. Also features operator news and special announcements.
- **In-house Communications** — Ongoing, wide range of activities from updating bulletin boards to posting signage for meetings and events.
- **Customized Schedules** — Design site-specific timetables for various businesses and communities.
- **Associations/Committees** — Actively participate in APTA and VTA. Join community groups and organizations.

- **Special Services** — Work with local groups to encourage the use of our special services. This includes events like First Night Alexandria, the Breast Cancer Awareness Walk, the George Washington birthday parade and more.
- **Community & Employer Outreach** – Educational sessions with local schools, apartment complexes, and employer sites educating about the use of transit, and specifics about using the DASH bus system.
- **Transit Fairs** – participation in transit fairs across the City throughout the year, educating the public about transit and the specifics of using the DASH bus system.

ARLINGTON COUNTY

www.arlingtonva.us

Marketing Budget \$900,000 for Commuter Services broken down as follows:

Arlington Transportation Partners - \$50,000.00

Umbrella campaign - \$640,000.00

Commuter Stores, CommuterPage.com and CommuterDirect.com - \$100,000.00

Arlington Transit - \$110,000

Arlington County Commuter Services will do the following:

- Direct Mail Program to Arlington households
- Arlington cable TV (ATV) programs
- On –Board bus interiors
- Subway tunnel 2-sheets
- Google AdWords and YouTube advertising
- Sponsorships of local community events
- Advertising in local retail and business directories
- Retail kiosks and point-of-purchase displays
- Newspaper advertising
- Street team activities
- Quarterly newsletter and packages for top 400 employers
- E-mail alerts and newsletters
- Websites, mobile tools and apps
- Social marketing such as Facebook, Twitter and blogs
- Videos for YouTube, ATV and websites
- Brochures, flyers and posters

COMMUTER CONNECTIONS
www.commuterconnections.org

FY 2014 Media Budget \$1,015,500

(from Work Program for the Commuter Connections Program for the Greater Washington Metropolitan Region)

Guaranteed Ride Home

Objective: Increase the number of applicants in the GRH database by promoting GRH as a rideshare benefit, eliminating a barrier to using transit, carpooling, vanpooling, bicycling, and walking to work.

Target market (from 2010 Commuter Connections Guaranteed Ride Home (GRH) program Survey Report):

- 35-64 years old (88%)
- Caucasian (68%) and African-American (20%)
- \$80,000+ annual household income (80%), \$120,000+ annual household income (50%)
- Commute of more than 30 miles / 45 minutes
- Live in Virginia (65%) or Maryland (32%) or District of Columbia (1%), with emphasis on Prince William (17%) and Fairfax Counties (13%); work in D.C (63%), Maryland (11%) and Virginia (26%)

Tactics:

- Focus will be on commuters in the inner core, encouraging them to register for GRH.
- Radio advertising will focus on district radio stations serving the inner core. Radio may also be used to reach the region's Hispanic and African American commuters.
- Evaluate web advertisement (banner ads), geared directly toward generating registrations.
- Evaluate print and/or transit signage to increase awareness.
- Update website images to integrate with the campaign.
- Direct Mail (Allocation equals 5% of Work Program budget)..
- Explore new ideas for Direct Mail pieces.

GRH Media Allocation: Approximately 29.9 percent of media budget.

Ridematching

Objectives: Maintain and increase awareness of shared ride modes, retain current ridership on these modes; gain new riders; gain new applicants to the regional database.

- **Target market** (from FY 2012 Commuter Connections Applicant Database Annual Placement Survey Report):
- 25-64 years old (82%)
- Caucasian (69%) and African-American (17%)
- \$80,000+ annual household income (71%)
- Commute of more than 20 miles/30 minutes
- Live in Virginia (60%) or Maryland (36%); work in D.C. (57%) or Virginia (27%)
- Work for employers with 100+ employees (81%), work for employers with 1000 or more employees (46%)
- Work for federal agencies (67%) and private sector (20%)

Tactics:

- Radio advertising to increase awareness of benefits of ridesharing. Live traffic reads provide an ideal opportunity to make the association between traffic and solution and will be investigated for feasibility.
- A Spanish-speaking radio station may be included to reach out to the region's Hispanic population.
- TV will be considered as an opportunity to visually present the message that's conveyed in radio spots.
- Optimized online banner ads may be used on selective websites to drive users to the Commuter Connections website and/or new mobile ridematching service to register.
- Out-of-home components that make a direct connection between commuting options and saving money will be considered. Media options that reach VDOT MegaProjects commuters will be considered.
- Public relations/media communications to provide testimonials of ridesharing success stories and broaden awareness and registrations.
- Update website images to integrate with the campaign.
- Direct mail (Allocation equals 5% of Work Program budget).
- Explore new ideas for Direct Mail pieces.
- Celebrate Commuter Connections 40th anniversary, milestones, accomplishments through outreach campaign.

Rideshare Media Allocation: Approximately 55.5 percent of media budget.

Pool Rewards

Objectives: Recruit and retain commuters in a carpool through monetary incentives.

Target Market

- Rideshare demographics
- Younger demographics

Tactics:

- Media and public outreach will be used to build awareness.
- Messages promoting environmental benefits of ridesharing such as tons of CO₂ reduced gallons of gas saved, miles of alternate commutes logged, and vehicle trips saved, and/or social responsibility including reducing traffic congestion and improving your quality of life with the cash incentive being secondary will be considered.
- To promote awareness, radio and optimized online banner ads may be used.
- ‘Pool Rewards eligibility may be tied to Rideshare messages. For example, “...interested in Ridesharing. You may be eligible for ‘Pool Rewards...”
- Live radio reads will be investigated to inject additional interest in the program and drive people to the website for more information.
- Value add from the mass marketing campaign may be used to expand the reach of ‘Pool Rewards.
- Non-cost avenues such as Craig’s List and the Commuter Connections bulletin board will be used.
- Investigate opportunities to expand in Spanish radio.

‘Pool Rewards Media Allocation: Approximately 3.8 percent of media budget.

Special Events

Objectives: Use special events, such as Bike to Work Day, Car Free Days, and the Employer Recognition Awards event to highlight existing programs and encourage other employers and commuters to become involved, increase their ridership or enhance their on-site programs; increase commuter participation in Bike to Work Day and Car Free Days.

Target Market

- Car Free Days 2013: SOV drivers
- Bike to Work Day 2014 (from WABA member statistics):
 - Age 25-49
 - Male
 - Commute trip up to 30 miles
 - \$30,000+ household income
- Employer Recognition Awards 2014: Level 3 & 4 Employers in Commuter Connections Network area

Tactics:

- Car Free Days (CFD)
 - Sponsor CFD, September 20-23, 2013
 - Secure corporate, retailers, and other sponsorships for CFD.
 - Focus on teleworking and vanpool in addition to family-friendly messaging throughout the weekend September 20-23, 2013.
 - Use radio advertising to increase awareness of CFD and drive listeners to carfreemetrodc.org.
 - Provide marketing collateral such as posters.
 - Transit /outdoor signage (bus exterior and bus shelter ads).
 - Text messaging.
 - Email blasts and mailings to employers and past participants.
 - Engage Transportation Planning Board members through Proclamation and encourage jurisdictional partners to do the same.
 - Use social networking sites such as Twitter and Facebook.
- Bike to Work Day (BTWD)
 - Sponsor BTWD, Friday, May 16, 2014.
 - Secure corporate and other sponsorships for BTWD.
 - Use radio advertising to boost registration of BTWD.
 - Provide additional marketing collateral and advertising including t-shirts, posters, and rack cards.
 - Should additional sponsor dollars become available, provide additional marketing such as pit stop banners, print ads, and various signage.
 - Email blasts and mailings to employers and past participants.
 - Earned Media.
 - Engage Transportation Planning Board members through Proclamation and encourage jurisdictional partners to do the same.
 - Use social networking sites such as Twitter and Facebook.
- Employer Recognition Awards
 - Coordinate the Employer Recognition Awards ceremony, June 2014.
 - Provide brochure/nomination form in support of the nomination process; online application and email blast to potential nominees.
 - Marketing collateral for the event including invitations, program brochure, podium sign, and promotional giveaways.

- Print advertisement in major business publication highlighting winning employers.

Special Events Media Allocation: Approximately 3.3 percent of media budget for BTWD, Approximately 3.8 percent of media budget for CFD, and less than 1 percent of media budget for Employer Recognition Awards event.

Employer Outreach

Objectives: Add new employer clients; expand participation and offerings in existing employer programs; recognize existing employer programs who have implemented successful employee commute benefit programs; increase the number of employers offering the tax free commute benefit; increase use of SmarTrip offered through employer programs as well as other TDM strategies such as telework, flextime, and ridematching.

Target Market (from FY 2012 Commuter Connections Applicant Database Annual Placement Survey Report):

- Employers with more than 250 employees (69%)
- Private sector employers (20%)

Tactics:

- Update web content as required and other social media applications for Telework such as Facebook
- Quarterly employer newsletter
- Quarterly Federal Employee Transportation Coordinator (ETC) newsletter insert
- Email marketing and mailings
- Continuously update Federal ETC website information
- Employer Case Studies.

Employer Outreach Media Allocation: 0 percent of media budget.

FY 2014 Schedules

Creative Development Schedule

Review research and results from recent campaigns	June 2013
Develop Marketing Communications Plan	July 2013
Feedback on Plan from Regional TDM Marketing Group(SharePoint)	Aug 2013
Present conceptual approaches to Regional TDM Marketing Grp	Sept 2013
Refine and develop approach based on Workgroup feedback	Oct 2013
Finalize creative	Nov 2013
Produce creative	Dec 2013
Distribute creative to media vendors	Jan 2014
Campaign launch	Feb 2014

Marketing Campaign Schedule

Car Free Days	Aug – Sept 2013
Fall Campaign (repeat FY13 creative)	Oct – Dec 2013
Spring Campaign (new FY14 creative)	Feb – June 2014
Bike to Work Day	Apr – May 2014
'Pool Rewards	Jan - June 2014
Employer Recognition Awards	June 2014

DATA - DULLES CORRIDOR

www.datatrans.org

Marketing/Publication Budget - approximately \$35,000

The Dulles Area Transportation Association (DATA) is a transportation management association (TMA) that serves a 330+-square mile area surrounding Dulles Airport. DATA works under contract, through grants and with membership investment to complement transportation demand management (TDM) efforts in Loudoun County, Fairfax County, and the portion of Prince William County along the I-66 corridor to the south. As a public-private partnership, DATA is able to undertake innovative approaches to congestion mitigation impractical for agencies totally dependent on public funding.

DATA's 150 paid and advisory members include employers, local governments, public officials, property owners, and honorary members from government entities interested in transportation mobility in the Greater Dulles Area. The staff includes one full-time Executive Director, one part time Director of Sales and Marketing, one part time Business Services Manager (employer outreach), one part time e-Communications and Database Manager and a part time Special Projects Manager. DATA also employs a part-time Onsite Rideshare Coordinator, a position funded primarily by state and federal grants.

Central to DATA's employer outreach efforts is the revolutionary *Live More Commute LessSM* initiative which began in 2013 with the launch of www.livemore.us. Not just a resources site that links visitors to County and the regional Commuter Connections transportation websites, *Live More Commute LessSM* is designed to initiate commuter behavior change through engaging video, lifestyle still photographs and original music. Subtitled "Imagine life with more time to live," the site highlights activities commuters can enjoy – from cheering at kids' soccer games to gardening to attending concerts and kayaking – with the time and money saved by abandoning single occupancy vehicle commuting.

Although DATA already maintains a member-oriented Facebook page and a blog for its Employer Council (see below), *Live More Commute LessSM* will aggressively employ social media to encourage commuters to adopt alternative modes. Corollary projects include an interactive *Live More Commute LessSM* blog and Facebook page as well community events to engage commuters in "living more." In the planning stages are kick-off events at large employer partners as well as the *Live More Challenge*, an employer outreach and marketing campaign including an annual 5K race and golf tournament scheduled to coincide with Try Transit Week and Car-Free Day. This new brand will shape DATA's activities for years to come.

DATA continues to conduct regular meetings of its Employer Council (composed of human resource professionals and/or ETCs appointed to work with DATA to further congestion mitigation efforts) and to expand both Council membership and its scope of inquiry. In addition to meetings focusing on traditional mobility management strategies like teleworking, transit benefits and ridesharing, DATA's Employer Council presents programs on broader business issues like the role of TDM strategies in emergency preparedness and continuity of operations. In addition, Employer Council presentations serve to keep members abreast of new developments in congestion mitigation including dynamic ridematching and smartphone applications like RideScout and Carma.

In 2013, DATA began monthly publication of its *Transportation Update* which is electronically distributed to over 1500 employers and elected officials. This e-newsletter complements DATA's quarterly *DATA Details*, together providing comprehensive information on DATA activities as well as general developments in the transportation field.

DATA regularly hosts “Employer Breakfasts/Lunches” for companies in cluster locations. These feature presentations by public officials and/or senior executives of member firms and focus on developments in TDM that affect employers and employees. DATA is spearheading an inclusive vanpool formation effort at the Westfields International Center in cooperation with the Westfields Business Owners Association and the Sully District Supervisor’s office. Additionally, DATA participates in Transportation and Employee Benefit Fairs at employment sites – annually at the Aerospace Corporation, the National Reconnaissance Office, and Oracle - to spotlight transportation alternatives and encourage employee use of commuting modes other than the single occupancy vehicle.

DATA’s Annual Transportation Roundtable brings together representatives from the Virginia Department of Transportation and from Fairfax, Loudoun, and Prince William Counties to provide up-to-date information on transportation infrastructure and TDM options. Secretary of Transportation Sean Connaughton was the featured speaker at the 2013 event.

DATA continues to maintain an active seminar schedule in cooperation with peer organizations and major employers. Topics range from teleworking to the impact of Metrorail to Dulles on area businesses. Partner organizations include AAA Mid-Atlantic, WMATA, Committee for Dulles, and the Dulles Corridor Rail Association. DATA events like seminars and its Anniversary Celebration continue to afford DATA members and the Dulles business/citizen community access to transportation advocates like former US Secretary of Transportation Ray LaHood, Governor Robert McDonnell, and Senator Tim Kaine.

DATA continues to promote E³Calc, the most robust greenhouse gas calculator for businesses. Developed under a grant and beta tested at DATA member worksites in 2010, E³Calc, now available in a more comprehensive v. 2 that includes cost/benefit and fleet monitoring modules, enables a business to determine its existing carbon footprint related to the commuting modes of its employees, suggests how that footprint might be reduced by strategies like car and van pool formation, teleworking, etc. and measures the actual impact of the adoption of those strategies. In 2013, E³Calc inspired DATA to host a Sustainability Summit in cooperation with the Potomac and Rappahannock Transportation Commission (PRTC). DATA’s day-long session included two Fairfax County Area Supervisors and a member of the Virginia House of Delegates, Washington Post Columnist Robert Thomson (“Dr. Gridlock”) and panelists from the Mobile Work Exchange, The Virginia Department of Environmental Quality and Virginia Green. More than 50 attendees benefited from in-depth information on the business advantages of “going green.” DATA continues to conduct E³Calc both through its own efforts and in cooperation with its County partners. In 2013, E³Calc was conducted at 6 NOVEC sites in Prince William County; calculator surveys are pending at the Fairfax County VDOT office and at the Arlington and Prince Williams campuses of George Mason University.

DATA’s Onsite Ridematching Program - which began as the grant-funded Rotating Rideshare program providing bilingual (English/Spanish) ridematching assistance to area hotel employees - has expanded to include close to 20 properties including large medical laboratory Quest Diagnostics and Dulles Airport employers United Airlines and Air Wisconsin. A presentation has been made to the Town of Leesburg to begin community-wide ridematching at the Town Hall; a similar presentation is being scheduled with the Town of Herndon. The program has been expanded to include car-and-vanpool formation assistance through community organizations like Cornerstones (formerly Reston Interfaith) and Crossroads Jobs.

In 2013, DATA was successful in forming a vanpool for underserved employees commuting from the District of Columbia to Dulles Airport. Funded by a grant from DRPT, this trial program, facilitated through Air Wisconsin, provided a low-cost van for a six month trial period. “Lessons learned” through this grant will prove invaluable to County rideshare agencies attempting to form vanpools for low-income

workers. DATA is working with Air Wisconsin and with the Vanpool Alliance and County Van Start/Van Save programs to continue and expand this service.

DISTRICT OF COLUMBIA

www.ddot.dc.gov, www.goDCgo.com

DDOT's transportation demand management program operates as goDCgo which became a full service TDM program in March 2010. The www.goDCgo.com web site was relaunched in August 2010 and again in 2013. goDCgo.com is a website dedicated to moving people into and throughout the District without driving alone. The website offers an interactive map that provides users with all of the available transportation options in the District including bike lanes, the DC Circulator, Metro, Capital Bikeshare locations and more. The site provides regional transportation information for residents, employees and visitors coming into the District. goDCgo also uses 2 monthly newsletters, Facebook, Twitter and blog to communicate. goDCgo Employer Services offers organizations in the District complimentary consulting in the implementation and expansion of transportation benefits programs. In addition, the employer services program provides free internal marketing support to promote these programs and regularly attends employer-sponsored events to encourage use of sustainable modes by employees.

FAIRFAX COUNTY - (TRANSPORTATION SERVICES GROUP) FY2013

www.fairfaxcounty.gov/fcdot

Total Budget: \$804,585

With a population over one million and the region's largest employment center outside of the D.C. core, Fairfax County is committed to improving mobility for all those who live, work or travel in the county. The Fairfax County Transportation Services Group (FCTSG) promotes and implements TDM strategies throughout the county to reduce traffic congestion and provide transportation alternatives. FCTSG focuses its marketing and trip reduction efforts on employers with 100 or more employees, but also responds to requests from smaller employers. It provides some funding for the Dulles Area Transportation Association (DATA) to implement TDM programs with employers in the Dulles corridor area of the county.

The Commuter Friendly Community Recognition Program has partnered with over 225 residential developments, multi-family complexes and associations to promote use of alternative modes of transportation. The Commuter Friendly Community Recognition Program is dedicated to encouraging people who live, work or commute in/or through Fairfax County to use transit, carpools, vanpools, walking, biking, or teleworking instead of drive alone commuting.

The RideSources program assisted over 4,890 commuters in FY 2013. Some of the programs and services offered include transportation fairs, SmartBenefits Match Program, Van Start/Van Save.

Bike Benefit Match Program. Employers can receive a 50% match for each participating Bike to Work employee that receives the \$20 IRS Bike Benefit (IRS Sections 125-132f). Employers can participate in the Bike Benefit Match Program for up to one year.

Van Start / Van Save - Fairfax County offers a vanpool subsidy program to help vanpools get started or to withstand temporary decreases in the number of commuters in the van. Vanpools which are just

organizing and are looking for a few more riders, and vanpools which may have lost 1-4 riders can take advantage of Van Start/Van Save, a state program which funds empty seats for a limited time. Van Start/Van Save is designed to support 4 empty seats on a descending scale for four months. The program is available to individuals, vanpool operators, and TMAs in the Fairfax County region.

Fairfax County property tax relief is offered to vanpool owners with 12- or 15-person vanpools.

Fairfax County Employer Services program is part of the Fairfax County Transportation Services Group (FCTSG) and offers employee density plots, commuter surveys, Employee Transportation Champion (ETC) training manuals and general support for workplace transportation benefit programs. It also establishes Transportation Information Centers, and hosts employee fairs and workshops as well as carpool and vanpool formation meetings at major employment sites.

Fairfax County in Partnership with DRPT, VDOT and major employers continues to implement our “ShuttlePool Program”. This program develops strong Public Private Partnerships. In FY2013 the ShuttlePool program enabled employees to ride to work, free of charge, via both the I-95 and I-66 corridors into Fairfax County.

Activities include:

- Employer / Commuter Benefit Fairs
- Large scale BRAC Outreach Events
- Silver line Outreach Events
- New Fairfax Connector Service on 495 ExpressLanes
- Events promoting 495 ExpressLanes
- Promote trip reduction efforts along the I-95 TMP (ExpressLanes) construction corridor
- Lorton 4th of July Celebration
- Mt. Vernon Day
- Bike to Work Day
- Dump the Pump Day
- Car Free (or Lite) Day
- Try Transit Week
- County-wide Earth day Events
- Reston/Herndon Festivals
- Fall for Fairfax Festival and Celebrate Fairfax.
- Annual Employer Recognition event for “*Best Workplaces for Commuters*” in front of the Fairfax County Board of Supervisors.
- District Town Meetings and other Community Meetings

The County has placed advertising on cable and public access TV and YouTube, local news media ads, ads in Human Resources industry publications and military base directories, mailings to residents and employers, ads on Fairfax Connector buses, Gas Station TV ads, banners and posters.

FREDERICK COUNTY, TRANSIT SERVICES OF

www.FrederickCountyMD.gov/transit

Marketing Budget: \$34,083

To promote transit and ridesharing Frederick County will:

- Place advertisements in various local magazines, newspapers, and event programs.
- Place on-line ads advertising Rideshare and TransIT.
- Produce a quarterly newsletter pertaining to rideshare issues.
- Produce a transit-related quarterly newsletter to distribute to local agencies/individuals.
- Purchase radio ads and host live remote broadcasts at commuter events..
- Purchase giveaway items such as totes and pens for certain campaigns.
- Participate in Chamber events, including business card exchanges and other membership events.
- Attend In The Street, Chamber Business Expo, Elder Expo and other community events to spread the word about transit and transportation alternatives.
- Issue press releases regarding TransIT and commuter news.
- Maintain Twitter and Facebook accounts in order to widen reach of publicity regarding TransIT and commuter services.
- Post regularly as The Confident Commuter in a blog hosted by the Frederick News-Post online about topics of interest to commuters, community partners, and business leaders.
- Produce schedule brochures for public distribution.
- Contact employers via mailings and in person to promote rideshare alternatives.
- Work with local media outlets to air PSAs on pertinent issues, such as Air Quality Action Days.

GWRIDECONNECT

www.GWRideConnect.org

Marketing Budget - \$195,000

GWRideConnect is the ridesharing agency that serves the citizens of Stafford, Spotsylvania, Caroline, King George counties and the City of Fredericksburg. Rideshare promotes ridesharing and assists persons seeking transportation to their employment locations. It is the primary goal of the program to place commuters in various modes of transit, eliminating their single occupancy vehicles from the highways, thus improving the quality of life for the citizens of the region.

In order to accomplish our mission, the following activities will be conducted:

- Free Rideshare Matching program
- Provide follow up assistance to all new rideshare applicants
- Provide commuters with transit information
- Facilitate the formation of van/car and bus pools
- Assist with maintaining the 400 vanpools in the George Washington region
- Provide vanpool assistance through the Van Start and Van Save programs
- Promote and continue to operate ADVANTAGE, the self-insurance vanpool liability protection pool program
- Facilitate the formation of carpools and provide support
- Promote, advertise and assist clients with the VRE
- Promote and assist clients with private bus companies in the region
- Work with FAMPO and regional planners to provide TDM strategies in plans, developments and offers.

- Work with FAMPO and VDOT to determine the location of sites of new commuter lots in the region
- Commuter parking lot assessment for maintenance of existing lots
- Lease commuter parking spaces from private property owners
- Work with local planners to proffer joint use commuter parking in large developments
- Promote and provide support to the Fredericksburg Regional Transit System
-
- Rideshare database management
- Track applicant placement through follow up surveys
- Reduce annual gasoline usage in the region and reduce motor vehicle emissions
- Regional coordination
- Employer outreach
- HOV lane promotion

Rideshare will market and promote the program by the following activities:

- Rotating display ads will be placed every Wednesday and Sunday near the commuter page in the Fredericksburg Free Lance – Star newspaper.
- GWRideConnect is updating the website so that it is more user friendly and valuable to commuters.
-
- GWRideConnect will run the following advertising campaigns for FY14: Fall Advertising Campaign, Winter Advertising Campaign, Spring / Summer Campaigns. These campaigns will utilize radio advertising and print media in all local newspapers.
- GWRideConnect’s Website promotes all modes of transit and offers additional information relating to vanpools, carpools, and a GWRideBoard, an electronic board used by residents for local commuting.
- GWRideConnect works with local employers to promote TDM techniques at the workplace.
- GWRideConnect promotes awareness of the program through job fairs. Rideshare provides GEICO with flyers and information that is inserted in all new employee packets.
- GWRideConnect currently works with local realtors and developers in distributing information to new home buyers.

LINK/RESTON TMA

www.linkinfo.org

- Joins with various community organizations and events throughout the year to promote regional transit, ridesharing and bicycling, by offering presentations and information tables.
- Distributes Fairfax Connector bus schedules to Reston outlets. These include grocery stores, Reston Regional library, Reston Town Center Information Center, United States Geological Survey and Lake Anne Community Center.
- Developed and maintains a web site providing bus schedules, maps, and park & ride lots that serve the greater Reston area. Provides a link to Commuter Connections Rideshare program.
- Supports employer outreach through surveys and distribution of materials to local companies encouraging reduction of drive alone habits.
- Contributes to and participates in annual Bike to Work Day event at Reston Town Center.
- Provides material to residents, visitors and commuters to include Guaranteed Ride Home, Metro Fares & Passes, Metrorail pocket guides, telework/telecommute, rideshare, SmarTrip, Clean Air Partners, NuRide, Seniors-On-The-Go, Ride Free days, Fairfax County/Virginia bike maps.

LOUDOUN COUNTY

www.loudoun.gov/commute

Marketing Budget for County Transit and Commuter Services: \$68,000

Loudoun County Commuter Services markets the local bus service and the commuter bus service along with all other commuting options such as carpools, vanpools and bicycling. Part of the TDM advertising budget is allocated to ads in local papers. A follow-up mailing is also sent to realtors and homeowner associations regarding our services. Staff is also placing schedules and flyers in public facilities such as libraries and community centers with new display racks as well as racks in employment centers, retail and business facilities. Staff anticipates attending over 40 community, employer and regional transportation events this fiscal year. In fiscal year 2014 our employer outreach program will work with employers to promote a carpool incentive campaign through NuRide. An HOV lane services the area on the Dulles Toll Road which allows for promotion of carpooling and express bus service.

MARYLAND TRANSIT ADMINISTRATION

www.mta.maryland.gov

Total Marketing Budget: \$900,000 - 1,500,000

MTA participates in a variety of community events and projects each year to include:

- Sports events – Orioles baseball, Ravens football, and Preakness (horse racing), Lacrosse World Championships (M&T Bank Stadium), Indy Car Grand Prix of Baltimore (August 2011), Susan G. Komen Race for the Cure and Baltimore Marathon.
- Back-to-School Safety Awareness Campaign
- Special Holiday Service – New Year’s Eve service to Inner Harbor fireworks celebration, Thanksgiving Food Drive/Stuff-a-Bus, July 4th service to Inner Harbor fireworks celebration, Martin Luther King, Jr. Day events.
- Local Cultural Activities – Flower Mart, Artscape Music and Art Festival, Maryland State Fair, Clean Commute Week, Bike to Work Day, African American Heritage Festival.

MTA offers the following products and services:

- Local, Express and Commuter Bus
- Light Rail
- Metro Subway
- MARC Train
- Mobility (Paratransit)
- Taxi Access
- Neighborhood Shuttles (Mondawmin & Hampden)
- All Access College Transit Pass program for participating schools in the Maryland area
- MARC Train discounts through the national Student Advantage Program
- Statewide Ridesharing Program
- Commuter Choice Maryland commuter benefits program
- Maryland Commuter Tax Credit
- Guaranteed Ride Home
- Ride, Read, Relax Youth Program

- Transit Advertising through current contractor Direct Media USA
- Business Outreach
- MTA Transit Team Reports
- MTA *Commuter Connections* TV Show
- This Week with the MTA Radio Show
- CharmCard® fare payment smart card
- Reduced Fare CharmCard® fare payment smart card
- *Transit Lines, On Your MARC, Wheels, Commuter Buzz* newsletters
- E-mail Notification service
- Online Pass Sales
- Local Pass Sale Outlets
- MTA Transit Store
- VIP Pass sales
- Brochure racks in hotels, corporate buildings, public buildings, welcome centers, shopping centers, military installations, hospitals, travel facilities, sports facilities, colleges, and MTA Transit Store
- Info Box schedule information at major bus stops
- Transit System Maps at Bus Shelters, Light Rail stops, Metro Subway stations and MARC Train stations
- Transit Information call center - 410-539-5000 or 1-866-743-3682
- Information website – www.mta.maryland.gov

MTA Ongoing Marketing Activities:

- Local Bus, Light Rail and Metro Subway service to Orioles and Ravens games and Preakness horseracing
- Orioles, Ravens and Preakness info brochures
- Transit ads (self promotion)
- Business and Community Outreach
- Commuter Choice Maryland commuter benefits employer/employee outreach campaign
- Maryland Commuter Tax Credit marketing campaign
- All Access College Transit Pass campaign
- Publications: Annual Report, Transit Lines, On Your MARC, Commuter Buzz
- Special Events: Artscape, State Fair, African American Heritage Festival, Earth Day,
- CharmCard® marketing campaign
- Guaranteed Ride Home marketing campaign
- English and Spanish System Maps distribution
- Collateral materials distribution
- Bus Shelter Maps development and installations
- Civility campaign
- Safety campaign
- Ride, Respect, Relax Youth campaign
- MTA Commuter Connections TV Show
- This Week with the MTA Radio Show
- I-83 Outdoor Sign
- Bus Shelter info frames and map case
- Major Bus Shelter Info Boxes

- Transit Development (i.e., RedLine)
- Transportation and Benefits Fairs
- Presentations before various civic, fraternal and business groups

MONTGOMERY COUNTY

www.montgomerycountymd.gov/commute

Marketing Budget for FY 2014 is in the range of \$230,000 (Montgomery County Commuter Services and Ride On).

Montgomery County (MC) has a very large and diverse business base. It also has a large residential base. There are 311,000 commuters who live and work in MC, 200,000 who travel to the County from other jurisdictions, and 216,000 who leave the county for other destinations. Marketing activities are conducted countywide, with emphasis on those areas in Montgomery County with high concentrations of employment and transit: Silver Spring, Friendship Heights, Wheaton, Bethesda, Greater Shady Grove, North Bethesda, and Rockville. Marketing activities related to promotion of transit, pooling, walking, biking, telework, and all other Transportation Demand Management efforts in those areas and throughout the County are conducted by Montgomery County Commuter Services.

Employer Outreach/Programs/Services:

- Employer Meetings and Presentations: Montgomery County conducts meetings and presentations with County employers to persuade them to adopt high-level commuter benefits programs and adopt Traffic Mitigation Plans (TMP).
- Transportation Demand Management services focused on urban centers: The County operates five Transportation Management Districts (TMDs): Silver Spring, Bethesda, Greater Shady Grove, North Bethesda, and Friendship Heights. Employer, commuter and transit services outreach efforts are concentrated in these areas of high employment concentration and urban development.
- Training sessions to assist employers with SmartBenefits and the Maryland Commuter Choice Tax Credit. MC continues to provide training and support to assist employers with the use of SmartBenefits and the Commuter Choice Tax Credit.
- Telework webinar sessions to inform employers about the advantages of telework programs and also make the business case for telework. MC continues to promote telework and help employers implement successful telework programs.
- Additional Incentive Programs: MC promotes the Maryland Commuter Tax Credit and the Montgomery County Home Computer Telecommuting Incentive Tax Credit to encourage employers to adopt high-level TDM programs.
- On-Site Transportation Fairs: Staff conducts commuter information fairs at employment sites and the lobbies of multi-tenant facilities. Montgomery County conducts many successful property management outreach campaigns, where staff set-up large lobby displays and hold commuter information sessions at work sites throughout the county. North Bethesda TMD also conducts outreach events at multi-family projects.
- Annual Commuter Survey: MC conducts an annual commuter survey of employers. Surveys are distributed to more than 100,000 employees through more than 200 employers.
- Countywide and periodic area-specific newsletters. MC issues its monthly newsletter, *Better Ways to Work*, in electronic format, distributed to subscribers via e-mail. Area-specific electronic newsletters are distributed for the Bethesda and North Bethesda TMDs.

- Employer Recognition/Special Events: In past years MC has conducted its Transportation Awards Ceremony, featuring remarks by the County Executive and other dignitaries, including the Governor of Maryland, Senators, and leading business people. Montgomery County has also conducted a variety of employer recognition events, including the Transportation A2CE Awards (Advocates for Alternative Commuting Excellence). The Transportation A2CE Awards are presented to businesses in Montgomery County who provide outstanding programs to promote alternatives to drive-alone commuting by their employees. These businesses are partnering with the County to address traffic congestion and air quality challenges, and contributing to a more sustainable and environmentally-friendly community, while at the same time helping their employees get to work in a less stressful and more cost-effective manner. Other types of employer recognition activities are conducted each year, including articles highlighting businesses involved with TDM efforts in the *Better Ways to Work* monthly e-newsletter.
- ACT! for Web CRM database used to track and manage contacts and relationships with over 4,000 employers in the County.
- On-line system for the filing of Traffic Mitigation Plans (TMP) and TMP Annual Reports by TMD employers. System continues to be refined and improved.
- Walk & Ride Challenge: Each year Montgomery County works with employers in Bethesda, Friendship Heights, Silver Spring, North Bethesda and Greater Shady Grove TMDs to promote and conduct the 3-week Walk and Ride challenge. With registrations surpassing 1,000 participants, this program encourages walking and taking transit to work.

Promotional Materials:

- Better Ways to Work Toolkit used in employer meetings and presentations, with contents tailored to the specific interests and needs of the business.
- Commuter Services Guide, New Employee Commuting Guide and Transit Benefit brochures used to provide businesses and employees with key information.
- Park and Ride Lot Brochure: MC produces a Park and Ride brochure with all P&R lots in Montgomery and adjoining counties, including transit services available from each lot.
- “Montgomery County Bikeways Map,” “White Oak & Vicinity Bicycle and Pedestrian” and “Medical Center & Vicinity Bike, Pedestrian and Transit,” and “Shifting Gears” maps created and printed. All are available in hard copy and portable document format (PDF). “Biking to Bethesda” map/brochure also available.
- Websites -- MC and the TMDs continue to upgrade and refine communication strategies via several websites: Better Ways to Work (<http://www.montgomerycountymd.gov/commute>) and Ride On <http://www.montgomerycountymd.gov/rideon>), Bethesda Transportation Solutions (<http://www.bethesdatransit.org/> and North Bethesda TMD (<http://www.nbtc.org>) websites.
- Convert existing forms, brochures, maps, etc. to easier-to-use electronic format.
- Work with marketing services consultants to develop new or revised promotional materials as needed to support employer outreach efforts.

Advertising:

- Ads in newspapers and employer-targeted publications, and on website
- Chambers of Commerce: MC advertises its programs and services in local chamber publications, including newsletters, membership directories, dining guides, and special publications
- Use Ride On bus sides, bus stop shelters and bus interior cards to promote commuting options.

Commuter Outreach/Programs/Services:

- TRiPS Commuter Stores -- Several years ago, MC rebranded and renamed its commuter store in Silver Spring as *TRiPS* – “*Transportation Resources, Information and Places to See.*” The *TRiPS* store sells Metro and Ride On fare media, and provides transit information, maps, and schedules to commuters and visitors. Information on MARC and VRE is also available. Commuter Services and *TRiPS* coordinate with other agencies to provide increased information and assistance to commuters. In FY10, a second *TRiPS* store opened at 17 Wisconsin Circle, adjacent to the Friendship Heights Metro Station.
- County’s Treasury Department in Rockville also sells fare media.
- Discounted car/vanpool parking in Bethesda and Silver Spring. The Bethesda and Silver Spring Transportation Management Districts certify car/vanpools to qualify for significant parking discounts.
- Bike to Work Day. Each year over 2,000 Montgomery County bike commuters participate at one of the many Bike to Work Day Pit Stops hosted at Montgomery County locations with high employee concentrations. Locations included the downtown areas of Silver Spring, Bethesda, as well as North Bethesda, NIH Main Campus, NIH Executive Blvd, Marriott International, three locations in Takoma Park, FDA White Oak and two Rockville locations.
- Car Free Day. Each year since 2008, MC has participated in the promotion of the regional Car Free Day at several locations with high concentrations of transit commuters. MC features promotional item giveaways, ridesharing applications and non-SOV commuting information.
- Promote the 100% accessibility of the Ride On fleet to bicyclists along with the County’s series of County bike maps.
- Community outreach conducted through some or all of the following events: Earth Day, Senior InfoExpo, Wheaton and Silver Spring Summer Concerts, Strathmore Hall Summer Concert Series, Montgomery County Agricultural Fair, Taste of Wheaton, Accessible Public Transportation Options Expo, Oktoberfest, Diversity Days, Health and Benefits Fairs, and Car Free Day and various ethnic festivals (Salvadoran Festival and PanAfrican Festival).
- Capital Bikeshare promoted as a new transportation option for trips of less than 3 miles, especially as a way of connecting to/from transit.
- Low income residents and employees able to obtain free bikeshare services (including free helmets and safety classes) through the JARC (Job Access Reverse Commute) Bikeshare program.
- Free or low-cost bike safety classes available for members of the Capital Bikeshare system in the County, as well as for other cyclists.

Transit Services:

- Promote Bike Transit: As a result of grants from TPB using FTA funds, and the Maryland Department of Transportation, coupled with County, City of Rockville and private sector funding, MCDOT was able to bring the Capital Bikeshare system to Montgomery County in Fall 2013, with 51 new stations opened. Commuter Services is promoting use of bikeshare through a variety of mechanisms.
- Promote real –time information project which will give riders the status of their bus
- Promote new Silver Spring Transit Center to riders in Silver Spring
- Continue to update transit information at bus stops with shelters
- Continue to support Montgomery College student program. With Student ID, Montgomery College students are able to ride Ride On anytime on any route.
- Promote new monthly pass. Ongoing promotion of SmarTrip.

- Promotion of Van Go Shuttle in downtown Silver Spring.
- Promotion of Bethesda Circulator in downtown Bethesda
- Promote availability of new Senior SmarTrip with special identity now sold at MC Public Libraries.
- Promotion of Seniors and People with Disabilities Ride Free on Ride On and Metrobus in MC between 9:30am and 3:00pm. Monday to Friday.
- Continue to promote feeder service to MARC.
- Promotion of Twinbrook Shuttle serving a large population of Health and Human Services employees.
- Promotion of new clean diesel, hybrid electric-diesel and compressed natural gas (CNG) buses with low floors.
- Additional new buses with ramps now means Ride On is 100% accessible to persons with disabilities.
- Promote Metro's program for MetroAccess customers who are able to ride free with a companion on Ride On and Metro buses and rail.
- Implement a comprehensive program to install upgraded bus shelters and related pedestrian access and amenities throughout the County. This program came about in part as a result of a legal settlement which requires a private sector vendor to provide shelters in return for the County accepting advertising on many of those shelters. Specific route and neighborhood information has been posted in many of the shelters.

NATIONAL INSTITUTES OF HEALTH

www.nih.gov

Since its inception, the National Institutes of Health (NIH) has been considered the steward of medical and behavior research for the Nation and reports to the U.S. Department of Health and Human Services. The NIH headquarters, along with the majority of the workforce are located in Bethesda, Maryland and the surrounding area. In addition to performing research, NIH also funds countless scientific studies at universities and research institutions across the Nation and around the World.

The Office of Research Services (ORS), Division of Amenities and Transportation Services (DATS), Employee Transportation Services Office (ETSO), located in Bethesda, Maryland, provides employee transportation services to the NIH community. The ETSO is a centralized office where employees can obtain information about parking and alternative commuting options. The office provides direction information about Commuter Connections, Carpooling, Vanpooling, the Guaranteed Ride Home Program, Public Transportation Services (Metrorail, Metrobus, Ride On, MTA, MARC, VRE, etc.) and the bike subsidy program, and most importantly the NIH Transhare Program, that provides up a monthly commuter subsidy up to the maximum benefit allowed by Title 26, U.S.C. , § 132(f). The goal of the NIH Transhare Program is to relieve traffic congestion and reduce energy and environmental concerns in the DC Metropolitan area. Use of the NIH Transhare Program is a key element of the NIH Transportation Management Plan, used by approximately 30% of eligible employees.

In May of 2011, to coincide with bike-to-work month, NIH was one of the first Federal agencies in the nation to start a Bicycle Subsidy Program. Cyclists who surrender their parking permits receive \$20 a month to use towards purchasing a bicycle or for bicycle repairs and maintenance.

NIH has encouraged use of public transportation as a proactive means of reducing parking demand on the NIH campus. Transhare, with over 5,800 participants, has been the single most effective tool in promoting and expanding the use of public transportation and vanpools. By our estimates, the use and participation of our employees in the NIH Transhare program, has reduced miles driven daily by single occupied vehicles by over 135,000 miles. All the alternative transportation programs combined reduced miles driven by 58 million and saved over 3 million gallons of gasoline annually.

In order to limit single occupancy trips, Carpool parking spaces have been established in prominent parking lots located in close proximity to the buildings. Spaces reserved for Carpool parking spaces are restricted until 9:30 a.m., when they are opened to all commuters. Vanpools may also request a reserved space in their lot of choice, 24 hours a day. NIH has 15 vanpools with over 140 members. Vanpool members who are eligible for Transhare may use the transit subsidy to off-set their portion of the vanpool cost.

The ORS, in conjunction with the Office of Facilities Planning (ORF) is responsible for providing shower and locker facilities in nine campus buildings and four off-campus locations, predominantly for the use of bike and walking commuters. Bicycle racks and lockers accommodate 600 bicycles. NIH has a large and active Bike Club whose slogan reads “Non-polluter, Commuter.” The NIH Bike Club members volunteer to clean bike trails and supports DATS by promoting bicycling as a healthier commuter option. NIH has led the region for the last eight consecutive years as the employer with the most Bike-to-Work Day participants. NIH has won several prestigious awards from the Washington Metropolitan Council of Governments for Bike-to-Work Day. Also, NIH provides a pedestrian friendly campus well-lit pathways and large safety crosswalks for its walking commuters.

To promote our relationship within the community, NIH partners with the North Bethesda and Bethesda Transportation Management Districts. Our partnership goals are to: improve transit services in the area, to increase ridership on public transportation, and to provide transit-friendly amenities, to cut traffic congestion, increase transportation capacity, reduce air and noise pollution, and to promote bicycle and pedestrian access and traffic safety.

The DATS Campus Shuttle Service consists of 13 shuttle routes that provide services for patients, and employees who commute from off-campus satellite parking lots and government facilities. Users of this service can see real-time GPS tracking of shuttle locations to minimize wait times. The NIH is exploring the possibility of converting its fleet of buses to natural gas or bio-diesel to reduce CO2 emissions.

The DATS web site features an e-mail Listserv that currently have over 1400 subscribers employees to receive current and up-to-date parking and transportation information.

NIH has also instituted a pilot program for electric vehicle charging stations for eight spaces around the campus.

To promote NIH’s employee transportation options, DATS creates posters; tabletop displays, desk-to-desk publications, campus wide e-mail, and contributes to the campus newsletters (*NIH Record*). NIH also participates in a monthly parking/transportation-working group with other regional partners, including the Montgomery County Department of Public Works and Transportation, Walter Reed National Medical Center, and Suburban Hospital. Throughout the year, the ETSO sponsors or participates in various promotional events designed to provide commuting alternatives to employees.

The DATS have been working on numerous transportation related improvements designed to assist NIH employees, contractors, visitors and guests traveling to, and circulating through the campus. One such innovative improvement that was implemented was the acquisition and implementation of the Highway

Advisory Radio System (HARS). Located on the AM radio dial at 1660, this improvement effort has become an integral part of the NIH Transportation Management Plan (TMP) that NIH practices. The HARS system continues to advise motorists of key entry locations when either Rockville Pike or Old Georgetown Road is congested.

The NIH, DATS, ETSO has also been recognized for the following:

- “Best Workplaces for Commuters” presented by The United States Environmental Protection Agency
- “Outstanding Participation and Support in the Federal Transit Benefit Program” presented by the Washington Metropolitan Area Transit Authority
- “Quality of Work Life” presented by the National Institutes of Health
- “Golden M Award for Metrocheks Leadership” presented by the Washington Metropolitan Area Transit Authority
- “Outstanding Service Award” presented by the Washington Metropolitan Area Transit Authority
- “Employee Transportation Coordinator of the Year” presented by the Association of Commuter Transportation
- “MWCOG Bike to Work Day Award” for the highest employee Bike to Work Day Participation presented by Commuter Connections
- “2013 Employer of the Year for Incentives” presented by Commuter Connections

Information regarding the DATS/ETSO can be found at the following web address:

NORTHERN VIRGINIA TRANSPORTATION COMMISSION

www.thinkoutsidethecar.org

Total FY2014 Operating Budget: \$1.2 million

(Transit Assistance: \$200 million including funds from the Motor Vehicle Fuel Sales Tax.)

Serves Arlington, Fairfax and Loudoun counties and the cities of Alexandria, Fairfax, and Falls Church, with a population of over 1.7 million covering 1,000 square miles. NVTC's 20 commissioners are locally elected officials and members of Virginia's General Assembly, plus the director of the Virginia Department of Rail and Public Transportation. The commission coordinates public transit policies within Northern Virginia and exercises leadership on issues relating to governance of the Virginia Railway Express (VRE), which the commission co-owns with the Potomac and Rappahannock Transportation Commission (PRTC), and the Washington Metropolitan Area Transit Authority (WMATA). NVTC co-owns VRE (with assets of approximately \$400 million) and appoints Virginia's members of the WMATA Board of Directors.

- Prepares the *Annual Transportation Update* series, which includes a compendium of performance data from the region's transit systems.

- Maintains a key word searchable web site that includes information about NVTC, on-line library of research and studies, historical transportation information, and detailed kits for monthly meetings and agendas at www.thinkoutsidethecar.org.
 - NVTC continues to work with DRPT, PRTC and GWRC to establish a startup Vanpool data collection program that will capture 5307 funds for the region, generating several million dollars within two years of being established.
 - Assists local Northern Virginia transit systems with National Transit Database reporting enabling the region to receive an additional \$7 million per year in federal transit assistance.
 - Provides leadership for the Virginia Transit Association (VTA) legislative and marketing committees and the annual conference for transit properties throughout the commonwealth.
 - Serving as the Northern Virginia contract manager for WMATA's New Electronic Payments Program (NEPP). The next generation of regional transit fare payment system. NEPP will allow transit users to use smart phones and existing ID's and credit cards to pay for fares. Manages/conducts studies on such topics as air quality, improved transit service, transit performance measures, mode shares, telework and transit technologies.
 - Promotes legislative agenda that is favorable to transportation, seeking a stable and reliable source of funding for public transportation providers such as WMATA and VRE. While the General Assembly is in session, electronically distributes legislative updates on developments in Richmond.
 - Testifies periodically before the Commonwealth Transportation Board regarding allocation of transit funds.
 - Coordinated Transaction 2040 (an update to the TransAction 2030 plan —the Northern Virginia Transportation Authority's (NVTA) update of the regional long range transportation plan). NVTC managed the consulting contracts of approximately \$500,000.
 - Provides staff support (Public Outreach, Accounting, Technical Assistance and Planning) for the Northern Virginia Transportation Authority (NVTA) on an as needed basis.
-
- Work with the Virginia Department of Taxation and the Department of Motor Vehicles to ensure accurate collection of a 2.1% motor fuels tax assessed at the distributor level used to support WMATA. NVTC assists jurisdictions in coordinating responses to major corridor studies (e.g. BRAC and I-95/395 HOT lanes).
 - Annual Performance Updates - NVTC has collected, analyzed, and published annual performance data for Northern Virginia transit providers on an annual basis for over 10 years. NVTC works with representatives to ensure complete, accurate, and consistent reporting of data. Fiscal Year 2013 data will be available in winter 2013.
 - Metropolitan Washington Council of Governments Liaison - An NVTC staff representative serves on MWCOC's Transportation Planning Board (TPB) Technical Committee offering technical support to TPB staff and Northern Virginia's TPB members. NVTC also monitors a number of subject-area subcommittees including the Regional Bus Subcommittee, Commuter Connections Subcommittee, and Management, Operations and Intelligent Transportation Systems (MOITS) Technical Subcommittee.
 - Washington Metropolitan Area Transit Authority (WMATA) Liaison - An NVTC staff representative serves on MWCOC's Jurisdictional Coordinating Committee (JCC), a committee comprised of representatives of WMATA's jurisdictions, and which reports to the WMATA Board. NVTC provides monthly financial and quarterly performance reports for the NVTC Board.
 - Regional/State Liaison - An NVTC staff representative serves on virtually every regional or statewide advisory and technical committee concerning transportation planning in Northern Virginia. For example, NVTC participated in multiple regional and state initiatives including the

Columbia Pike Transit Initiative, Fairfax County's Countywide Transit Network Study, Virginia Statewide Transit/TDM Plan, VTrans2035 Update, SuperNova Transit Study, I-66 Multimodal Inside the Beltway Study, and SJ292 Route 1 and Route 7 Transit Studies.

- National Transit Database Data Collection- Contract executed to collect ride -check data on selected routes on most of the Northern Virginia bus systems including the Fairfax Connector, Dash, Cue and Trolley. The data collection includes recording of passengers boarding and alighting at each stop along the route and number of passengers.
- Grants Management – NVTC is managing FTA grants and matching funds for the city of Alexandria, City of Falls Church and Arlington County totaling over \$14 million. The grant management services are provided with no overhead charges.
- Alternatives Analysis Study of the Route 7 Corridor - NVTC is working with the jurisdictions of Arlington, City of Falls Church, City of Alexandria and Fairfax County to conduct an Alternative Analysis Study of the Route 7 Corridor.

PRINCE GEORGE'S COUNTY

www.princegeorgescountymd.gov

Marketing Budget for Marketing Contract: \$108,000

TheBus - \$100,000

Several large employers such as Gaylord National Resort, Giant Foods, Safeway, UPS, Kaiser Permanente and FedEx are located in Prince George's County. Domain7 Solutions has been contracted by Prince George's County to provide direct assistance to employers in their respective service area through a coordinated Employer Outreach Program. Prince George's County will provide daily employer outreach services for employers in their service area, which will help promote voluntary commute alternatives in ways that best suit their businesses. Developing direct mail pieces to employers, organizing seminars, telemarketing and conducting on-site sales presentations to employers are a few of the many activities the County promotes. Employers are encouraged to participate in programs that include Metrochek, telecommuting, The Guaranteed Ride Home Program, and parking management. The RideSmart website at RideSmartSolutions.com provides employers with relevant information.

Goals are based on the following:

1. An extensive cumulative review of the companies and organizations in the ACT! database.
2. An analysis of the Commuter Connections Programs' past performance.
3. A comparison of the provisional goals for new fiscal year versus the execution of goals of the previous fiscal year.

Objective is to implement the following measures for the Commuter Connections Program:

1. Increase employer participation in County RideSmart solutions.
2. Maintain and increase participation level of active employers.
3. Decrease the number of single-occupancy vehicle trips by increasing employee awareness in companies participating in carpooling, vanpooling, the Maryland Commuter Tax Credit Program, flextime, teleworking, biking, and walking.
4. Formalize more telework, carpooling, vanpooling programs and commuting benefits offered by employers.

POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION

www.PRTCtransit.org

Marketing Budget: \$750,000

PRTC is a multi-jurisdictional agency representing Prince William, Stafford and Spotsylvania Counties and the Cities of Manassas, Manassas Park and Fredericksburg. It is headquartered in Woodbridge, VA, in a largely residential area with several large employers in its six-jurisdictional regions including Lockheed Martin, GMU, Sentara Northern Virginia Medical Center, Northern Virginia Community College, Micron Technology, NOVEC, IKEA and Comcast. As a result of the BRAC initiative, many employers have opened new offices near the Quantico Marine Base within PRTC's service area, with more expected in the near future.

PRTC's Omni SmartCommute is a free service available to all businesses in Prince William County, Manassas and Manassas Park, designed to help area employers create and expand commuter benefit programs that will help employees reduce commute-related stress and save money. It also enables area employers to expand sustainability initiatives and provides them with superior recruitment/retention tools. Employer Commute Surveys, Telework Programs, Emergency Preparedness, Transit Subsidies, Carpool/Vanpool Formation, Biking/Walking to Work, Alternative Work Schedules and Parking Management are all areas of focus for this program.

The PRTC Transit Center is the main hub and transfer center for bus services that operate in eastern Prince William County. Manassas Mall serves as the transfer center for buses that serve Manassas, Manassas Park and western Prince William County. The focus of the organization and its marketing program is to provide sound transportation alternatives to the SOV that meet the travel needs of Prince William, Manassas, and Manassas Park residents. In addition to four distinct bus services, that provide options to both commuters and local travelers, PRTC also co-sponsors the Virginia Railway Express, and performs essential ride matching and vanpool subsidy initiatives.

PRTC's marketing budget funds rider education initiatives, awareness media advertisements, trial-coupon programs, employer and consumer group presentations, print and online ads, brochures, printed bus schedules in English and Spanish, an interactive web site, Facebook page, transportation fairs, a wide variety of community outreach activities, and a Welcome Aboard program for new residents. In addition, PRTC has a comprehensive youth program with targeted activities by age groups. PRTC has established location-specific transit information displays at key stops. Customers can subscribe to an e-mail and text messaging service, Rider Express, which provides service alerts. The Customer Service office provides service Monday-Friday, from 5:30 a.m. to 8:30 p.m., except for some holidays.

RAPPAHANNOCK RAPIDAN REGIONAL COMMISSION - Commuter Services

www.rrcommute.org

Marketing Budget: \$40,000

- Primarily a rural, residential area with a population of 170,000.
- RRRC uses referrals, highway signs, radio ads, newsletters and local newspapers for advertising their rideshare services as well as piggybacking off of COG promotions such as GRH. The program has just launched a Facebook page from which periodic promotions will be made available.
- The region uses various regional events and hosts an annual Commuter Fair to promote ridesharing.

- RRRC has approximately twenty five vanpools with a round-trip range of 80 to 140 miles.
- They have twelve official and three unofficial park and ride lots with some capacity available.
- Vanpools can get a startup subsidy from the Vanpool Assistance Program.

TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND - Commuter Assistance Program

www.tccsmd.org

Marketing Budget: \$24,134 non-telework related task and \$5,554 for telework related task for a total of \$29,688.

Tri-County Council for Southern Maryland (TCCSMD) was formed on December 6, 1964, as a cooperative planning and development agency to foster the social and economic development of the Southern Maryland Region. In 1965, the Governor of Maryland recognized the TCCSMD as the regional planning and development organization for the Region comprising Calvert, Charles and St. Mary's Counties. The TCCSMD's statute was established by Act of the Maryland General Assembly in 1966. The TCCSMD's enabling law was reenacted as State general legislation in 1976 (Article 20, Maryland, Annotated Code).

The purpose of the Tri-County Council for Southern Maryland is to serve as a forum for the resolution of region-wide issues and the attainment of regional goals. The Tri-County Council is a partnership of State and local government established more than forty years ago as the regional development and planning organization for Southern Maryland. As such, the Council provides a framework for cooperation and coordination among the elected, civic and business leaders of the Region; undertakes action programs that focus local, State and federal resources in a comprehensive strategy to enhance the quality of life of all the people of Southern Maryland; and initiates and coordinates plans and projects which foster the physical, economic and social development of the Region.

In carrying out these responsibilities, the TCCSMD serves as a source of information and data; engages in regional planning; serves as an advocate for the region's interests and priorities at the federal and State levels; qualifies the region for federal and State assistance; and develops programs to meet region-wide needs and goals. Key elements of the regional strategy:

- Diversify and broaden the economic base
- Preserve agriculture as a viable industry
- Restore and protect the environment.
- Implement highway improvements and expand commuter assistance services
- Manage growth and requirements for public services.

The Tri-County Council of Southern Maryland has led the regional effort to promote the use of clean fuel and alternative transportation for commuting besides single occupant vehicles (SOV), such as public transit services, ridesharing, carpool and vanpool, telecommute/telework, private transportation companies and services, including subscription bus alternatives.

Local public transportation services are available in Southern Maryland and this program works cooperatively with these agencies and on efforts related to public transportation initiatives. Calvert (Calvert County Public Transportation), Charles (VanGO) and St. Mary's (STS) counties provide both fixed-route and on demand local transit services daily. The three local transit systems are connected at Charlotte Hall in St. Mary's County and Solomons in Calvert County. The three transit systems also have links with the MTA commuter bus and serve the region's park-and-ride facilities. As the region's

coordinating organization, the Annual total ridership has increased from 52,000 in 1988, when MTA started the commuter bus operation in the region, to nearly 1.4 million in recent years. Many Southern Marylanders commute to work in the Washington metropolitan area. The Maryland Transit Administration (MTA) provides commuter express bus services to accommodate the rapidly growing commuter demand in the region. The MTA Southern Maryland commuter bus operation, which has the highest ridership growth rate, has been the MTA's most successful operation in the state of Maryland for a decade.

There are eight commuter bus routes between Southern Maryland and Washington. These seven commuter bus routes are MTA route nos. 901, 902, 903, 904, 905, 906, 907 and the 909. Routes #901, #902, #903, in Southern Maryland have recently benefited from increased roundtrip runs. It is important to keep in mind that about 65% of Calvert and Charles county residents commute outside their home counties to work (only about 28% of St. Mary's residents commute outside the county borders.) Of the region's estimated 142,518 commuters (U.S. Census Bureau 2000), 57,957 are traveling outside of the region for employment, typically to the District of Columbia, Prince George's County, Virginia, or elsewhere.^{US Census} These trends will continue to stress the importance of high occupancy vehicle modes of transportation and the Council's Commuter Assistance Program.

The Tri-County Council for Southern Maryland's Commuter Assistance and Employer Outreach Program goals include increasing the awareness and highlighting the benefits of traveling by non-single occupancy vehicles. The programs obtain these specific goals through educating the region's major employers, employees and residents through a number of marketing and campaign efforts.

Major activities include:

1. Develop an overall strategic outreach plan to educate employers about the benefits of participating in and offering employer-sponsored commute alternatives or Transportation Demand Management (TDM) programs at their worksites. The particular focus of this plan will be educating employers about Maryland Commuter Tax Alternatives, Smart Benefits, Clean Commute Month Services, and other TDM Programs. The primary outreach method will be through site visits; conducting on-site seminars; participating in local fairs; and mail/email campaigns. There will also be a strong focus on a thorough follow-up plan.
2. Work with TCC's DBED program outreach specialists to coordinate outreach efforts to the area's employers.
3. Market the availability of Guaranteed Ride Home (GRH) program to area commuters and employers.
4. Develop formalized partnerships for shared marketing events with local health care professionals and human service organizations.
5. Provide coordination and assistance to the development of new vanpools, including information on available financial subsidies, rider agreements and vanpool marketing efforts.
6. Conduct seminars in the Southern Maryland region which enable participation from other Metropolitan area coordinators, particularly the areas where Southern Maryland commuters travel, including, but not limited to DC, Baltimore, Annapolis and Prince George's counties.
7. Advertise on local radio stations that provide information about commuter alternatives and employer TDM Programs.
8. Advertise on local cable (television) programs that introduce and share benefits of high occupancy vehicle modes for commuters and TDM Programs for area employers.
9. Utilize special days (Air Quality Action Days and Bike To Work Day) to coordinate events that call attention to the need and importance of commute alternatives

10. Revamp and distribute newsletter targeted for Vanpool Owner/Operators that highlights van pool best practices and information on safety, marketing and successful vanpooling techniques.
11. Re-vamp and distribute quarterly newsletter for Southern Maryland Commuters (distributed through the areas commuter buses) that highlights areas of interest to the Southern Maryland commuter bus passengers on the MTA sponsored routes.
12. Revitalize partnership with Clean Air Partnership, who works with Southern Maryland regional public and private schools to highlight the benefits of clean air through high occupancy vehicle modes and biking.
13. Provide start-up assistance and monitoring of Subscription bus services, with a particular focus on supporting BRAC initiatives.
14. Seek to re-engage commuters who have allowed their records to expire through the use of traditional and email campaigns.
15. Participate on the Southern Maryland Regional Transportation Coordination Committee.

TyTran

www.tytran.org

Marketing Budget: \$25,000

The Tysons Transportation Council, “TyTran,” is a TMA that serves Tysons, the largest employment center in Fairfax County. TyTran represents employers, employees, property owners, and residents within the area bounded by Routes 7 and 123, I-495, and the Dulles Toll Road. Transit service is provided by the Fairfax County Connector and Metrobus routes operating from West Falls Church metro station to the West Park Transit Center, and throughout Tysons. Bike paths and park-and-ride lots are currently under construction in Tysons.

Most of TyTran’s work during recent years focused on the Dulles Corridor Rail Project extension, and the construction of the HOT Lanes Project. These efforts have continued as the Express Lanes have become operational and Metro’s Silver Line nears completion. TyTran initiates and hosts periodic meetings of project staff and Tysons stakeholders to discuss the status of construction and employer outreach implemented to mitigate transit disruption caused by the project. TyTran participates in the planning of a pedestrian network and shuttle service that will operate throughout Tysons to support the rail extension.

TyTran led the effort with Fairfax County staff to establish and then merge with the "Tysons Partnership," an entity that helps implement the vision of the Comprehensive Plan for the redevelopment of Tysons as a transit-oriented urban area. Among its responsibilities, the Partnership will coordinate and implement collaborative transportation demand management programs and initiatives. Members of the Partnership will help construct a grid of streets.

TyTran, as part of the Partnership, continues to target its membership for commuter benefit programs and, upon request, coordinates with Fairfax County and Virginia Megaprojects to schedule transportation fairs and construction update events. TyTran advocates and promotes transportation improvements; telecommuting and flextime; and the use of vanpools and carpools.

The majority of the Tysons labor pool is devoted to government contract work that requires unscheduled overtime. However, telecommuting programs operate at several member companies, and the Commuter Benefit Program is also in place in three major companies. Most Tysons commuters come from Reston, Herndon, Oakton, Warrenton, Manassas, Gaithersburg, and Rockville. TyTran maintains a website www.tytran.org.

VIRGINIA RAILWAY EXPRESS

www.VRE.org

Marketing Budget: \$350,000

Profile:

- Free parking has been initiated at all of their stations.
- Radio has provided the best advertising medium to increase ridership. Advertisements focus on directing commuters to the VRE web site and to the stations with available parking, including Woodbridge and Rippon on the Fredericksburg line, and Manassas and Burke on the Manassas line.
- Top AM boarding stops were Broad Run, Burke Center, and Fredericksburg.
- Top AM destinations were L'Enfant Plaza, Crystal City, and Union Station.
- Very few riders bike to train stations.

WABA - Washington Area Bicyclist Association

www.waba.org

WABA has been serving the needs of cycling commuters since 1972. The mission of the Washington Area Bicyclist Association is to create a healthy, more livable region by promoting bicycling for fun, fitness, and affordable transportation; advocating for better bicycling conditions and transportation choices for a healthier environment, and educating children, adults, and motorists about safe bicycling.

WABA's goal is to have a fully integrated transportation system, one that links transit, trails, bicycling, and walking facilities to connect the places to live, work, and play where one can ride anywhere safely.

Current Priorities

- Complete Streets policies in Montgomery County, MD
- Construction of the Metropolitan Branch Trail and Anacostia Riverwalk Trail
- Increase miles of bike lanes striped across region
- Increase mile of dedicated bicycle facilities (cycletracks, multi-use paths, etc.) throughout the region
- Promote regional bike sharing services
- Reconstruction and widening of the Rock Creek Trail
- A Bike Coordinator for Prince George's County, MD
- Protect the Custis Trail from the widening of I-66
- Improve training of police officers and bus drivers
- Improve enforcement of current traffic and bicycling laws by police officers
- Expand bike safety programs in DC, Northern Virginia & Maryland

Services

- Bike Valets
- Bike Parking / Bike Rack Installation
- Kids' Bike Rodeos
- Confident City Cycling Classes
- Brown Bag Commuter Seminars
- Train the Trainer

TDM Calendar of Events for 2013-2014

September 2013	50 States and 13 Colonies Ride Car Free Days PARK(ing) Day Telework Exchange Fall Town Hall Meeting Walk & Ride Challenge Walking Town DC
October 2013	Commuter Connections FY14 Fall Campaign Launch Walk to School Day
Feb 2014	Commuter Connections 2 nd Half Campaign Launch National Telework Week
April 2014	Clean Air Partners Campaign Launch Earth Day Street Smart Pedestrian and Bicycle Safety Media Campaign Telework Exchange Spring Town Hall Meeting
May 2014	Bike to Work Day Clean Commute Day Virginia Bike DC
June 2014	Commuter Connections Employer Recognition Awards Bike to Work Day Employer Challenge Luncheon Dump the Pump Day End of COG fiscal year

CURRENT PROFILE OF IMPACTED ACTIVITY CENTERS/CORRIDORS			
Central	District of Columbia	Arlington County	City of Alexandria
Impacted Activity Centers	Downtown Washington	Rosslyn/Ballston Corridor Pentagon/Reagan Airport Crystal City corridor	City of Alexandria Area (not including Fairfax County Alexandria area)
Impacted Corridors	I-395/I-295 I-66 (Roosevelt Bridge) Rt. 50 (New York Ave Rt 1 (Rhode Island Ave & 14 th St) Woodrow Wilson Bridge All Major Arterials	I-66 U.S. Rt. 1 I-395 Rt. 29 Rt. 50	<ul style="list-style-type: none"> • Rt. 1 • George Wash Pkwy • I-95/I-395/I-495 • Duke Street • King Street • Telegraph Rd. • Woodrow Wilson Bridge
Available Products	Carpools Car Sharing <ul style="list-style-type: none"> • Zipcar • Hertz • OnDemand • Car2go • Enterprise • CarShare Commuter Rail- VRE, MARC Cycling <ul style="list-style-type: none"> • Capital Bikeshare • Bikestation at Unionstation • Bike racks on sidewalks • Bike racks on buses • Bike on rail • Bike lanes & trails • ADA-bike ramps Telework Live Near Your Work HOV lanes Rental cars Transit Local and express buses Metrobus Metrorail Vanpools	<ul style="list-style-type: none"> • 4 Commuter Stores (Ballston, Crystal City, Rosslyn, Shirlington) • Mobile Commuter Store • Arlington Metrobus • Arlington Transportation Partners employer, residential, developer, and hotelier services • ART-Arlington Transit • Capital Bikeshare • Bike/Walk Paths • Bike Racks/Lockers • CommuterDirect.com • CommuterPage.com • Carpools • Carshare – 	<ul style="list-style-type: none"> • Local Motion program • Web site: www.alexandriava.gov/localmotion • Alexandria Transit Store • AMTRAK • Bike Paths • Bike Racks/Lockers • Capital Bikeshare • Carpools/Vanpools • DASH • Fairfax Connector • HOV lanes • Literature displays at community facilities • Metrobus/Metrorail • Telework assistance • VRE • Walking paths • Carshare Alexandria! • Literature Display campaign • RSS feed • eNews • Quarterly newsletter • Trip planning • Free King Street Trolley • Facebook page

Central	District of Columbia	Arlington County	City of Alexandria
	Taxicabs Union Station – Region’s premier intermodal transportation center Walking Wide, tree- lined sidewalks Count-down pedestrian signals being installed ADA-Bike Ramps ‘Pool Rewards	Zipcar <ul style="list-style-type: none"> • HOV lanes • Metrorail • Park & Ride Lots • Slug lines • Telework centers • Vanpools • VRE • ‘Pool Rewards • Bikesharing – Capital Bikeshare 	
Current Marketing Conducted Locally	<ul style="list-style-type: none"> • Employer Email Blasts Promoting goDCgo Services • Employer mailings by goDCgo • Employer seminars by goDCgo • BikeBrand Your Biz, promoting bicycle friendly businesses • WMATA Cooperative Marketing for Special Events • Car Free Day • Bike to Work Day support • goDCgo.com • Marketing collateral disseminated through direct mail & events • Social Media • Monthly Newsletter 	<ul style="list-style-type: none"> • Advertising in local retail and business directories • Transportation fairs • Arlington cable TV • Arlington Metrobus collateral • ART promotion • ATP collateral • Direct Mail Program • Email alerts • Blogs and websites • Internet co-ops and sponsorships • Newspaper ads • On –Board bus interiors • Quarterly newsletter and packages for top 900 employers • Retail kiosks and point-of-purchase displays • Sponsorship of local community events • Subway tunnel 2- sheets • Postings on Facebook, YouTube and Twitter • Car Free Day • Bike to Work Day 	<ul style="list-style-type: none"> • Alexandria Gazette and Alexandria Times newspaper ads • Local Motion collateral materials • Bus interior ads • Chamber of Commerce networking • Community outreach at local events • <i>Local Motion and eNews</i> newsletters • Local government access cable channel • Transportation fairs • Literature Display campaign • Grass Roots Marketing Campaign • Facebook Ads and post boosting • Commuter Challenge using MWCOG trip tracking dashboard

**RECOMMENDED MARKETING STRATEGIES
PER IMPACTED ACTIVITY CENTER/CORRIDOR**

Impacted Activity Center	Downtown Washington
Products	<ul style="list-style-type: none"> ➤ Bicycling ➤ Capital Bikeshare ➤ Carpools ➤ Mass Transit: bus, commuter rail, Metrorail, commuter bus ➤ DC Circulator ➤ www.goDCgo.Com ➤ goDCgo Employer Services ➤ SmartBenefits ➤ Vanpools ➤ 'Pool Rewards
Target Audiences	<ul style="list-style-type: none"> • Building Owners/Managers • Chamber/Trade Organizations • Private Sector Employers with 100+ employees • Residents in high SOV zip codes • Tourists/Visitors
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting various transportation benefits in their organization • Generate interest in the wide variety of transportation options in the District and encourage greater use
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Support WABA with Bike To Work Day event ➤ Advertising programs will focus on www.goDCgo.com, Capital Bikeshare, and other sharing (carsharing, sharing the road). ➤ Regular marketing to employers in the District through eblasts and direct mail. ➤ Monthly e-newsletter to employers and general public ➤ Direct work with partner organizations to market program. ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web Banners on several sites ➤ 'Pool Rewards outreach to employers and residents <p>Commuter Connections Mass Marketing TERM</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
Language(s)	English and Spanish

Partners	BIDs COG DDOT MARC VRE WABA WMATA
Partner Contributions	MARC & VRE donate space for GRH promotional materials
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits for commuterconnections.org Evaluate Web hits for goDCgo.com

**RECOMMENDED MARKETING STRATEGIES
PER IMPACTED ACTIVITY CENTER/CORRIDOR**

Impacted Activity Center	Rosslyn/Ballston Corridor, Pentagon/Reagan Airport
Products	<ul style="list-style-type: none"> • ART Bus/Metrobus/Metrorail/VRE • Bicycling and walking • Capital Bikeshare • The Commuter Stores in Crystal City, Rosslyn, Shirlington and Ballston • Mobile Commuter Store at Pentagon, Pentagon City, Courthouse • Carshare vehicles – Zipcar • Slug-lines • Vanpools/Carpools/HOV • ‘Pool Rewards
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers and their employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes
Objective	<ul style="list-style-type: none"> • Generate interest by employers for providing Commuter Benefits to their employees and generate interest in employers with existing programs to provide more benefits and move up a level. • Inform residents, employees and visitors about transit and TDM options.
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Use ATP’s web site, CommuterDirect.com Corporate Services and Brochure Service to supplement sales force to work with employers ➤ Bike to Work Day event ➤ Advertising programs will focus on multiple modes including telework, using transit, bicycling, walking, carsharing, vanpooling and carpooling and the time-saving benefits of HOV ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and transit ➤ Web banners on several sites ➤ ‘Pool Rewards outreach to employers and residents <p>Commuter Connections Mass Marketing TERM</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and federal agencies ➤ Strategic plan update in fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
Language(s)	English
Partners	Arlington County Department of Economic Development ART - Arlington Transit Local Business Groups including Rosslyn Renaissance and BID, Clarendon Alliance,

	Ballston-Virginia Square Partnership and Columbia Pike Revitalization Organization COG NVTC, WMATA and all local transit and commuter bus providers Slug-Lines.com VDRPT WABA
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate web hits for commuterconnections.org

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Center	Alexandria Area
Products	<ul style="list-style-type: none"> • Local Motion program • www.alexandriava.gov/localmotion • Old Town Transit Shop • AMTRAK • Bike Paths • Bike Racks/Lockers • Capital Bikeshare • Carpools/vanpools • DASH • Fairfax Connector • HOV lanes • Literature displays at community facilities • Metrobus/Metrorail • VRE • Walking paths • Carshare Alexandria! • Local Motion Ambassadors • Display campaign • RSS feed • eNews • Biannual newsletter • Trip planning
Target Audiences	<p>Work End: Businesses with emphasis on private sector employers with 100+ employees</p> <p>Home End: Residents in high SOV zip codes</p> <p>Other: Visitors</p>
Objective	<ul style="list-style-type: none"> • Work with employers on implementing or expanding a transportation benefits program to decrease the number of SOV commuters to worksite.
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike to Work Day event ➤ Advertising programs will focus on multiple modes including telework, transit, walking/bicycling, vanpooling and carpooling and the time-saving benefits of HOV ➤ Public relations effort and promotions to increase awareness of transportation options and supplemental programs, such as GRH and Carshare Alexandria! ➤ Collect testimonials from those using alternative transportation and supplemental programs for use in marketing material, web sites, and media campaigns.
Language(s)	English, Spanish
Partners	DASH

	<p>Commuter Connections Jurisdictional TDM representatives COG NVTC VDOT VDRPT VRE WMATA WABA NVRC Association for Commuter Transportation (ACT) Numerous business and civic representatives</p>
Partner Contributions	
Evaluation	<p>Evaluate call reports for 800-745-RIDE Evaluate web visits for commuterconnections.org Evaluate web visits on Local Motion Web site Survey commuters who register with Commuter Connections Survey residents that enroll in Carshare Alexandria! Annual Survey of TMP sites Brochure tracking Pledge tracking Customer Engagements at events Facebook statistics Rideshare Database matches</p>

Current Profile of Impacted Activity Centers/Corridors

Northern Virginia

	Fairfax County	Loudoun County	Prince William County
Impacted Activity Centers	<ul style="list-style-type: none"> • Dulles Corridor • I-95/Springfield • Tysons Corner • Merrifield/Dunn Loring • Bailey’s Crossroads Area • Fairfax Center/City of Fairfax/GMU • South Dulles Area 	<ul style="list-style-type: none"> • Leesburg Area • North Dulles Area 	<ul style="list-style-type: none"> • Manassas Area • Potomac Mills/Woodbridge Area • Vicinity of Quantico Marine Base
Other Important Areas	<ul style="list-style-type: none"> • Ft. Belvoir (BRAC) 		<ul style="list-style-type: none"> • Gainesville
Impacted Corridors	<ul style="list-style-type: none"> • Braddock Road • Columbia Pike • Dulles Toll Road • Fairfax County Parkway • I-395 • I-495 • 495 Express Lanes • I-66 (HOV) • I-95 (HOV) • Rt. 1 • Rt. 123 • Rt. 236 • Rt. 28 • Rt. 29 • Rt. 50 • Rt. 7 	<ul style="list-style-type: none"> • Rt. 7 • Rt. 9 • Rt. 15 • Rt. 28 • Rt. 50 • Dulles Greenway 	<ul style="list-style-type: none"> • Rt. 234 • Rt. 294 • Rt. 1 • I-95 • I-66 • Rt. 28 • Rt. 29 • Rt. 15
Available Products	<ul style="list-style-type: none"> • Bike racks/Cycling • Carpool • Fairfax Connector • ShuttlePools • GIS density plots • HOV lanes • Metrorail & Metrobus • SmartBenefits Match Program • NuRide 	<ul style="list-style-type: none"> • Carpool • NuRide • Cycling – W&OD Trail to Route 7 • Employer Services • Flextime • Grant Program • GRH • Loudoun County Transit • Local Fixed Route Transit 	<ul style="list-style-type: none"> • Carpool • Casual carpooling – “Slugs” • Cycling to Park & Ride; PW Parkway Trail • Employer Outreach • GRH • HOV lanes • SmartBenefits • NuRide

	Fairfax County	Loudoun County	Prince William County
	<ul style="list-style-type: none"> • DATA E³Calc • ‘Pool Rewards • Bike Benefit Match Program • Park-n-Rides • REX bus • Ridematching • Reserved parking for car & vanpools • Smart Tag • SmarTrip bus fareboxes • TAGS bus • Telework Centers • TMA’s (4) • Four Connector Stores • Telework!VA Tax Credit • Regional GRH • Vanpools (50) • VanSave/Start • VRE • Commuter Friendly Communities Program • Best Workplaces for Commuters 	<ul style="list-style-type: none"> • Park & Ride • TMA Services DATA • Vanpool with VANSAVE and VANSTART • Silver Line Metroconnection • Green Business Challenge 	<ul style="list-style-type: none"> • OmniRide, Metro Direct, OmniMatch, OmniLink, Cross County Connector • Park & Ride • ‘Pool Rewards • Vanpool Property Tax Relief • Vanpool • VanSave/VanStart • VRE • On-The-Go travel training program
Current Marketing Conducted Locally	<ul style="list-style-type: none"> • New set of brochures • Bus interiors • Exterior bus Advertising • Cable TV ads • Datalerts • Vanpool formation presentations • E-mail newsletter: • Fairfax Fair/Reston and Herndon festivals/fall for Fairfax • Social media/web • HOV model display • Membership meetings • News releases • Print ads in local 	<ul style="list-style-type: none"> • Datalerts • Direct mail to Residents • Membership meetings • Email alerts to bus passengers • Print ads in Local Newspaper • News releases • Transportation fairs • Web site • Updated informational packets to real estate agents and HOAs • Quarterly newsletter for employers • Various displays at employer sites, 	<ul style="list-style-type: none"> • Community papers • Hispanic church bulletins • Direct mail • Employer outreach • Highway signage • Newsletter (OmniNews) • News media – print and online • Poster in employer sites • Press release • New Rider kits to new homeowners • Messages on phone hold service

	Fairfax County	Loudoun County	Prince William County
	<p>newspapers</p> <ul style="list-style-type: none"> • Direct mail to households near park & rides, bus routes • Promotions to Chambers of Commerce and business groups • Transportation fairs • Open houses /Supervisor’s town meetings/public mtgs • Transit booklet • News releases • Direct mail to community organizations • DATA Live More Commute Less SM website • DATA employer Council and EC Blog • DATA bilingual Rideharing coordinator scheduled in business • DATA monthly and quarterly e-publications • DATA Facebook 	<p>government facilities, and private business and retail establishments</p> <ul style="list-style-type: none"> • Earth Day activities • Car Free Day • Special holiday schedules for commuter buses during winter holidays • Green Business Challenge presentations • DATA Employer Council • DATA bilingual ridesharing coordinator scheduled in business 	<ul style="list-style-type: none"> • Articles/ in jurisdictional and HOA newsletters • Hispanic radio ads • Online ads on hyper local websites • Yellow pages online and inclusion in packets delivered to new phone numbers • Posters and seat drops on all buses • Special promos: Bike to Work Day; Dump the Pump Day; various transit fairs; community outreach events; Senior community presentations; Youth outreach programs targeted to children ages 4-19; PWC new teacher orientation day; Transition fairs for parents of disabled children • Web site • Rider Express eAlert system • Facebook

**RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY
CENTER/CORRIDOR**

Impacted Activity Centers	<ul style="list-style-type: none"> ▪ Tysons Corner Area ▪ Merrifield/Dunn Loring
Products	<ul style="list-style-type: none"> • Carpools and vanpools • Fairfax Connector • Metrobus/Metrorail • Teleworking • Telework!VA Tax Credit • TYTRAN's and Commuter Connections GRH program • Bike Benefit programs
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Private sector employees with 100+ employees <ul style="list-style-type: none"> • TYTRAN members <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, Commuter Benefit Program, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion

Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Virginia Mega Projects ➤ Bike to Work Day event ➤ Car Free Day ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web banners on several sites ➤ 'Pool Rewards outreach to employers <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and federal agencies ➤ Strategic plan update in fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via newsletter
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Language(s)	English
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Partners	COG
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	<p>DATA Health fair schedulers/coordinators LINK VDOT NVTC TAGS TYTRAN VDRPT VRide ENTERPRISE VANS WMATA Best Workplaces for Commuters (NCTR)</p>
Partner Contributions	<p>Commuter Benefit program (FCDOT) Coordination of marketing activity with TYTRAN for employer outreach VanSave VanStart VRide, ENTERPRISE and ABS vanpooling sales effort</p>
Evaluation	<p>Evaluate call reports for 800-745-RIDE Evaluate web hits for commuterconnections.org</p>

**RECOMMENDED MARKETING STRATEGIES
IMPACTED ACTIVITY CENTER/CORRIDOR**

Impacted Activity Centers	<ul style="list-style-type: none"> ▪ Fairfax Center/City of Fairfax/GMU ▪ Dulles Corridor ▪ South Dulles Area
Products	<ul style="list-style-type: none"> • Bicycling • DATA's services • GRH • 'Pool Rewards • Telecommuting/Teleworking • Telework!VA tax credit • Transit • Vanpools/Carpools to support Dulles Toll Road HOV Lane
Target Audiences	<p><i>Work End:</i> Airport Chamber/trade organizations Private sector employees with 100+ employees University Center Westfield's International Center</p> <p><i>Home End:</i> Residents in high SOV zip codes in Fairfax Center/GMU</p>
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, SmartBenefits, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion • Increase awareness of benefits of HOV lanes

<p>Recommended Marketing Strategy</p>	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web banners on several sites ➤ ‘Pool Rewards outreach to employers ➤ Car Free Day ➤ DATA Live More Commute LessSM community activities – 5K and golf tournament <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and federal agencies ➤ Strategic plan update in fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
<p>Language(s)</p>	<p>English and Spanish</p>
<p>Partners</p>	<p>Fairfax CUE DATA Fairfax County Employer Services LINK COG VDRPT VDOT MEGA PROJECTS VRide ENTERPRISE VANS VRE WMATA WABA</p>
<p>Partner Contributions</p>	<p>GRH promotional materials on board Fairfax Connector & Cue buses Match Program. VanStart</p>
<p>Evaluation</p>	<p>Evaluate call reports for 800-745-RIDE Evaluate web visits on commuterconnections.org</p>

RECOMMENDED MARKETING STRATEGIES IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	1-95/Springfield
Products	<ul style="list-style-type: none"> • Vanpools • Carpools • ShuttlePools • ‘Pool Rewards • Teleworking • Telework!VA tax credit • Transit - VRE, Metrobus, Fairfax Connector, Metrorail, Medical Center Shuttle to Metrorail Station
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • New businesses located in the region • Private sector employers with 100+ employees
Objective	<ul style="list-style-type: none"> • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, SmartBenefits, and teleworking. • Generate interest in surveying and subsidies to save on parking costs and assist employees with solution to traffic congestion
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Car Free Day ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web banners on several sites ➤ ‘Pool Rewards outreach to employers <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and federal agencies ➤ Strategic plan update in fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
Language(s)	English
Partners	American Legion Post 176 Fairfax County COG NVTC TAGS Springfield Mall

	VDRPT MEGA PROJECTS VRE WMATA
Partner Contributions	GRH promotional materials on board VRE and Fairfax buses Match Program VanSave VanStart
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate web visits on commuterconnections.org

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	Loudoun County North Dulles Area, Leesburg Area
Products	<ul style="list-style-type: none"> • Carpool • DATA • Loudoun County Transit • Local Fixed Route Bus Service • NuRide Rewards • Teleworking • Vanpool • Green Business Challenge
	<i>Home End:</i> Residences in high SOV zip codes
Objective	Increase awareness of benefits of GRH, time savings from HOV lanes and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web Banners on several sites <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
Language(s)	English
Partners	Loudoun County Office of Transportation Services DATA Fairfax Connector Loudoun County Transit Local Fixed Route Bus Service COG vRide Enterprise Rideshare VDRPT
Partner Contributions	GRH promotional materials on board Loudoun County buses
Evaluation	Evaluate monthly call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Centers	Prince William County Manassas Area, Dale City, Dumfries, Route 1 Corridor, Woodbridge Area, Lake Ridge, Gainesville
Products	<ul style="list-style-type: none"> • Casual Carpools (Slugs) • GRH • HOV I-95 and I-66 • NuRide • OmniLink / Cross County Connector local bus service • OmniRide / Metro Direct commuter bus service • Park & Ride lots • 'Pool Rewards • Rider Express e-mail service • Ridesharing, vanpools, carpools: PRTC OmniMatch
Target Audiences	<p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residents in high SOV zip codes <p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers of 100 or more employees
Objective	Increase brand recognition, awareness of ridesharing, benefits of GRH, time savings of I-495 Express lanes and I-95 HOV lanes and promote the OmniRide's Tysons Express service
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH. Program will target specific zip codes. ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit ➤ Web banners on several sites ➤ Outreach to Hispanic community ➤ Interaction through social media -- Facebook ➤ 'Pool Rewards outreach to employers ➤ NuRide outreach to Tysons commuters <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and federal agencies ➤ Strategic Plan update in fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing
Language(s)	English and Spanish
Partners	COG OmniLink

	OmniRide PRTC VPSI VRE
Partner Contributions	Free rides on OmniRide and OmniLink Free rides on VRE
Evaluation	Evaluate call reports for 800-745-RIDE Evaluate Web hits on commuterconnections.org Evaluate applications received for ridesharing information through Commuter Connections and PRTC OmniMatch programs. Evaluate activity of Customer Service call center. Area residents participate in the State of Commuter survey. Annual surveys on OmniRide and OmniLink buses and VRE trains.

CURRENT PROFILE OF IMPACTED ACTIVITY CENTERS/CORRIDORS

Suburban Maryland

	Frederick County	Montgomery County	Prince George's County
Impact Activity Centers	Frederick Area	<ul style="list-style-type: none"> • Bethesda/Friendship Heights • Gaithersburg/ Life Sciences Center • Germantown/ Clarksburg • Rockville • North Bethesda/White Flint • Silver Spring/Takoma Park/Wheaton • White Oak 	<ul style="list-style-type: none"> • Greenbelt/College Park Area • Konterra/Route 1 • New Carrollton /Largo
Other Important Areas		<ul style="list-style-type: none"> • Rock Spring Park 	<ul style="list-style-type: none"> • White Oak • National Harbor
Impacted Corridors	I-270 I-70 Rt. 15 Rt. 340	<ul style="list-style-type: none"> • I-270 • I-495 • US-29 • MD-117 • MD-118 • MD-124 • MD-185 • MD-193 • MD-355 • MD-410 • MD-650 • MD-97 • MD-29 • MD-200 	I-495 I-95 MD 5 Rt. 50 B-W Parkway US Route 1 MD Route 210 MD 458 MD 202 MD 4 MD 450 MD 193 MD 214
Available Products	<ul style="list-style-type: none"> • TransIT Buses • TransIT Meet-the-MARC Shuttles • Brunswick MARC line • Point of Rocks MARC line • Park and Ride lots • Personalized ride matching • 'Pool Rewards • School Pool 	<ul style="list-style-type: none"> • 5 TMDs (Silver Spring, N. Bethesda, Bethesda, Friendship Heights, Greater Shady Grove) • Annual employee surveys • Bike Paths • Bike Racks • Bike Sharing (Capital Bikeshare is coming) • MARC stations • Carpool parking & 	<ul style="list-style-type: none"> • Bike Trails • Carpools/Vanpools • Express Buses • GRH • MARC (Camden & Penn Line) • Metrorail, Metrobus • Park and Ride Lots • Personal Ride Match • 'Pool Rewards • Telework Centers • TPE Program

	Frederick County	Montgomery County	Prince George's County
	<ul style="list-style-type: none"> • Carpool and Vanpool • Vanpool Incentive Program • Cycling • Four Frederick County MARC Stations • MTA 991 Bus to Shady Grove Metro 	<p>discounts in Silver Spring & Bethesda</p> <ul style="list-style-type: none"> • <i>TRiPS</i> Commuter Stores • Express Buses • GRH • HOV lane • Metrorail • Park & Ride Lots • Personalized ride matching & trip planning • 'Pool Rewards • Ride On local bus service • Downtown Circulators in Silver Spring and Bethesda • TPE program • MD Commuter Tax Credit • MC Home Telecommuting Tax Credit • Transportation Fairs & Commuter Information Days 	<ul style="list-style-type: none"> • <i>TheBus</i>- County Local Bus Service

	Frederick County	Montgomery County	Prince George's County
Current Marketing Conducted Locally	<p><i>September - November</i></p> <ul style="list-style-type: none"> Local Radio Stations 103.1 & 106.9 morning and afternoon traffic sponsorship <p><i>September</i></p> <ul style="list-style-type: none"> Business Appreciation Week Free TRANSIT rides to support Car Free Day Frederick County Chamber Expo In the Street Community Fair Frederick County Fair Frederick Community College table display Google trip-planning sessions (3) <p><i>October</i></p> <ul style="list-style-type: none"> Elder Expo <p><i>January</i></p> <ul style="list-style-type: none"> State Legislative Reception- Annapolis <p><i>February</i></p> <ul style="list-style-type: none"> Design-An-Ad campaign with middle school students from Frederick County Public Schools <p><i>April</i></p> <ul style="list-style-type: none"> Ft. Detrick's Earth Day Celebration Frederick Community College 	<p><i>August</i></p> <ul style="list-style-type: none"> County Fair Ethnic Heritage Event <p><i>September</i></p> <ul style="list-style-type: none"> CarFree Day Outdoor Ad Campaign Walk & Ride <p><i>October</i></p> <ul style="list-style-type: none"> Annual Commuter Survey Ride On Rodeo Radio Ads on GRH <p><i>April</i></p> <ul style="list-style-type: none"> Earth Day <p><i>May</i></p> <ul style="list-style-type: none"> Public Works Week Bike to Work Day <p><i>June</i></p> <ul style="list-style-type: none"> Clean Air Partners Dump the Pump <p><i>Throughout the year:</i></p> <ul style="list-style-type: none"> Print/Radio/Website Ads Ride On bus interior cards, bus exteriors bus shelter ads Chamber ads Chamber events: Business Expos and networking events; Street Banners, Posters Employer worksite events, including Commuter Information Days, benefit fairs, special theme events Community 	<ul style="list-style-type: none"> April Earth Day Community Partner's Event May Bike to Work Day June- Summer Youth Employee's Orientations August National Night Out September County Fair Hispanic Festival Senior Picnic & Fitness Day October, November, December Transforming Neighborhood Initiative (TNI) Fairs <p>Throughout the Year</p> <ul style="list-style-type: none"> Commuter Fairs The Bus route marketing Employer Outreach Events E-News letters Print/ Radio Ads Movie Theater Commercials Comcast RideShare Transit Commercials TPE Program Community Transportation Fairs The Bus interior Cards & Bus Shelter ads Capitol Heights Community Outreach EDC Employer Outreach Brunch and Other EDC

	Frederick County	Montgomery County	Prince George's County
	<p>Transitioning Fair</p> <ul style="list-style-type: none"> • Free TransIT rides for Earth Day celebration <p>May</p> <ul style="list-style-type: none"> • Bike to Work Day • Ft. Detrick's Safety Awareness Day Event <p>June</p> <ul style="list-style-type: none"> • Dump The Pump Day <p>Throughout the year:</p> <ul style="list-style-type: none"> • Television Ads on county's public access channel for transit • Daily On-Line ads in Frederick News-Post and Comcast.net for TransIT and Rideshare • Print/Radio Ads • Community Outreach Events <p>TransIT bus interior cards for Commuter Connections and Clean Air Partners</p>	<p>Outreach Events</p>	<p>events</p> <ul style="list-style-type: none"> • Housing Expo • Vendors Fair for Seniors • City of Bowie Fair • Congressional Black Caucus Employer Fair • Mel Franklin Annual District 9 Day Event • Federal Spring Estates' Fall Community Fair • Military Base Transportation Fairs

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTER/CORRIDOR	
Impacted Activity Center	Frederick County Frederick Area
Products	<ul style="list-style-type: none"> • Carpool • Public Transit - TransIT • Telecommuting/Teleworking • Maryland Telework Partnership for Employers (MD) • ‘Pool Rewards • School Pool • Vanpools
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers with 100 or more employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residences along service routes for TransIT • Residents who have recently moved to area • Residents in high SOV zip codes
Objective	Increase awareness of benefits of GRH, vanpool subsidy, and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Direct mail programs in fall and spring will focus on Commuter Connections overall services with an emphasis on ridesharing with the support GRH. Program will target specific zip codes. ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites ➤ ‘Pool Rewards outreach to residents <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English, some materials in Spanish
Partners	COG Frederick County MARC VPSI
Partner Contributions	GRH promotional materials on TransIT

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTERS/CORRIDOR

Impacted Activity Centers	<p>Montgomery County Bethesda/Friendship Heights, Gaithersburg/ Life Sciences Center, Germantown/Clarksburg, Rockville/North Bethesda, Silver Spring/Takoma Park/Wheaton, White Oak</p>
Products	<ul style="list-style-type: none"> • Bicycling • Carpools/Vanpools • Commuter Services Section • TRiPS Transit Stores near Silver Spring and Friendship Heights Metro • HOV lanes • Public Transit - Metrorail, Metrobus, Ride On , MARC rail, VanGo Shuttle, Bethesda Circulator • Silver Spring TMD • Friendship Heights TMD • Greater Shady Grove TMD • North Bethesda TMD operated by TAP under County auspices • Bethesda TMD operated by BUP under County auspices • Maryland Commuter Tax Credit • Smart Benefits Programs • ‘Pool Rewards • Telework/telecommuting
Target Audiences	<p>Work End:</p> <ul style="list-style-type: none"> • Chamber/Trade Organizations • Private employers with 100+ employees • Private employers with 25+ employees • Real Estate and relocation companies • Office building management/leasing agents • Major retailers • Human Resources departments & associations • Commuters at CIDs and other events. <p>Home End:</p> <ul style="list-style-type: none"> • Residents in high SOV zip codes proximate to transit throughout the County, especially Silver Spring/Takoma Park, Wheaton, and Gaithersburg; I-270 & Rt. 29 Corridors • Residents in multi-family residences in NBTMD and in transit/activity centers •
Objective	<ul style="list-style-type: none"> • To improve traffic congestion and air quality in Montgomery County by encouraging employers to adopt high-level commuting benefits and complete a Traffic Mitigation Plan and by encouraging alternative transportation use among SOV commuters. • Generate interest by employers for the productivity gains from adopting Commuter Connections' "benefit package" including GRH, transit subsidies, ridematching, and teleworking. • Generate interest in surveying and subsidies to save on parking costs

	<p>and assist employees with solutions to traffic congestion</p> <ul style="list-style-type: none"> • Home End for Silver Spring/Takoma Park/Wheaton only: • Increase awareness of benefits of GRH, time savings from HOV lanes and convenience and cost-savings of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> • Bike To Work Day event • Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users • Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH and Transit • Ride On bus exterior ads, interior cards and bus shelters • Web Banners on several sites • Ads in phone book • Strategic Plan update in Fall • Updating all collateral with changes throughout year • Web site marketing • Radio spot • Updated collateral • Monthly Better Ways To Work e-newsletter to employers and Federal agencies • Walk & Ride • Car Free Day • ‘Pool Rewards outreach to employers and residents
Partners	<p>Bethesda TMD operated under County contract by BUP Friendship Heights TMD Greater Shady Grove TMD MARC MDOT M-NCPPC MTA Montgomery County Commuter Services North Bethesda TMD operated under County contract by TAP City of Rockville City of Gaithersburg City of Takoma Park RIDE ON Silver Spring TMD Vanpool companies Car sharing companies WMATA WABA</p>
Language(s)	English, Spanish, Chinese; other languages to be considered
Partner Contributions	<p>SmartBenefits Promotion of Commuter Connections Ridematching System by outreach teams GRH promotional materials on Ride On & MARC, plus by outreach teams Ride On bus exteriors, interior cards, bus shelters</p>

RECOMMENDED MARKETING STRATEGIES PER IMPACTED ACTIVITY CENTERS/CORRIDOR	
Impacted Activity Centers	Prince George's County Greenbelt/College Park Area, Konterra/Route 1, New Carrollton/Largo Area
Products	<ul style="list-style-type: none"> • Carpools • 'Pool Rewards • Public Transit • Telecommuting/Teleworking • Vanpools
Target Audiences	<p><i>Work End:</i></p> <ul style="list-style-type: none"> • Employers with 100+ employees <p><i>Home End:</i></p> <ul style="list-style-type: none"> • Residences by free shuttle for <i>TheBus</i> • Residents relocating to Impacted Activity Center Areas • Residents in high SOV zip codes
Objective	Increase awareness of benefits such as GRH and convenience of transit
Recommended Marketing Strategy	<ul style="list-style-type: none"> ➤ Bike To Work Day event ➤ Public relations effort and promotions to improve awareness of commuting alternatives and the safety net of GRH and success stories achieved by enrolled users ➤ Rotate radio ads for fall and spring campaign that focus on the overall services of Commuter Connections as well as the specific services including ridesharing, GRH, Telework and Transit ➤ Web Banners on several sites ➤ 'Pool Rewards outreach to employers and residents <p>Operations Center</p> <ul style="list-style-type: none"> ➤ Ads in phone book ➤ Quarterly newsletter to employers and Federal agencies ➤ Strategic Plan update in Fall ➤ Updating all collateral with changes throughout year ➤ Web site marketing <p>Telework</p> <ul style="list-style-type: none"> ➤ Support via Newsletter
Language(s)	English, with Spanish in Langley Park area
Partners	WMATA Prince George's County Rideshare Division <i>TheBus</i> COG
Partner Contributions	GRH write up in schedules for <i>TheBus</i>
Evaluation	Evaluate call and web reports

TDM RESEARCH SUMMARIES

Available research regarding information on alternative transportation products in the Washington metropolitan region and about behaviors and attitudes towards alternative transportation have been summarized and analyzed in the following section.

In order to design an effective marketing plan, we must first build the profile of our audience -- their commuting preferences based on their perceptions and their environment. Following are highlights from available research conducted from 2008 to 2013.

The summaries and analyses of the following research served to develop and refine the marketing strategy adopted for each impacted activity center and corridor previously described in this document.

RESEARCH SUMMARIES LISTED IN THIS SECTION:

- METROPOLITAN WASHINGTON REGION VANPOOL SURVEY (NOVEMBER 2008)
- CARSHARE SURVEY 2008 (JANUARY 2009)
- EMPLOYER SATISFACTION SURVEY (JULY 2009)
- TRANSPORTATION EMISSION REDUCTION MEASURES 2008 – 2011 TDM EVALUATION PROJECT REVISED EVALUATION FRAMEWORK (MAY 2010)
- CONGESTION MANAGEMENT PROCESS (CMP) TECHNICAL REPORT (SEPTEMBER 2010)
- CREATIVE CAMPAIGN QUALITATIVE RESEARCH FINDINGS FOR MARKETING TERM (NOVEMBER 2010)
- 2010 PERFORMANCE OF HOV FACILITIES ON FREEWAYS IN THE WASHINGTON REGION (MAY 2011)
- BIKE TO WORK 2010 SURVEY REPORT (MAY 2011)
- STATE-OF-THE-COMMUTE SURVEY REPORT (JUNE 2011)
- TRANSPORTATION EMISSION REDUCTION MEASURE (TERM) ANALYSIS REPORT FY 2009-2011 (JANUARY 2012)
- ANNUAL PLACEMENT SURVEY REPORT OF APPLICANT DATABASE FY12 (MAY 2012)
- METRORAIL STATION ACCESS ALTERNATIVES STUDY (JULY 2012)
- FY 2012 GRH CUSTOMER SATISFACTION SURVEY REPORT (MARCH 2013)
- FY 2013 WASHINGTON REGION GRH PROGRAM SURVEY NOVEMBER 2013)
- FY 2013 BALTIMORE REGION GRH PROGRAM SURVEY (NOVEMBER 2013)

NOVEMBER 2008
METROPOLITAN WASHINGTON REGION VANPOOL SURVEY
COMMUTER CONNECTIONS

Commuter Connections recently completed its 2008 survey of area vanpool operators in order to analyze vanpooling practices and trends since the last survey conducted in 2002. 684 surveys were sent to vanpool drivers and a total of 408 surveys were completed via telephone, postal mail, internet, or fax, a 60% response rate. A Vanpool is defined as a group of 7–15 people who commute together in a van on a regular basis. Generally, one person is responsible for driving and maintaining the van, with expenses shared by all riders. The van may be owned by an individual or leased from a private agency. Sometimes businesses own and operate vanpools as an employee benefit, often providing the service to employees at a reduced rate. Vanpooling assists employers in recruiting employees, improving morale and reducing tardiness. Vanpooling cuts stress, saves commuters money, and if HOV lanes are used, vanpooling can also reduce commuting times. Vanpools are extremely efficient for long-distance commuting. One vanpool can take as many as 14 cars off the road, resulting in reduced traffic congestion and pollution.

The survey collected data in four primary areas: 1) van ownership and operation; 2) vanpool use and travel patterns; 3) availability and use of vanpool assistance and support services; and 4) issues of potential concern to vanpool drivers.

Ownership and Operation

On average, vanpools have been in operation 9.9 years and vanpool drivers have been driving their vans an average of 6.0 years. About a third (31%) of the vanpools had been in operation for 10 years or longer and a quarter (24%) had operated for between five and nine years. The remaining 45% had been in operation fewer than five years.

A majority of vans are owned by leasing agencies. Van owners pay for insurance at an average annual cost of \$2,548. The average vanpool capacity is 10.5 people.

Use and Travel Patterns

About half of those surveyed ride in vanpools of 10 or less regular members. The mean number of regular members is 10.5 and the mean number of riders on a typical weekday is 9.0.

Drivers' average one-way distance from home to work is 48.6 miles. More than 50 percent make one stop at a central meeting place to pick up passengers. The average line-haul (from last pick-up to first drop-off) is 39.5 miles. Almost three out of four vanpools (72%) use an HOV lane during the commute. Seventy-six percent of surveyed vanpools originate in Virginia. Forty-three percent travel to D.C., thirty-six percent to Northern Virginia, and fourteen percent to Maryland.

Availability and Use of Assistance and Support Services

Sixteen percent of respondents received employer assistance in forming their vanpools; 56 percent received no assistance. The vast majority—94 percent—receive one or more commuter-support services. These include subsidies, Metrochek/SmartBenefits, guaranteed ride home, flexible hours, and priority parking. Free parking at work is enjoyed by 66 percent of respondents. Eighteen percent pay less than \$100 per month for parking.

The number of surveyed vanpools crossing the Beltway declined from 1989 to 2002 and declined again from 2002 to 2008. The numbers decreased from 541 vanpools in 1989 to 313 in 2002 and to 223 in 2008. This decrease in the proportion of sampled vanpools crossing the Beltway suggests a

change has occurred in the orientation of vanpools trips and/or the number of passengers carried in vanpools in the central Washington DC area.

Issues of Potential Concern

Respondents' primary concern is congestion in HOV lanes. Other concerns, ranking from highest to lowest, include finding new riders, finding back-up drivers, Express lanes along my route, the rising cost of insurance, and limited HOV hours.

JANUARY 2009
CARSHARE SURVEY 2008
NATIONAL CAPITAL REGION TPB COMMUTER CONNECTIONS PROGRAM

Section 1: Introduction

This report presents the results of the regional Carshare Survey conducted for Commuter Connections in 2008. Several jurisdictions and agencies in the Washington region, including Washington, D.C., Arlington County, Virginia, City of Alexandria, Virginia, Montgomery County, Maryland, and the Washington Metropolitan Area Transit Authority (WMATA), sponsor or support the operation of a carshare program in the region. These entities were interested in learning more about carshare users' experience with the program and exploring the impact of carsharing on travel patterns in the region. The survey was conducted for three primary purposes:

- Examine characteristics of carshare trips
- Examine travel changes made in response to carshare availability
- Examine auto ownership and use changes in response to carshare availability

The survey was administered online to registered members of the Zipcar carshare program in March 2008. (Prior to survey implementation, a merger between Zipcar and Flexcar had taken place. Flexcar members who converted their membership to Zipcar following the merger were included, but Flexcar members who did not join Zipcar could not be identified, so were not included.) Out of approximately 28,000 Zipcar members, the survey ultimately generated a total of 4,932 usable responses, for a total response rate of 17.6%.

Section 2: Survey Results

Demographic characteristics:

- Employment: 93% of the car-share survey respondents said they were employed, either full-time or part-time.
- Gender: 56% of the respondents were female. 13% respondents were under 25 years old, and 61% were under 35 years old.
- Race: Caucasians accounted for 75% of respondents. African-Americans, Asians, and Hispanic/Latino respondents accounted for about ten percent, seven percent, and five percent, respectively, of respondents.
- Income: 36% had household incomes of less than \$60,000 per year, 30% had incomes of \$60,000 to \$99,999, and 34% had incomes of \$100,000 or more per year.
- Home location: Two-thirds of respondents said they live in the District of Columbia. Arlington County, Virginia, and Montgomery County, Maryland, were the home locations of 13% and seven percent of respondents, respectively. Small percentages of respondents said they lived in other jurisdictions.
- Work location: Almost three-quarters quarters of respondents said they work in the District of Columbia, nine percent worked in Arlington County and seven percent worked in Montgomery County.
- Household size: 35% lived alone and 41% said their household had only two persons.
- Vehicles: Two-thirds said their household did not own or lease any vehicle for household members' use. About a quarter of carshare users had one vehicle per household and only 10% had two or more vehicles.
- Distance from Home to Bus Stop: 81% lived less than ½ mile from the nearest bus stop. Another 14% lived between ½ mile and 1 mile away. The remaining five percent lived more than 1 mile away.

Program membership characteristics: All respondents reported being current carshare members. 83% of registrants participated at some time in Zipcar and 32% participated in Flexcar. 95% of Flexcar members

and 91% of Zipcar members said they had personal versus organizational carshare accounts. Most joined carsharing in the past three years.

- The most common source of information about carsharing was word of mouth or referral from a friend or family member, followed by seeing a carshare vehicle parked in a carshare parking space on the street, parked in another location, or being driven on the road. The other most common source was advertisements.
- Motivations for carsharing included: didn't own a car (67%), liked carshare concept (53%), eliminate hassle of owning a car/buying a second car (46%), saving money (41%), environmental concern (32%), can't afford to own/garage a car (29%), emergency transportation (26%), car not working (5%), and employer offered (4%).

Typical carshare use:

- Frequency: 30% said they did not rent a carshare vehicle at all. 48% said they rented carshare vehicles one or two times. 10% rented three times and 12% rented four or more times.
- Trip purposes: 28% of respondents said they used their accounts for both personal and work-related trips. 69% used carsharing for personal trips only and the remaining three percent said they used their account only for business-related trips.
- Timing: 52% of the previous month's carshare trips were made on weekdays and 48% of trips were made on weekends. But because there are five weekdays and only two weekend days, carshare use was actually concentrated on weekends. On average 10% of weekly carshare trips were made each weekday and 24% were made per weekend day.
- Locations: Carshare pickup locations were close to most members' homes and work locations, with most being less than five blocks away. The dominant pick-up facility was an on-street parking space.

Most recent carshare use:

- 28% said they had rented a carshare vehicle within the past week. 24% said their last rental was one to two weeks ago. 17% had rented a carshare vehicle three to four weeks ago. The remaining 31% had last used carsharing at least one month ago.
- Four in ten rental pick-ups were made between 10:00 a.m. and 2:59 p.m. About three in ten rentals occurred in the late afternoon or early evening.
- 30% reported they returned their last rental within two hours of the pick-up time and another 36% returned the car three or four hours after pick-up. 23% of rentals lasted longer than six hours; five percent kept the car for more than a full day.
- 44% covered fewer than 20 miles and 67% covered fewer than 40 miles. 10% of trips were between 100 and 250 miles and two percent were more than 250 miles.
- The majority of trips were for shopping, followed by social/entertainment.

Changes in auto ownership since joining carshare:

- 27% reduced the number of vehicles in their household
- 58% made no change
- 5% increased their number of vehicles.

Work travel patterns of carshare users:

- The overwhelming majority of respondents reported that they used a non-drive-alone mode of travel to get to work or school, with 47% on Metrorail, 24% biking/walking, and 17% on a bus. Only 6% drove alone.

Changes in driving miles since joining carshare:

- Before carsharing, 42% drove 5,000 or more miles per year.
- After joining carsharing, only 28% drove this far in a year.

Changes in other mode trip patterns since joining carshare:

- Slight increases in the use of other non-drive modes were reported.
- Overall, respondents made an average of 16.7 trips weekly after joining carsharing. This represented a 13% reduction from the pre-carsharing trip making, when respondents made 19.3 trips per week.

Changes in home/work locations since joining carshare:

- 43% of respondents said they had moved their home and/or work locations since joining carsharing.
- Carsharing, however, appears to have had only a modest influence on respondents' decisions to move.

Carshare satisfaction:

- 85% said they were either satisfied (rating of 4 on a 5-point scale) or very satisfied (rating of 5).
- Only 3% said they were unsatisfied with carsharing (rating of 1 or 2).

Section 3: Conclusions

Overall, several conclusions related to the travel impacts of carsharing rise to the top of importance. Carshare availability appears to influence net reductions in car ownership, driving miles, and driving trips by carshare users, several travel-related changes that are desirable from a TDM perspective. These changes are relatively small, however, because many carshare users did not own personal vehicles before they joined carsharing. But about 27% of carshare users reduce their number of household vehicles after joining carsharing, and carsharing appears to have influenced this reduction for about four in ten of these carshare members.

About two in ten carshare users either started or increased their use of non-drive alone modes after joining carsharing. But many of these respondents were using alternative modes already for most or all of their commute trips, thus only about one in five reduced driving trips. And only one in four said they would not have made these commute changes if carsharing had not been available. When these changes are translated into daily impacts, they result in estimated reductions of about 325 daily vehicle trips reduced and about 3,650 daily VMT reduced.

Carshare users appear to reduce their total annual driving miles, for all trip purposes, by about 1,675 miles per carshare user. About 29% of carshare users actually increase their annual miles, because for members who did not own a car before joining carsharing, carsharing represents increased vehicle access. But 36% reduce driving miles and the per-person reductions tend to be higher than the per user increases, resulting in a net decrease in miles across all carshare users. Carshare users also appear to reduce their weekly driving trips by about 3.7 trips and make a small additional number of trips by non-driving modes. The driving trip reductions are greater than the replacement alternative mode trips, however, resulting in a net reduction in all trips.

Asked about actions they might take *if carsharing was no longer available to them*, respondents' responses fell into three primary types: 1) use other auto option, 2) use alternative modes, and 3) alter trip-making behavior. A large segment of respondents said they would take actions that afforded them continued vehicle access. 44% said they would use a taxi more often, 28% said they would buy a car, and 12% would drive more often in a vehicle they currently own. A sizeable percentage of respondents also said they would use alternative transportation options more often, including riding a bus or train (32%), riding as a passenger (22%), or biking or walking (18%). In essence, these respondents would continue to make current trips but, with some accommodation of mode use. Numerous respondents reported that the *loss of carsharing would alter their ability* to make the types of trips they now make or when they make those trips. 36% said they would make fewer trips, 15% said they would travel to different destinations, and 5% said they would travel at different times of day.

JULY 2009
EMPLOYER SATISFACTION SURVEY
NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD COMMUTER
CONNECTIONS PROGRAM

In 2009, Commuter Connections surveyed a random sample of employers that participate in its Employer Outreach program to document their attitudes, opinions and satisfaction regarding the products and services provided by Commuter Connections and its local member organizations. Commuter Connections has administered the Employer Outreach program since 1997. Respondents' companies typically were long-time participants in both commute services and Commuter Connections Employer Outreach.

Indeed, 73% of respondents' companies had offered commute services three years or longer and 87% offered them for at least two years. Only five percent said they started offering commuter services within the past year. Two-thirds had been involved with Commuter Connections for three years and 81% had participated for at least 2 years.

The survey report provides results for five categories of information. For executive summary purposes, the category presentation order has been rearranged to the following:

- Awareness and satisfaction with Commuter Connections' network representative
- Use of and satisfaction with Commuter Connections services
- Interest in training opportunities sponsored by Commuter Connections
- Company background
- Worksite commuter services offered

Awareness and Satisfaction with Commuter Connections' Network Representative

Although more than 70% of respondents said they had been involved in or responsible for managing or delivering commuter services at their worksite for at least two years, only 30% of respondents could name their Commuter Connections network representative.

Six in ten (62%) respondents said they had some form of communication with their representative in the past year, including telephone, postal mail, email, or personal visit. About half said they had more than one contact, with the predominant response being "a few times during the year." One in ten said they had multiple contacts in a month. But 37% said they had not had any contact in the past year and 13% said they never had contact with their representative.

The large majority (85%) of respondents said they were satisfied with the level of contact that they had with their representative, rating it "about right." About four percent said the number of contacts was either somewhat or much more than they wanted. Only 12% said they wanted a higher level or greater frequency of contact.

Respondents' ratings on their satisfaction with the level of contact differed by how much contact they had with the representative. 95% of respondents who had at least one contact per month and 90% of those with at least one contact during the year said they thought the level of contact was "about right." By contrast, 28% of respondents who had not had a contact in the past year said the level of contact was less than they wanted. But the fact that 71% of these respondents said having no contact was "about right" indicates that some respondents did not feel it necessary to hear from or see their representatives.

Three-quarters of respondents said their preferred mode of communication with/from their Commuter Connections network representative was email. The remaining employers were divided between postal mail (12%) and phone (10%).

When asked to rate their Commuter Connections network representative on a variety of customer service features, respondents gave uniformly high marks. At least nine in ten respondents rated their representative a 4 or 5 (excellent) on a 1 to 5 point scale for professionalism (95%), willingness to help (94%), timeliness of service delivery (93%), responsiveness to their requests/questions (93%), enthusiasm about Commuter Connections and its products and programs (92%), knowledge of Commuter Connections and/or local ridesharing and transit products (92%), and their ability to provide information that is helpful to the company and employees (90%). Representatives also received high scores for knowledge of local transportation and air quality issues (86% rating of 4 or 5).

Use of and Satisfaction with Commuter Connections Services

Seven in ten respondents said they were satisfied overall with the services they received from Commuter Connections; 47% gave an overall rating of “5” on a 5-point scale (very satisfied) and 24% gave a rating of “4.” A large share of respondents also said they were likely to recommend Commuter Connections services to another employer. Only six percent said they were unlikely or very unlikely.

A few respondents cited specific suggestions for program improvements they believed would enhance Commuter Connections’ effectiveness in promoting commuter programs and in assisting organizations to develop commuter programs, but 86% offered no suggested improvements.

More than half of the employers said Commuter Connections’ services had been either useful (22%) or very useful (30%). Two in ten said they had not been useful. The services that were rated as most useful generally were the same services that were used most often. Seven in ten respondents reported that personal assistance (76%), information brochures (71%), and the website (68%) had been somewhat or very useful. Posters (59%), special events (56%), workshops (45%), and rideshare density plot maps (41%) formed a second tier of value to respondents.

Commuter Connections’ employee travel survey service had been used by 21% of respondents in the past year. One percent of respondents said they had used another commute survey. Respondents who reported using a Commuter Connections survey were disproportionately located in Montgomery County, however, suggesting that some Montgomery County employers were confused about the source of the survey (since Montgomery County administers a regulation that requires some employers to conduct periodic surveys of employees’ travel patterns).

Interest in Training Opportunities Sponsored by Commuter Connections

At least a third of employers expressed substantial interest in training on: general information on commute program management (35%), information on Commuter Connections services that were available to employers and commuters (37%), legislative and tax issues related to travel and commuting (36%), and transit financial incentives (34%). About two in ten respondents said they had moderate interest on each of these services.

A second tier of services garnered substantial support from about two in ten respondents. These topics included telework (25%), Air Quality Action days (23%), vanpool formation assistance (18%), Live Near Your Work (19%), and monitoring and evaluation (17%). Another two in ten respondents reported moderate interest in these topics.

Company Background

Survey respondents were distributed primarily among three jurisdictions:

- Montgomery County, Maryland: 62%
- Fairfax County, Virginia: 12%
- District of Columbia: 10%

Smaller percentages of respondents reported worksites in other jurisdictions. The sample distribution was very close to the actual distribution of employers in the Commuter Connections database.

The size of employers responding to the survey likewise was very close to the size distribution of employers in the Commuter Connections database. About 60% of the respondents said their company employed fewer than 100 employees in the Washington region; 24% said the firm employed between one and 25 employees and 36% employed between 26 and 99 employees. About a quarter had between 100 and 250 employees and 17% employed 251 or more employees.

The overwhelming majority of respondents worked either for a private company (70%) or a nonprofit organization or association (22%). Only eight percent worked for a government agency. The very small share of government employers reflects the focus of the Employer Outreach program on non-governmental employers.

Respondents were asked to describe the primary type of work conducted by the organization. While many industries were represented, four accounted for about half of the employers in the sample: business services / consulting (15%); nonprofit or advocacy firms (12%); financial, insurance and real estate employers (11%); and government / public administration (10%). Other common businesses included retail sales (9%); medical (8%); legal, accounting, architecture/engineering (7%); and hospitality, hotels, and restaurants (7%).

Respondents were asked how many worksites their organizations maintained in the Washington, D.C. metropolitan region. About half (52%) said they had only one site in the region. Another quarter (26%) had between two and four sites. Only 22% had five or more sites.

Respondents that said they had more than one worksite in the Washington region were asked whether they manage or administer commuter services only for the worksite where their office is located or for multiple worksites in the region. About two-thirds said they managed the commuter program only for the site where they worked; the remaining one-third said they managed commuter services for multiple sites. When these results were combined with those of the question about the number of worksites in the region, 82% of employers managed commuter services for just one site and 18% managed commuter services for more than one site.

As for who at a company is the most likely representative to contact about commuter service assistance, respondents represent varied organizational roles. The most common functional roles were human resources, cited by about four in ten respondents, and general management or office management, named by 23% of respondents. Twelve percent said they were senior managers and 11% said their role was facilities management. Six percent named financial management or accounting and three percent said they were administrative employees.

Worksite Commuter Services Offered

Respondents were given a list of 20 commuter assistance services in four broad categories:

- Information / support: 59% said employees had access to general commute info, 52% said transit schedules were available, and a third cited Guaranteed Ride Home. About a quarter named Air Quality Action information (25%) and ridematching (22%). Moreover, four in ten employers would consider offering Air Quality Action information and a third would consider ridematching. About a quarter of employers said their companies would consider making general commute information, transit schedules, and GRH available to employees.
- Financial incentives: 54% said they currently offered SmartBenefits. Other commonly available services were SmarTrip cards, offered by 43% of employers, and pre-tax accounts, offered by

30%. About 10% of respondents said carpool and vanpool subsidies were available to their employees. Only four percent said they offered bike or walk incentives and four percent said they provided vanpooling assistance. An additional 15% said they might consider offering SmartBenefits service to employees, 17% said they would consider offering SmarTrip cards, 24% would consider allowing employees to set aside a portion of their salary in a pre-tax transportation account, and 19% would consider providing a carpool/vanpool subsidy. Interest in a bike/walk incentive was particularly high.

- On-site facilities: The most common onsite facility was free parking, available at 70% of the worksites. Bike racks and showers/personal lockers were named by at least four in ten respondents. Preferential parking for carpools and vanpools, promotion of carsharing, and shuttle to transit stop or station were available to at least 16% of respondents. A third of respondents said they might consider promoting carsharing and 18% said they might consider offering preferential parking.
- Work schedule options: 64% said employees at their worksite were permitted some flexibility in their start and stop times. More than half said employees at their location were permitted to telework and a third said compressed work schedules were available. About 17% of respondents said they might consider implementing a compressed work schedule, but fewer than 10% of respondents said they would consider either flextime or telework.

MAY 2010

**TDM EVALUATION PROJECT TRANSPORTATION EMISSION REDUCTION MEASURES
REVISED EVALUATION FRAMEWORK 2008 – 2011**

Background

Commuter Connections, a regional network of transportation organizations coordinated by the Metropolitan Washington Council of Governments (COG), is responsible for implementing five Transportation Emission Reduction Measures (TERMs) to support the metropolitan Washington region's efforts to meet federal transportation and clean air mandates. The TERMS are periodically evaluated to assess their effectiveness.

Evaluation and analysis of the TERMS began in 1997, and has continued to provide decision makers, partners and stakeholders with timely, useful, and meaningful information on TERM performance. The *TERM Revised Evaluation Framework 2008 – 2011 Report* provides the current framework and methodology to be followed in assessing the TERMS' results.

TERM Descriptions

- Maryland and Virginia Telework: Provides information and assistance to commuters and employers to further in-home and telecenter-based telework programs.
- Guaranteed Ride Home: Eliminates a barrier to use of alternative modes by providing free rides home in the event of an unexpected personal emergency or unscheduled overtime to commuters who forego solo driving.
- Employer Outreach: Provides regional outreach to encourage large, private-sector employers to voluntarily implement commuter assistance strategies that will contribute to reducing vehicle trips to worksites, including the efforts of jurisdiction sales representatives to foster new and improved in-house trip reduction programs.
- Mass Marketing: Involves a large-scale, comprehensive media campaign to inform the region's commuters of services available from Commuter Connections as one way to address commuters' mobility frustrations.
- Integrated Rideshare Software Upgrades Project: Improves the quality and delivery of alternative mode information and provides transit, park & ride, and telecenter information to all commuters who receive a ridesharing matchlist.

In addition, Commuter Connections operates the Commuter Operations Center (COC), which—although not an “official” TERM—supports the five TERMS described above. The COC provides direct commuter assistance services, such as carpool and vanpool matching, via phone and the Internet.

Methodology

- The full *TERM Revised Evaluation Framework 2008 – 2011 Report* describes the methodology and numerous surveys and other data collection tools developed to estimate the TERMS' impacts for the period from July 2008 through June 2011 (FY 09-11).
- These impacts then will be compared against the goals established for each TERM by COG's National Capital Region Transportation Planning Board (TPB), the region's designated Metropolitan Planning Organization (MPO).
- The TERM evaluation framework and analysis reports are reviewed by the Commuter Connections Subcommittee and the TDM Evaluation Group.

Four previous evaluation frameworks have been prepared for the following time periods:

- January 1997 through June 1999 (1997-1999)
- July 1999 through June 2002 (1999-2002)

- July 2002 through June 2005 (2002-2005)
- July 2005 through June 2008 (2005-2008)

Framework Changes

- The current evaluation framework builds on the framework used in the 2008 – 2011 TERM Evaluation Framework (May 18, 2010) 2005 – 2008 analysis—albeit with several changes.
- Modifications to the TERM evaluation framework for 2008 – 2011 were made to address changes in some TERMS (such as the end of the InfoExpress Kiosk component of the Integrated Rideshare TERM, and the end of the Virginia component of Maryland and Virginia Telework in June 2009).
- Changes also were made to the framework to update the methodology to reflect methods applied in the 2005 – 2008 TERM analysis. These are described in the full report.

Performance Measures

The evaluation process outlined in this framework allows for both ongoing estimation of program effectiveness and for annual and triennial evaluations. Two types of performance measures are included in the evaluation process to assess effectiveness.

First, measures reflecting commuters’ and users’ awareness, participation, utilization, and satisfaction with the program, and their attitudes related to transportation options, are used to track recognition, output, and service quality.

Second, program impact measures are used to quantify six key outcome results, including:

- Vehicle trips reduced
- Vehicle miles of travel (VMT) reduced
- Emissions reduced (Volatile Organic Compounds (VOC), Oxides of Nitrogen (NO_x), Particulate Matter (PM_{2.5}), and Carbon Dioxide (CO₂) and other associated greenhouse gases)
- Energy reduced (fuel saving)
- Consumer savings (commuting costs saved)
- Cost effectiveness, in terms of cost per benefit obtained (e.g., cost per trip reduced)

Calculation Factors

The evaluation process uses several calculation factors derived from surveys of Commuter Connections’ program applicants and/or the general public. These factors include:

- Placement rate (percent of commuters who shift to alternative modes)
- Vehicle trip reduction (vtr) factor (average daily trips reduced for each commuter placed)
- Average commute trip distance
- Proportion of ridesharers and transit users that drive alone to the location where they meet their carpool, vanpool, bus, or train

These performance measures and factors are applied within the basic methodology steps (listed in the full report) to calculate program impacts for each TERM. Those calculations have been embedded into a spreadsheet used by Commuter Connections and its partners to track estimated results on a quarterly basis. An annual summary of these results is included in Commuter Connections’ Annual Report.

The factors used in the spreadsheet are updated as new surveys relevant to each TERM are completed. At the end of the three-year evaluation period, a TERM Analysis Report is prepared to summarize reductions in vehicle trips, VMT, and emissions and progress toward goals in each of these performance indicators for the three-year period.

Additional Reports

Throughout the evaluation period, additional reports are prepared to present results of major data collection efforts, such as the rideshare applicant placement survey, the “State-of-the-Commute” survey of regional commuting trends and attitudes, GRH Applicant survey, and others. These reports are distributed to program partners, policy makers, and others interested in regional transportation.

Full Report Online

The complete 84-page *TERM Revised Evaluation Framework 2008 – 2011 Report* (PDF) can be found at: <http://www.mwcog.org/commuter2/aboutus/publications.htm>.

NOVEMBER 2010

CREATIVE CAMPAIGN QUALITATIVE RESEARCH FINDINGS FOR MARKETING TERM

Background

An online survey was fielded for Commuter Connections November 2–7, 2010, to test ad concepts and awareness for rideshare and guaranteed ride home campaigns, and to profile the demographics, behavior and attitudes of the Commuter Connections audience. The completed survey included data from 591 respondents (selected for geography, employment and age). All respondents received the demographic, behavioral and attitudinal profiling questions; however, respondents were randomly assigned to one of five ad concept and awareness groups. Note that the research was qualitative, not quantitative, in nature.

Audience Profile Highlights

- **Demographic:** Respondents were 59% female, 41% male; 71% had a bachelor's or higher degree; 80% were aged 25–54; 67% were white; 57% were married/partnered; 90% were employed full time; and 37% had an annual household income of \$100,000 or more.
- **Geographic:** The District captures a higher proportion of workers relative to its resident population than Maryland or Virginia. Among those that work and reside in Maryland, Montgomery County captures the highest incidence of the work population. For Virginia, Fairfax County captures the highest incidence of the work population. Arlington had a higher ratio of workers to residents with nearly twice as many respondents working in Arlington as living there.
- **Travel Patterns:** 41% live under 10 miles from work, while 88% live within 30 miles; 21% take under 15 minutes to travel to work, and 91% take under an hour; 53% report available public transportation as “somewhat (37%) or very (16%) reliable;” 64% primarily drive alone to work, but 52% always drive alone.
- **Travel Choice Factors:** Respondents' most common travel mode motivation was saving money/affordability. Carpooling was the most likely choice if driving alone was not an option. Respondents were most *likely* to stop driving alone if the prospective carpool partner was a family member or friend, but they were most *unlikely* to carpool if the prospective partner was someone previously unknown. Among respondents who used to drive alone, their top reasons for changing were: avoid congestion; save money; changed job/work hours.

Ad Concept Response Highlights

Each of the five groups read radio scripts, viewed visual advertising, or saw video/listened to radio ads before being asked for their feedback. Respondents were asked to rate the three ads in their group in terms of 10 attributes: “interesting,” “good,” “informative,” “easy to understand,” “funny,” “pertinent,” “entertaining,” “thought provoking,” “persuasive,” and “memorable.” They were also asked to indicate the degree to which they agreed with certain statements about the ad (e.g., “The ad made me interested in getting more information about commuting alternatives.”).

- **Guaranteed Ride Home (Scripts):** “Freebies” and “Don't Flip” consistently drew the highest scores across the attributes. “Don't Flip” got particularly high responses for being informative and easy to understand. “Don't Flip” also scored best on key opinion statements.
- **Guaranteed Ride Home (Visuals):** “Don't Flip” consistently drew the highest scores across the attributes, and had particularly strong responses as funny, entertaining and memorable. Opinion statement responses were mixed among the three ads.

- Ride Share (Scripts): “Half Full” drew the highest scores across the attributes, followed closely by “Share Alike.” “Half Full” rated notably high as easy to understand and informative, while “Share Alike” was seen as most entertaining and thought provoking.
- Ride Share (Visuals): “Save Half” drew the highest scores across the attributes, although it virtually tied with “Match” and “Share” as easy to understand. “Share” drew notably higher responses as funny and entertaining.
- Legacy Ads (TV & Radio): Respondents provided an interesting mix of feedback on these pieces. While TV received notably higher scores across most of the attributes than the “Cash Cushion” and “What If” radio spots, “What If” tied on memorable and was seen as more funny and entertaining. Between the two radio spots, “What If” drew higher responses across the attributes.

MAY 2011
2010 PERFORMANCE OF HOV FACILITIES ON FREEWAYS IN THE WASHINGTON REGION

Presented in this report is information developed from data collected in spring 2010 along five operational high occupancy vehicle (HOV) corridors in the Washington region. Data were collected from 5 A.M. to 10 A.M. during the inbound peak flow direction and 3 P.M. to 8 P.M. during the outbound peak flow direction.

HOV lanes are operational in the following corridors as of spring 2010:

- I-95/I-395 (Shirley Highway) in Arlington County, the City of Alexandria, Fairfax County, and Prince William County (fully barrier separated HOV lanes)
- I-66 inside I-495 (the Capital Beltway) in Fairfax and Arlington Counties (exclusive HOV facility in the peak commute direction during the peak commute period)
- I-66 outside the Beltway in Fairfax and Prince William Counties (concurrent flow HOV lanes)
- I-270 (and the I-270 Spur) in Montgomery County, Maryland (concurrent flow HOV lanes)
- VA 267 (Dulles Toll Road), in Fairfax County which has a concurrent flow HOV lane
- U.S. 50 (John Hanson Highway) in Prince George's County, Maryland (concurrent flow HOV lane)

Most comparisons are made with results obtained from the previous Regional HOV Facilities Monitoring reports for 1997, 1998, 1999, 2004, and 2007.

Trends and changes are emphasized for the HOV restricted periods both inbound and outbound. The following major trends were observed:

- During Spring 2010, all of the HOV lanes required fewer cars to carry more persons per lane during the HOV restricted periods than adjacent non-HOV lanes making the HOV lanes more efficient at moving people to their destinations.
- Most of the HOV lanes provide travel time savings when compared to non-HOV alternatives, especially the barrier separated HOV lanes in the I-95/I-395 corridor in Northern Virginia.
- Most time savings on I-270 North.
- US-50 has little congestion at peak periods.
- Time savings on I-66 outside the Beltway is minimal.
- Average auto occupancy in 2010 was little changed from 2004 and 2007, even though the HOV lanes in Northern Virginia continue to exempt vehicles with "Clean Special Fuel Vehicle" registration plates from the HOV requirement.

MAY 2011
2010 BIKE TO WORK SURVEY REPORT
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS

PURPOSE OF THE SURVEY

This report presents results of a survey of commuters who participated in the 2010 regional Bike-to-Work Day event, held in May 2010. This survey was conducted to identify the experience of the participants with the Bike-to-Work Day (BTWD) event and to assess participants' use of bike for commute travel before and after the event. The results of the survey described in this summary will be used in the July 2010 - June 2011 Transportation Emission Reduction Measure (TERM) evaluation of the Mass Marketing TERM.

SURVEY METHODOLOGY

The survey presented in this report was conducted by MWCOG in November 2010. The questionnaire was the same as that used in the 2007 BTWD survey, with a few minor modifications to update the survey for 2010. MWCOG emailed copies of the survey to 8,956 commuters who participated in the event. All event participants registered through the Washington Area Bicyclist Association's web site, thus this email list included all event participants. Participants were asked to complete the questionnaire and return it to MWCOG by e-mail. MWCOG received 3,038 completed questionnaires, for a response rate of 34%.

HIGHLIGHTS OF FINDINGS

- 2010 was the first BTWD event for 32% of participants.
- Most common BTWD information sources were Internet (39%) and referrals (20%).
- 83% of participants rode to work at least occasionally before BTWD; 90% rode to work in the summer after BTWD, 81% were still riding during the late fall (November).
- 10% of participants started riding to work after their first BTWD event and 22% started riding more often.
- Respondents who rode to work before BTWD rode an average of 2.4 days per week. The average frequency increased during the summer after BTWD to 2.6 days/week. In late fall, the average frequency dropped back to 2.4 days per week.

PAST PARTICIPATION IN BTWD

- About a third (32%) of respondents said this was their first BTWD event. This was less than the results of the 2007 BTWD survey, in which 36% reported that year as their first event. The remaining 68% said they had participated in a BTWD before 2010.
- More than half (56%) of the respondents said they also participated in the 2009 BTWD and 46% participated in 2008. Forty-three percent participated in an event prior to 2008, either the 2007 BTWD event and/or an event before 2007.

BIKE COMMUTING BEFORE PARTICIPATING IN BTWD

- Eighty-three percent of respondents rode to work at least occasionally before they participated in a BTWD event. More than half (57%) were regular riders, riding at least one day per week, 12% rode one to three days per month, and 14% rode less than one day per month.
- First-time BTWD participants were more likely to be non-riders before the event than were past participants; 27% of first-time participants were non-riders compared with 12% of past participants.

BIKE COMMUTING AFTER PARTICIPATING IN BTWD

- Between May and September 2010, after the 2010 BTWD event, 90% of respondents biked to

work at least occasionally, an increase of seven percent compared to before BTWD. Two-thirds rode at least one day per week and 13% rode one to three days per week. One in ten (10%) rode less than once per month, essentially just one or two times during the summer.

- Thirty-two percent of respondents either started biking or increased biking. Ten percent of respondents were new riders; they did not commute by bike before their first BTWD event. Twenty-two percent biked to work before, but started biking more often after BTWD.
- About half (54%) of respondents said they biked to work before BTWD and continued to bike the same number of days per week after the event. Seven percent of respondents previously rode to work but decreased their riding during the summer of 2010.

BIKE COMMUTE FREQUENCY BEFORE BTWD AND DURING SUMMER 2010

- Respondents who biked to work before the BTWD event biked an average of 2.4 days per week.
- Respondents who biked to work during summer 2010 biked an average of 2.6 days per week, an increase of 0.2 days per week. The increase in average frequency between the “Before BTWD” period and the summer of 2010 was generated by a combination of frequency changes: new riders starting to bike, previous riders increasing biking frequency, offset by previous riders who decreased their riding frequency after BTWD.
- Respondents who were new riders rode less frequently after BTWD (1.4 days) than did all riders (2.6 days). But their summer frequency represented an increase of 1.4 days per week from not riding at all.
- Respondents who were riding before BTWD and increased their riding rode an average of 2.7 days per week in summer, an increase of 1.6 days per week over their riding frequency of 1.1 days before BTWD.
- Some respondents decreased or stopped riding after BTWD. Their average frequency decreased from 2.1 biking days per week to 0.6 days, a drop of 1.5 days per week.
- Finally, a large share of respondents who rode to work before BTWD continued riding during the summer at the same frequency. These respondents had the highest riding frequency during both the before BTWD period (2.8 days) and during the summer after BTWD (2.8 days).

BIKE COMMUTING DURING FALL 2010 AFTER PARTICIPATING IN BTWD

- Eighty-one percent of all respondents were still biking to work at least occasionally during the late fall after the BTWD event. This was a drop-off from summer and early fall, when 90% of respondents were riding.
- Just over half (54%) of respondents were regular riders, biking to work at least one day per week.
- About one in ten (11%) said they rode one to three days per week and 16% rode less than once per month. The remaining 19% said they did not ride to work at all in the fall.
- The average biking frequency fell from the summertime frequency of 2.6 days per week to 2.4 days per week during the late fall.
- Respondents who were new riders after BTWD rode less often during the late fall (1.4 days per week) than did respondents who had been riding before BTWD (2.5 days per week).

COMMUTE MODE ON NON-BIKE DAYS

- Nearly half (48%) said they drive alone to work on days they don’t bicycle.
- The remaining respondents said they use another commute alternative on non-bike days. About four in ten (41%) used a bus or train, five percent carpool or vanpool, five percent walk or run, and two percent primarily work at home (telecommute).

TRAVEL DISTANCE

- Respondents traveled an average of 9.6 miles one-way to work.
- 28% of respondents traveled less than 5 miles to work and 61% traveled fewer than 10 miles one-

way.

- Almost two in ten respondents commuted 15 or more miles to work.

USE OF BIKE FOR NON-WORK TRIPS AFTER PARTICIPATING IN BTWD

- Three in ten respondents rode a bike at least six times during the past month for a non-work trip. Almost half (47%) of respondents infrequently made a non-work trip by bike five times a month or less. Twenty-three percent said they did not ride a bike for a non-work trip at all during the past month.
- Two in ten (21%) respondents said they biked more often for non-work trips after BTWD than they did before the event. Six percent said they ride less often than they did before BTWD. The majority of respondents (73%) said they did not make any changes in their use of biking for non-work trips.

COMMUTE ASSISTANCE SERVICES

- A sizeable majority (79%) of respondents said their employers offered some type of commute assistance information, services, or facilities for employees who biked to work.
- The most common service was bike racks, offered by 65% of employers. Twenty percent said the employer offered a secure form of bicycle storage such as lockers or a locked bicycle cage or permitted employees to store their bicycles in their offices or workstations.
- A large share of respondents also noted that their employers offered personal convenience services including showers (62%) and personal lockers or a locker room (34%).
- Fourteen percent of respondents said their employers offered bike route information and 10% percent said the employer provided a financial incentive for employees who bike.

JUNE 2011
STATE-OF-THE-COMMUTE SURVEY REPORT
COMMUTER CONNECTIONS

The State of the Commute survey is a random sample telephone survey of 6,629 randomly selected employed persons in the Washington metropolitan region and serves several purposes. First, it documents trends in commuting behavior, such as commute mode shares and distance traveled, and attitudes about specific commuter transportation services available in the region.

The SOC survey is also used to help estimate the impacts of some TERMS, such as Commuter Connections' Telecommute Assistance and Mass Marketing, two TERMS that might influence the population-at-large as well as commuters who directly participate in Commuter Connections' programs. By asking commuters about sources of information on alternative modes and their reasons for choosing alternative modes for commuting, the survey examines how other commute alternative programs and marketing efforts might influence commuting behavior in the region.

Added in the 2010 survey are sections covering "Personal and social benefits of ridesharing" and "Quality of life and satisfaction."

Key highlights of the data collected from the 2010 SOC data include:

- Commute patterns
- Telecommuting
- Transportation satisfaction and alternative mode benefits
- Awareness and attitudes toward transportation options, commute advertising, and commute assistance programs
- Commuter assistance services provided by employers
- Regional Guaranteed Ride Home Program

COMMUTE PATTERNS

The share of commute trips made by driving alone has fallen since 2004 and train use has risen.

- Drive alone continued to be the most popular commute mode but the share of weekly commute trips made to worksites outside the home (excluding telecommuting) declined from 71% in 2001 to 64% in 2010. This represents a drop of seven percentage points over the nine-year period.
- Weekly trips made by transit modes increased from 2001 to 2010. Train use increased from 12.4% in 2001 to 14.5% and bus use grew from 4.6% to 5.7%. The shares of weekly commute trips made by carpool/vanpool remained essentially constant.
- Three in ten (30%) regional commuters used an alternative mode (carpool, vanpool, bus, commuter rail, bicycle, or walk) as their primary mode, that is, the mode they used most days in a typical week. An additional four percent of commuters used an alternative mode one or two days per week, resulting in more than a third of all regional commuters using a non-drive alone mode at least once per week.
- The most popular alternative mode was train, which was used by about 15% of respondents as their primary mode. An additional one percent of commuters said they used the train one or two days per week.
- Bus was the primary commute mode for about six percent of respondents.

- Carpooling/vanpooling was used by about seven percent of commuters most days during the week and one percent used these modes one or two days per week. The majority of carpoolers used a “traditional” form of carpooling, with the same partner(s) all the time. About one in ten carpoolers/vanpool trips was made by “casual” carpooling (slug).

Regional commuters continue to try new alternative modes.

- Almost a quarter (23%) of respondents had used or tried an alternative mode, other than one they were currently using, within the two years prior to the survey. This represented an increase over the 14% of respondents who said in the 2007 survey that they tried another mode and about the same percentage as reported trial use of alternative modes in the 2004 (22%) and 2001 (24%) SOC surveys.
- 13% of all regional commuters had used or tried the train in the past two years and seven percent tried or used a bus. Four percent tried or used bicycle or walk for commuting.
- More than half (53%) of the respondents who made a switch to an alternative mode in the past three years switched from driving alone. The other 47% switched from another, different alternative mode.
- Nearly three in ten (28%) respondents who used an alternative mode said they drove alone to the alternative mode meeting spot (park & ride lot, train station, carpool driver’s home, etc.) and left their cars at those places. Respondents traveled an average of 2.6 miles to these meeting points. A third (35%) of respondents walked to the meeting point and the remaining respondents who used an alternative mode either took transit, or were dropped off by a carpool partner or picked up at home.
- Respondents traveled an average of 16.3 miles and 36 minutes in 2010, essentially the same as in 2007 (16.3 miles, 35 minutes) and 2004 (16.2 miles, 34 minutes).

TELECOMMUTING

The percentage of workers who telecommute continued to grow between 2007 and 2010, reaching a milestone of one-quarter of the regional commuting population.

- A quarter (25%) of regional commuters said they telecommuted at least occasionally. “Commuters” are defined as workers who were not self-employed and would otherwise travel to a worksite outside their homes if not telecommuting.
- The percentage of regional telecommuting has more than doubled since 2001 and grew in nearly every demographic and occupational segment in which telecommuting is feasible.
- An additional 21% of commuters do not telecommute today but “could and would” telecommute if given the opportunity. These respondents said their job responsibilities would allow them to, and they would like to telecommute.
- Telecommuting continues to be concentrated in certain demographic and employment groups, but the percentage of all regional commuters who said their jobs were incompatible with telecommuting dropped, from 65% in 2004 to 45% in 2010. Because it seems unlikely that the composition of jobs changed substantially in the region, these results suggest a shift in commuters’ perception of their ability to perform work away from their primary work location. This could be related to increasing availability of communication and computer technology or perhaps from a broader definition of what responsibilities are “telecommute-compatible.”

The percentage of telecommuters who work under “formal” telecommute arrangements equals the percentage that telecommute under informal arrangements with supervisors.

- About 29% of all respondents (both telecommuters and non-telecommuters) said their employer had a formal telecommute program and 25% said telecommuting is permitted under informal arrangements between a supervisor and employee. Formal programs were most common at federal agencies and among respondents who worked for employers with more than 1,000 employees.
- Among current telecommuters, 50% telecommute under a formal arrangement. This represents a shift from 2007, when only 39% of telecommuters had a formal agreement and an even greater shift from 2004, when formal programs comprised only 32% of all telecommuting. This appears to signal a greater acceptance of formal telecommuting.

Telecommuters get information on telecommuting from a variety of sources.

- The largest source of telecommute information, by far, was “special program at work/employer,” named by 71% of respondents. This percentage was considerably higher than in the 2007 survey, in which only 55% of telecommuters cited their employer as the source of information and higher still compared with the 34% who gave this answer in 2004.
- Six percent of telecommuters said they received telecommute information directly from Commuter Connections or MWCOG. This was about the same percentage that mentioned Commuter Connections/MWCOG in each of the previous three SOC surveys: 2007 (7%), 2004 (5%), and 2001 (4%).

The percentage of regional telecommuting has more than doubled since 2001.

ALTERNATIVE MODE BENEFITS AND SATISFACTION WITH TRANSPORTATION SYSTEM

Commuters recognize both personal and societal benefits of ridesharing.

- When asked what personal benefits users of alternative modes receive from using alternative modes, 90% of respondents named at least one benefit and 53% reported two or more personal benefits. 55% of respondents cited saving money or gas as the top benefit, and eleven percent noted a related cost-saving benefit of reducing wear and tear on one’s personal vehicle. Almost two in ten respondents said alternative mode users received a benefit of reducing stress (17%) and using travel time productively (17%).
- Respondents noted three benefits related to environmental concerns. Fifteen percent said commuters who use alternative modes help the environment, indicating recognition that use of alternative modes has an impact of environmental quality and suggesting that alternative mode users can take pleasure in contributing to cleaner air. Four percent noted reducing greenhouse gases and four percent said saving gas or energy, a benefit related to sustainability.
- Nearly two-thirds (64%) of respondents said that use of alternative modes could benefit society by reducing traffic congestion and 45% said it could reduce pollution or help the environment. One in ten (11%) cited reduced greenhouse gases and six percent noted that society could benefit because roads did not deteriorate as quickly, presumably reducing the cost to maintain or repair roads. Smaller percentages of respondents noted energy savings, reduced government costs, reducing road rage, and reducing accidents.

More than half of commuters say they are satisfied with their current commute, but not all commuters are equally satisfied.

- Six in ten commuters rated their commute satisfaction as a “4” or “5” on a 5-point scale, where “5” meant “very satisfied.” But 16% rated their satisfaction as either a “1 – not at all satisfied” or “2.”
- Respondents’ commute satisfaction was influenced by the ease of the commute. Three quarters (76%) of respondents who said they had an easier commute than last year and 71% who said their commute had not changed were satisfied with their commute, compared to only 36% who said their commute had become more difficult.
- Commute satisfaction also differed by where the respondent lived and worked. Respondents who lived in the Inner Core were notably more satisfied with their commute than were respondents who lived in the Middle Ring or Outer Ring. But respondents who worked in the Outer Ring were more satisfied than were respondents who worked in the Inner Core and Middle Ring.
- Commute satisfaction declined dramatically as commute length increased. More than nine in ten commuters who had very short commutes – 10 minutes or less – gave a 4 or 5 rating for satisfaction. When the commute was 21 to 30 minutes, satisfaction dropped to 71%. Less than half of commuters who traveled 31 to 45 minutes were satisfied and when travel time exceeded 60 minutes, only 30% rated their commute a 4 or 5.

Commuters believe the regional transportation system could be improved.

- About four in ten regional commuters gave high ratings for satisfaction with transportation in the region. While about a quarter (27%) said they were not satisfied (rating of 1 or 2).
- Respondents who drove alone and those who carpooled/vanpooled gave the lowest ratings for transportation satisfaction; only 35% were satisfied. Respondents who used transit or bike/walk for commuting gave higher satisfaction ratings.
- Respondents who lived close to transit gave higher marks for transportation satisfaction than did respondents who lived farther away. Almost six in ten respondents who lived within easy walking distance of a train station were satisfied with transportation, compared with only four in ten or less respondents who lived one mile or more from a train station.
- There was a clear pattern between commute travel time and transportation satisfaction. Satisfaction declined as the length of the commute increased, from a high of 47% satisfaction for those who had a commute of 10 minutes or less, to 29% for respondents who traveled more than an hour to work.
- When asked how to improve transportation in the region, respondents focused primarily on ways to improve transit service, with particular emphasis on increasing transit availability and safety. Two in ten respondents proposed Metrorail expansions to more destinations and 17% wanted more bus and train service. Eight percent suggested that Metrorail safety be enhanced.

Commutes appear to be getting somewhat more difficult, but commuters are making changes to improve their commutes.

- A quarter (25%) of respondents said their commute was more difficult than it was a year ago. The primary reason for it being worse was that the route was more congested now (59%), but 14% said it was more difficult due to construction along the route to work.
- About 12% of respondents said their commute was easier than last year. The primary reasons were that the trip was a shorter distance (34%), took less time (29%), or was less congested (26%). Eight percent said the commute was easier because they started using an alternative mode. Eleven percent said it was easier because construction along the route had ended.

Respondents considered commuting factors when making job or home change decisions.

- About 17% of respondents said they made a job or home change in the past year. Two in ten of these respondents said they considered a commuting factor, such as the ease or cost of commuting to the new location, when making their location decision and nearly three in ten (29%) said commute ease was more important than other factors in the decision.

AWARENESS AND ATTITUDES TOWARD TRANSPORTATION OPTIONS, COMMUTE ASSISTANCE PROGRAMS, AND COMMUTE ADVERTISING

Most respondents reported access to some transit service in their home area.

- Respondents were asked to name bus and train companies that provided service in the areas where they lived and worked. Nine in ten said bus and/or train operated in their home area; a similar percentage said service operated in the area where they worked.
- More than half (54%) of respondents said Metrobus operated near their home and almost six in ten (59%) reported Metrobus in the area where they worked. Similar percentages said that Metrorail/subway operated in their home area (55%) and at work (60%).
- More than half (53%) of respondents said they lived less than 1/2 mile from a bus stop and 67% said they lived less than one mile. Train station access was less convenient; only 16% lived less than one mile from a train station. The average distances were 1.4 miles to the nearest bus stop and 6.4 miles to the nearest train station. Respondents who lived in the Inner Core jurisdictions of the District of Columbia, Alexandria, and Arlington said the closest bus stop was an average of 0.3 miles away and a train station was 1.5 miles away on average. Eighty-five percent of commuters in this area lived less than 1/2 mile from a bus stop.

Three in ten respondents have access to HOV lanes for their commutes and HOV availability influences mode choice.

- Three groups of respondents were more likely than were others to cite commute factors as important to their decision:
 - Respondents who lived in the Inner Core jurisdictions
 - Respondents who worked in the Middle Ring jurisdictions
 - Respondents who moved from another location in the
- Three in ten respondents said there was an HOV lane along their route to work. A quarter (27%) of these commuters said they use the lanes. This equated to about nine percent of commuters region-wide, essentially the same percentages that reported HOV availability and HOV use in 2007.
- More than half (54%) of the respondents who used HOV lanes for commuting said availability of the lanes influenced their decision to carpool, vanpool, or ride transit for their commute. This is borne out by a comparison of rideshare mode use with and without HOV. The carpool/vanpool mode share was 11% for commuters who had access to an HOV lane for commuting, compared to six percent carpool/vanpool use for commuters who did not have access to HOV.
- Respondents who used the HOV lane for commuting estimated that using the lane saved them an average of 23 minutes for each one-way trip. But HOV users who lived in the outer jurisdictions of the region saved an average of 28 minutes one-way. They also were more likely to say the HOV lane had influenced their mode choice. More than half (53%) of Middle Ring respondents (Fairfax, Montgomery, Prince George's) and 63% of Outer Ring respondents (Calvert, Charles,

Frederick, Loudoun, and Prince William) said the HOV lanes influenced their commute mode choice.

Commuters appear interested in Express lanes and willing to consider ridesharing to use the lanes for a discount.

- A quarter (26%) of commuters who don't currently carpool or vanpool said they would be very likely or somewhat likely to start ridesharing to use a High Occupancy Toll (Express) lane if they would be able to use the lanes for free or a discounted price.
- A large share of current ridesharers said they were willing to register their carpools/vanpools to receive a discount on Express lanes; two-thirds said they were either very likely (39%) or somewhat likely (27%) to register their carpool/vanpool to use the lanes at a discount.

Awareness of commuter information and assistance resources has grown dramatically since 2001.

- Two-thirds (66%) of respondents said they knew of a telephone number or web site they could use to obtain commute information. This was higher than the 51% who knew of these resources in 2007 and considerably higher than the 33% of respondents who knew of these resources in 2001.
- About 25% of respondents could name a specific number or web site; 12% named a Metro/Wmata phone number or website and three percent mentioned Metro/Wmata, but did not specify the number or website. Almost three percent named a phone number or website administered by Commuter Connections.

Awareness of Commuter Connections has grown since 2007.

- In 2010, 64% of all regional commuters said they had heard of an organization in the Washington region called Commuter Connections. This was higher than the 53% who knew of Commuter Connections in 2007 and about the same percentage as knew of the program in 2004 (66%).
- When asked to name Commuter Connections services, respondents largely cited services that Commuter Connections actually does provide. Six in ten knew the program offered either general rideshare information (30%) or help finding a carpool or vanpool partner (30%). About a quarter (26%) knew that Commuter Connections offered a regional Guaranteed Ride Home program. Nine percent said Commuter Connections offered transit route and schedule information, which can be accessed through links on Commuter Connections' web site. Awareness of each individual service was higher in 2010 than in 2007.

Most local jurisdiction services are known to at least a quarter of their target populations.

- Respondents were asked about local commute assistance services provided in the counties where they lived and worked. Awareness of these programs ranged from 10% to 53% of respondents who were asked the questions. Five of the nine programs examined were known to at least a third of their target area respondents.
- Use of the services ranged from two percent to 28% of respondents who had heard of the services. Use was generally higher for programs in outer jurisdictions and for programs associated with transit agencies or with a strong transit component. The relationship to the location in the region is likely because outer jurisdiction commuters encounter more congestion in their travel and have longer commute times and distances, which would encourage them to seek options for travel to work. The transit connection might be due to higher visibility of the

services, but 65% of respondents who contacted a local program said they were seeking transit information. In the inner jurisdictions, transit assistance is provided by transit organizations that are separate from the local commute assistance program.

Awareness of commute information advertising remained high.

- Nearly six in ten (58%) respondents said they had seen, heard, or read advertising for commuting in the six months prior to the survey and 70% of these respondents could cite a specific advertising message. Both the general recall and specific message recall were higher than was observed in the 2007 survey (52% general recall and 65% message recall).
- More than four in ten respondents who had heard ads could name the sponsor. WMATA was named by 20% as the advertising sponsor. Commuter Connections was named by 13%, a slightly higher percentage than named Commuter Connections in 2007 (9%).

Commute advertising appears to influence commuters' consideration of travel options.

- Almost a quarter (24%) of respondents who had seen advertising said they were more likely to consider ridesharing or public transportation after seeing or hearing the advertising. This was higher than the 18% who noted this willingness in 2007.
- Respondents who were using alternative modes were more likely to be influenced by the advertising. Almost half of bus riders, 25% of Metrorail riders, and 30% of carpoolers/vanpoolers said they were likely to consider alternative modes after hearing the ads, compared with 21% of commuters who drove alone.
- The advertising appeared to have more impact on younger respondents. A third of respondents who were between 25 and 34 years old said they were likely to consider ridesharing compared with only about two in ten respondents who were between 45 and 54 years old.
- About 19% of respondents who said they were likely to consider ridesharing or public transportation for commuting had taken some action to try to change their commute. These respondents comprised about two percent of all regional commuters. A large majority (83%) of respondents who took an action to change their commute said the advertising they saw or heard encouraged the action.
- Most of these respondents sought more information about commuting options but five percent tried or started using a bus, train, or bicycling or walking to work. Prior to starting these new modes, half of the respondents had been driving alone to work. The other half had been using a different alternative mode.

COMMUTER ASSISTANCE SERVICES PROVIDED BY EMPLOYERS

Availability of worksite commute assistance services is higher than in 2007.

- Six in ten (61%) respondents said their employers offered one or more alternative mode incentives or support services to employees at their worksites. This is slightly higher than 54% noted in the 2007 and the 53% reported in 2004.
- The most commonly offered services were transit/vanpool subsidies (45% of respondents), commute information (26%), services for bikers and walkers (24%) and preferential parking (21%). In all cases, these services were more available in 2010 than they had been in 2007.
- Respondents who worked for federal agencies were most likely to have incentive/support services available (89%), compared with 46-64% of respondents who worked for other types of employers. Respondents who worked for large firms reported greater access to incentive/support

services than did respondents who worked for small firms. And incentives and support services were far more common among respondents who worked in the Inner Core jurisdictions (Alexandria, Arlington, and District of Columbia); 74% of these respondents had access to services compared to 53% of those in the Middle Ring (Fairfax, Montgomery, and Prince George's Counties) and 40% of those in jurisdictions outside these areas.

- Transit/vanpool subsidies and commute information were the most widely used commuter assistance services, used, respectively, by 54% and 33% of respondents who had access to these incentives.

Most commuters continue to have free worksite parking.

- The majority of respondents (63%) said their employers offered free on-site or off-site parking, about the same percentage as that reported in 2007 (65%), 2004 (66%), and 2001 (65%).
- Respondents who worked for federal agencies and those who worked for non-profit organizations were least likely to have free parking; only half of these respondents said they had free parking, compared with 71% who worked for private firms and 77% who worked for state/local governments. Free parking was also much less common in the Inner Core area of the region. Only a third of respondents who worked in these areas had free parking, compared with nearly nine in ten respondents who worked in the Middle Ring and Outer Ring.

Worksite commuter assistance services appear to encourage use of alternative modes.

- Driving alone was less common for respondents who had access to incentive/support services. Only 57% of respondents with these services drove alone to work, compared with 80% of respondents whose employers did not provide these services.
- Respondents whose employers did not offer free parking also used alternative modes at much higher rates. Only four in ten (41%) respondents who did not have free parking drove alone, compared with 82% of respondents who did have free parking.

REGIONAL GUARANTEED RIDE HOME PROGRAM

Awareness of GRH has remained the same as in 2004, but Commuter Connections appears to have a larger share of the GRH market.

- About a quarter (27%) of regional respondents knew that there was a regional GRH program. This was a large decrease from the 59% who said they knew of such a program in 2004.
- Respondents who primarily used commuter rail or carpool/vanpool were much more likely to know about GRH than were other respondents. Awareness of the program was similar for users of other modes.
- Five percent of respondents said they had registered for or used a GRH service within the past two years. About 13% of respondents noted Commuter Connections as the sponsor, a large decrease from the 37% who named Commuter Connections in 2007 and the same as in 2001 (13%).

JANUARY 2012

TRANSPORTATION EMISSION REDUCTION MEASURE (TERM) ANALYSIS REPORT FY 2009-2011

This report presents the results of an evaluation of four Transportation Emission Reduction Measures (TERMs), voluntary Transportation Demand Management (TDM) measures implemented by the National Capital Region Transportation Planning Board's (TPB) Commuter Connections program at the Metropolitan Washington Council of Governments (COG) to support the Washington, DC metropolitan region's air quality conformity determination and congestion management process. This evaluation documents transportation and air quality impacts for the three-year evaluation period between July 1, 2008 and June 30, 2011, for the following TERMS:

- Maryland and Virginia Telework – Provides information and assistance to commuters and employers to further in-home and telecenter-based telework programs.
- Guaranteed Ride Home – Eliminates a barrier to use of alternative modes by providing free rides home in the event of an unexpected personal emergency or unscheduled overtime to commuters who use alternative modes.
- Employer Outreach – Provides regional outreach services to encourage large, private-sector and non-profit employers voluntarily to implement commuter assistance strategies that will contribute to reducing vehicle trips to worksites, including the efforts of jurisdiction sales representatives to foster new and expanded trip reduction programs.
- Mass Marketing – Involves a large-scale, comprehensive media campaign to inform the region's commuters of services available from Commuter Connections as one way to address commuters' frustration about the commute.

COG's National Capital Transportation Planning Board (TPB), the designated Metropolitan Planning Organization (MPO) for the Washington, DC metropolitan region, adopted and continues to support these TERMS, among others, as part of the regional Transportation Improvement Program (TIP) to help the region reach emission reduction targets that would maintain a positive air quality conformity determination for the region and to meet federal requirements for the congestion management process. It is also important to note that the regional travel demand model was calibrated and validated against the year 2000 traffic counts and regional emission credits are only taken for TERM benefits that occurred after the year 2000 in the regional TERM tracking sheet and might not be consistent with results in this report.

COG/TPB's Commuter Connections program, which also operates an ongoing regional rideshare program, is the central administrator of the TERMS noted above. Commuter Connections elected to include a vigorous evaluation element in the implementation plan for each of the adopted TERMS to develop information to be used to guide sound decision-making about the TERMS. This report summarizes the results of the TERM evaluation activities and presents the transportation and air quality impacts of the TERMS and the Commuter Operations Center (COC).

This evaluation represents a quite comprehensive evaluation for these programs. It should be noted that the evaluation still remains conservative in the sense that it includes credit only for impacts that can be reasonably documented with accepted measurement methods and tools. However, we also note that many of the calculations used survey data from surveys that are subject to statistical error rates.

A primary purpose of this evaluation was to develop useful and meaningful information for regional transportation and air quality decision-makers, COG/TPB staff, COG/TPB program funding agencies, and state and local commute assistance program managers to guide sound decision-making about the TERMS. The results of this evaluation will provide valuable information for regional air quality conformity and the region's congestion management process, improve the structure and implementation procedures of the TERMS themselves, and to refine future data collection methodologies and tools.

SUMMARY OF RESULTS

The objective of the evaluation is to estimate reductions in vehicle trips (VT), vehicle miles traveled (VMT), and tons of vehicle pollutants (Nitrogen Oxides [NO_x], Volatile Organic Compounds [VOC], Particulate Matter [PM_{2.5}], Particulate Matter NO_x precursors [PM NO_x], and Carbon Dioxide [CO₂]) resulting from implementation of each TERM and compare the impacts against the goals established for the TERMS. The impact results for these measures are shown in Table A for each TERM individually. Results for all TERMS collectively and for the Commuter Operations Center (COC) are presented in Table B.

As shown in Table A, the TERMS combined exceeded the collective goals for both vehicle trips reduced and VMT reduced by about 21%. The TERMS did not reach the emission goals; the impact for NO_x was about 15% under the goal and VOC impact was 12% under the goal, but this was due entirely to a change in the emission factors. The goals were set in 2006, using 2006 emission factors, but the 2011 factors used in the 2011 evaluation were considerably lower.

When the COC results are added to the TERM impacts, as presented in Table B, the combined impacts again met both the vehicle trip and VMT reduction goals, in this case by 15% and 12% respectively. The combined TERM – COC programs fell about 21% short of the NO_x goal and 18% under the VOC goal. Again, the change in the emission factors affected the emission results.

Two TERMS, Telework and Employer Outreach, met their individual participation and travel impact goals. Telework exceeded its vehicle trip reduction goal by about five percent and just met the VMT goal. Employer Outreach, both the overall program and the New/Expanded component, exceeded its vehicle trip and VMT goals by a margin substantial enough to overcome the difference between the 2006 and 2011 emission rates; Employer Outreach met all the emission goals as well as the travel goals. Employer Outreach for Bicycling also met its goals.

The Mass Marketing (MM) TERM came within 10% of its vehicle trip reduction goals, but was substantially under the goal for VMT reduction, primarily because 2011 MM program participants traveled much shorter distances to work (9.6 miles one-way) than did 2008 MM participants (31 miles). In 2011, MM influenced a greater share of commuters to shift to bicycle and transit, both of which have short-distance travel profiles. Thus, even with robust participation and vehicle trip reduction, the TERM missed the VMT goal.

Finally, impacts for Guaranteed Ride Home were well below the goals for this program. The Commuter Operations Center and the Software Upgrades TERM also missed their goals. The reasons for the shortfalls from the goals vary by TERM and are discussed in individual report sections on each TERM.

Table A
Summary of Daily Impact Results for Individual TERMS (7/08– 06/11) and Comparison to Goals

TERM	Participation ¹⁾	Daily Vehicle Trips Reduced	Daily VMT Reduced	Daily Tons NOx Reduced	Daily Tons VOC Reduced
Maryland and Virginia Telework ²⁾					
2011 Goal	31,854	11,830	241,208	0.122	0.072
Impacts (7/08 – 6/11)	35,237	12,499	241,834	0.099	0.062
Net Credit or (Deficit)	3,383	669	626	(0.023)	(0.011)
Guaranteed Ride Home					
2011 Goal	36,992	12,593	355,136	0.177	0.097
Impacts (7/08 – 6/11)	22,984	7,983	208,346	0.076	0.042
Net Credit or (Deficit)	(14,008)	(4,610)	(146,790)	(0.101)	(0.055)
Employer Outreach – all employers participating ³⁾					
2011 Goal	581	64,644	1,065,851	0.549	0.343
Impacts (7/08 – 6/11)	1,119	90,350	1,657,809	0.578	0.367
Net Credit or (Deficit)	538	25,706	591,958	0.029	0.024
Employer Outreach – new / expanded employer services since July 2008 ³⁾					
2011 Goal	96	8,618	140,622	0.072	0.046
Impacts (7/08 – 6/11)	551	28,098	461,250	0.177	0.108
Net Credit or (Deficit)	455	19,480	320,628	0.105	0.062
Employer Outreach for Bicycling ³⁾					
2011 Goal	61	130	567	0.001	0.001
Impacts (7/08 – 6/11)	274	180	1,083	0.001	0.001
Net Credit or (Deficit)	213	50	516	0.000	0.000
Mass Marketing					
2011 Goal	11,023	7,758	141,231	0.072	0.044
Impacts (7/08 – 6/11)	10,438	6,922	78,297	0.031	0.021
Net Credit or (Deficit)	(585)	(836)	(62,934)	(0.041)	(0.023)
TERMS (all TERMS collectively)					
2011 Goal		96,825	1,803,426	0.920	0.556
Impacts (7/08 – 6/11)		117,754	2,186,286	0.784	0.492
Net Credit or (Deficit)		20,929	382,860	(0.136)	(0.064)

- 1) Participation refers to number of commuters participating, except for the Employer Outreach TERM. For this TERM, participation equals the number of employers participating.
- 2) Impact represents portion of regional telework attributable to TERM-related activities. Total telework credited for conformity is higher than reported for the TERM.
- 3) Impacts for Employer Outreach - all employers participating includes impacts for Employer Outreach – new / expanded employer services since July 2008 and for Employer Outreach for Bicycling.

Table B
Summary of TERM and COC Results (7/08 – 6/11) and Comparison to Goals

TERM	Participation ¹⁾	Daily Vehicle Trips Reduced	Daily VMT Reduced	Daily Tons NOx Reduced	Daily Tons VOC Reduced
TERMS (all TERMS collectively)					
2011 Goal		96,825	1,803,426	0.920	0.556
Impacts (7/08 – 6/11)		117,754	2,186,286	0.784	0.492
Net Credit or (Deficit)		20,929	382,860	(0.136)	(0.064)
Commuter Operations Center – Basic Services ²⁾					
2011 Goal	152,356	10,399	296,635	0.147	0.081
Impacts (7/08 – 6/11)	81,675	6,190	180,409	0.066	0.036
Net Credit or (Deficit)	(70,681)	(4,209)	(116,226)	(0.081)	(0.045)
Commuter Operations Center – Software Upgrades ²⁾					
2011 Goal		2,370	62,339	0.031	0.017
Impacts (7/08 – 6/11)	3,373	1,717	51,569	0.020	0.010
Net Credit or (Deficit)		(653)	(10,770)	(0.012)	(0.007)
All TERMS plus COC					
2011 Goal		109,594	2,162,400	1.098	0.654
Impacts (7/08 – 6/11)		125,661	2,418,264	0.870	0.538
Net Credit or (Deficit)		16,067	255,864	(0.228)	(0.116)

1) Participation refers to number of commuters participating, except for the Employer Outreach TERM. For this TERM, participation equals the number of employers participating.

2) Impacts for Commuter Operations Center – software Upgrades are in addition to the impacts for the Commuter Operations Center – Basic Services. This project was part of the Integrated Rideshare TERM.

Table C, on the following page, presents annual emission reduction results for PM 2.5, PM 2.5 pre-cursor NOx, and CO2 emissions (Greenhouse Gas Emissions - GHG) for each TERM and for the COC. COG/TPB did not establish specific targets for these impacts for the Commuter Connections TERMS. But COG has begun to measure these impacts for other TERMS, thus these results are provided.

As shown, the TERMS collectively reduce 6.43 annual tons of PM 2.5, 223.1 annual tons of PM 2.5 pre-cursor NOx, and 254,277 annual tons of CO2 (greenhouse gas emissions). When the Commuter Operations Center is included, these emissions impacts rise to 7.1 annual tons of PM 2.5, 246.4 annual tons of PM 2.5 pre-cursor NOx, and 282,001 annual tons of CO2 (greenhouse gas emissions).

Table C
Summary of Annual PM 2.5 and CO2 (Greenhouse Gas) Emission Results for Individual TERMS

TERM	Annual Tons PM 2.5 Reduced	Annual Tons PM 2.5 Precursor NOx Reduced	Annual Tons CO2 Reduced
Maryland and Virginia Telework ¹⁾	0.8	27.0	30,770
Guaranteed Ride Home	0.7	22.2	26,272
Employer Outreach – all employers ²⁾	4.7	165.5	189,976
Employer Outreach – new / expanded Employers ²⁾	1.4	48.5	55,584
Employer Outreach for Bicycling	0.0	0.1	138
Mass Marketing	0.2	8.4	9,259
TERMS (all TERMS collectively)	6.4	223.1	254,277
Commuter Operations Center – basic services (not including Software Upgrades)	0.5	18.0	21,393
Commuter Operations Ctr – Software Upgrades	0.2	5.3	6,331
All TERMS plus Commuter Operations Center	7.1	246.4	282,001

- 1) Impact represents portion of regional telecommuting attributable to TERM-related activities. Total telecommuting credited for conformity is higher than reported for the TERM.
- 2) Impacts for new / expanded employer programs and Employer Outreach for Bicycling are included in the Employer Outreach – all employers.

Finally, Table D shows comparisons of daily reductions in vehicle trips, VMT, NOx, and VOC from the 2008 TERM analysis to results of the 2011 results. Note that, as described in the footnotes to the table, the emission factors declined between 2008 and 2011, resulting in decreased emission reductions, even though the TERMS achieved greater vehicle trip and VMT reductions in 2011.

Table D
Summary of Results for Individual TERMS 7/08– 6/11 Compared to 7/05 – 6/08

TERM	DAILY VEHICLE TRIPS	DAILY VMT REDUCED	DAILY TONS NOX REDUCED	DAILY TONS VOC REDUCED
Maryland and Virginia Telework				
July 2008 – June 2011	12,499	241,834	0.099	0.062
July 2005 – June 2008	21,866	413,703	0.211	0.126
Change ¹⁾	(9,367)	(171,869)	(0.112)	(0.064)
Guaranteed Ride Home				
July 2008 – June 2011	7,983	208,346	0.076	0.042
July 2005 – June 2008	8,680	227,428	0.106	0.056
Change ¹⁾	(697)	(19,082)	(0.030)	(0.014)
Employer Outreach – All services except Employer Outreach for Bicycling				
July 2008 – June 2011	90,170	1,656,727	0.577	0.366
July 2005 – June 2008	59,163	969,174	0.443	0.266
Change ¹⁾	31,007	687,553	0.134	0.100
Employer Outreach for Bicycling				
July 2008 – June 2011	180	1,083	0.001	0.001
July 2005 – June 2008	188	1,127	0.001	0.001
Change ¹⁾	(8)	(44)	0.000	0.000
Mass Marketing				
July 2008 – June 2011	6,922	78,297	0.031	0.021
July 2005 – June 2008	2,577	69,274	0.032	0.017
Change ¹⁾	4,345	9,023	(0.001)	0.004
InfoExpress Kiosks ²⁾				
July 2008 – June 2011	Deleted	Deleted	Deleted	Deleted
July 2005 – June 2008	2,840	52,638	0.027	0.016
Change ¹⁾	N/A	N/A	N/A	N/A
All TERMS				
July 2008 – June 2011	117,754	2,186,287	0.784	0.492
July 2005 – June 2008	95,314	1,733,344	0.820	0.482
Change ¹⁾	22,440	452,943	(0.036)	0.010
Commuter Operations Center (Basic Services + Software Upgrades)				
July 2008 – June 2011	7,907	231,978	0.086	0.046
July 2005 – June 2008	22,473	721,678	0.320	0.158
Change ¹⁾	(14,566)	(489,700)	(0.234)	(0.112)

1) Change in emissions is due in part to reduction in emission factors from 2008 to 2011.

2) InfoExpress Kiosks TERM eliminated prior to July 2008 – no longer in TERM calculation.

MAY 2012

FY 2012 ANNUAL PLACEMENT SURVEY REPORT OF APPLICANT DATABASE

This report presents results of a survey about commuter transportation assistance services offered by the Commuter Connections program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments (COG) to commuters in the Washington, DC region.

Commuter Connections' services include: carpool and vanpool matchlists, transit route and schedule information, information on Park & Ride lot locations, bicycling and HOV facilities, and employer transportation demand management (TDM) and telework assistance. Commuters obtain services by calling a toll-free telephone number or by submitting a ridematch application on-line via the Commuter Connection's web site, or through an employer, a local partner assistance program, or a transportation management association (TMA).

This report estimates transportation and air quality impacts of Commuter Connections' services. Data for this analysis were collected in December 2011 through a combination Internet and telephone survey of 892 respondents randomly selected from the applicant database. The surveys collected data for applicants who received information or assistance between July 1 and September 30, 2011.

Commuter Connections Program Activity Summary and Overall Participation, Utilization, and Satisfaction Performance Measures Placement Survey, July-September 2011

• Commuter applicants		8,483
• Applicant placement rates		52.6%
○ Continued placement rate	35.4%	
○ Occasional placement rate	6.1%	
○ Temporary placement rate	5.1%	
○ One-time placement rate	6.0%	
• Applicants placed in alternative modes		4,458
○ Continued placements	2,997	
○ Occasional placements	517	
○ Temporary placements	435	
○ One-time placements	509	
• Applicants who received matchlist		27%
• Applicants who received vanpool assistance		5%
• Applicants who received Park & Ride information		10%
• Applicants who received transit information		31%
• Applicants who received GRH information/registration		71%

**Commuter Connections Program
Program Impact Performance Measures
Placement Survey, July-September 2011**

- Daily vehicle trips (VT) reduced **1,677 trips**
 - Continued placements 1,638 trips
 - Temporary placements (prorated credit) 39 trips
- Daily VMT reduced **45,967 VMT**
 - Continued placements 45,038 VMT
 - Temporary placements (prorated credit) 929 VMT
- Daily tons of Emissions reduced
 - NOx **0.017 tons**
 - VOC **0.009 tons**
 - PM 2.5 **0.001 tons**
 - PM 2.5 NOx precursors **0.019 tons**
- Annual tons of Emissions reduced
 - CO2/Greenhouse gas **5,612 tons**
- Gallons of gasoline saved **1,853 daily gallons of gas**
- Commuter costs reduced
 - Annual cost saving per placement **\$610 per year**

OTHER KEY SURVEY RESULTS

Demographics

- Slightly over half of the applicants were female (52%). Seven in ten (69%) applicants were white and 82% were between 35 and 64 years old.

Commute Travel Patterns

- Six in ten (61%) applicants said they use transit at least one day per week. Transit trips accounted for more than half (53.4%) of applicants' weekly commute trips; a quarter (24.7%) were made by bus and 20.5% were made by commuter rail. Applicants made 8.5% of weekly trips by Metrorail.
- About a third (33%) of applicants carpooled or vanpooled at least one day per week, but this was a secondary mode for half of these applicants; drive alone was used for just 9.7% of weekly commute trips.
- The average one-way commute distance was 36.2 miles. The average one-way commute time was 63 minutes.

Commute Changes

- More than half (52.6%) of survey respondents made a commute pattern change or tried another method of transportation after receiving assistance from Commuter Connections.
- More than a third (35.4%) of applicants made a change to an alternative mode that they had continued to use at least one day per week. This 35.4% was the "continued placement rate."

- Temporary placement rate (percent of applicants who made a change but returned to their original modes) was 5.1%.
- Six percent of applicants tried using a new alternative mode a few days (one-time placement rate) and 6.1% made a change to a mode they use occasionally, but less than once per week on average (occasional placement rate).
- About 38% of applicants who made a mode change shifted from driving alone. The remaining 62% shifted from one alternative mode to another.
- The primary reasons that applicants made commute changes were to save money (17%) or save time (13%), because they changed jobs or work hours (16%), or were tired of driving (11%). About one in ten cited convenience (9%), gas prices too high (9%), or because a new option became available (8%).
- About four in ten (38%) applicants who made a commute change indicated that information they received from Commuter Connections influenced or assisted their decision to make the change. The top two Commuter Connections services named were matchlist/map showing home and work locations of potential rideshare partners and Guaranteed Ride Home, each named by about 14% of applicants who made a change. Transit information and other carpool/vanpool information were each named by about seven percent of applicants who made a change. Two in ten (21%) said a service provided by their employer or another commute assistance organization had influenced their decision.

Information and Assistance Requested and Received

- The top service received overall, by a large majority, was Guaranteed Ride Home; seven in ten (71%) applicants said they received or accessed this service, which is open to any commuter who uses an alternative mode to commute.
- Four in ten (39%) applicants said they received or accessed a service to help with carpooling or vanpooling; 27% received a matchlist with names of potential carpool/vanpool partners, 12% used the carpool rider bulletin board, and nine percent received a map showing home and work locations of potential carpool/vanpool partners. One in ten applicants (12%) accessed Park & Ride lot information and 10% received general information about carpooling or vanpooling.
- Over two-thirds (68%) of applicants who received a matchlist or map with potential rideshare partners tried to contact someone named on the list and 77% who tried to make contact reached someone on the list.
- Three in ten (31%) of applicants recalled receiving transit route, schedule, or fare information. Forty percent of these applicants said they used the information provided to contact a transit agency and 81% who contacted a transit agency said they used information they received from the transit agency to try transit.
- Nearly all (95%) of applicants said their employers offer some commute services at the worksite. The most common employer services were telework or compressed work schedule, offered by 40% of employers and transit pass discounts, noted by 30% of applicants. One in ten (11%) said their employers offer assistance with finding carpool or vanpool partners (matchlist).

JULY 2012

METRO RAIL STATION ACCESS ALTERNATIVES STUDY

EXECUTIVE SUMMARY

Metrorail ridership is projected to continue to grow over the next two decades, reaching nearly a million daily rail riders by 2040. A key aspect of accommodating this growth will be simply getting the passengers to the stations and onto the trains. In an atmosphere of competing priorities, state-of-good repair investments will receive the bulk of funding, making the estimated 30,000 spaces required if the current Park & Ride arrival mode of 30% remains constant all the more difficult to fund. In addition, WMATA has a strategic objective in using its station areas for transit-oriented development, rather than for additional parking resources.

BACKGROUND

The Metrorail Station Access Alternatives Study sought to evaluate strategies for maximizing passenger access at Metrorail stations that have existing parking facilities by evaluating the costs and benefits of several possible scenarios of future station access. To do so, five case study stations were chosen. Each of these case-study stations represented one of the types identified in Metro's 2010 Bicycle and Pedestrian Access Improvements Study. By measuring the actual costs and benefits of additional riders by each access mode, WMATA can form a future access strategy that prioritizes improvements that provide the most "bang for the buck" in terms of increased station access and enhanced livability for the region and for the immediate station environs.

The five case study stations were:

- Fort Totten
- Vienna-Fairfax/GMU
- Naylor Road
- Huntington
- Shady Grove

Access during the AM Peak period was selected as the focus of the analysis as it is the time when the availability of parking resources are a potential limiting factor on ridership. While overall access numbers in the PM Peak period may be symmetrical to the AM Peak, a much larger percentage of passengers access the system as pedestrians at stations in the region's core.

The Station Access Alternatives Study consisted of a peer review of like transit agencies with similar operating profiles to Metrorail, followed by the development of multiple station access scenarios for each of the five stations listed above. Sixteen preliminary scenarios were pared down to ten scenarios (two per station) to be included in the benefit-cost analysis (BCA). Scenarios were selected for the BCA based upon feasibility of concepts, input from stakeholders, and degree of contrast to other scenarios to be analyzed.

PEER REVIEW FINDINGS

The study team carefully selected several peer systems for the review that share some key general characteristics and specific station access challenges with WMATA, including geographic reach, overall system size, suburban stations with parking, and high projected ridership growth. The final list of peer review agencies included:

- Bay Area Rapid Transit (BART) – San Francisco, CA
- Chicago Transit Authority (CTA) – Chicago, IL
- Metropolitan Atlanta Rapid Transit Authority (MARTA) – Atlanta, GA
- Massachusetts Bay transit Authority (MBTA) – Boston, MA
- Metra – Chicago, IL

- Orange County Transit Authority (OCTA) – Orange County, CA
- Sound Transit – Seattle, WA
- TriMet – Portland, OR

The peer review uncovered no truly cutting-edge station access strategies such as dynamic parking pricing, neighborhood ridesharing or non-fixed route demand response service, that have been implemented. The majority of WMATA’s peers have a wide variety of station types ranging from urban, urban residential, to suburban residential; and the primary access modes and challenges consequently varies significantly as well. Many agencies are experiencing parking capacity issues at urban and suburban residential stations that they are addressing with parking management approaches, while only the OCTA is increasing parking capacity in response to demand.

How each agency is meeting these access challenges or is planning to meet them varied significantly, but several recurring strategies and themes that rose to the top in terms of frequency of application, including:

- Single Occupancy Vehicle (SOV) Access is the Lowest Priority in Most Cases. Systems are generally looking to maximize access to their stations by non-motorized modes in general, and are not adding significant amounts of new parking (with the exception of OCTA).
- Remote/Satellite Parking Lots Can Work. Several peer systems have successfully implemented shared parking agreements or remote parking lots with dedicated feeder bus or shuttle service
- Increased Facilities for Bicycle Access are Popular. The peer review documented several bicycle parking initiatives being undertaken by agencies, including TriMet, MBTA, and Metra.
- Few Systems Have Ridesharing Accommodations. Only OCTA and Metra had accommodations targeted at carpoolers.
- Feeder Bus Connections and Frequency are Critical to Attracting Riders. The agencies interviewed have found that these connections must be far reaching (many routes), be frequent (short headways), and be convenient (dropping passengers at or very close to rail station entrances).
- Targeted Reverse Commute Shuttles Are Feasible. BART, Metra, and OCTA have all implemented successful reverse commute shuttles with local partners that focus on improving station egress by improving connections between stations and user destinations.
- Land Use Policies Are Often Seen as a Solution for Improving Station Access. Many agencies are working cooperatively with local municipalities to increase density around their stations, including working with private developers and converting surface parking lots into TOD.
- Bicycle and Pedestrian Access Improvements Extend Beyond the Station Site. Sound Transit has found that missing bicycle and pedestrian linkages between its stations and the surrounding communities impede the growth of bicycle and pedestrian access mode shares.

STATION ACCESS SCENARIOS

The study team first collected a toolbox of strategies that could potentially be employed as part of station access scenarios for one or more of the case study stations (for details, see full report). Multiple scenarios were then developed for each case study station by combining sets of these strategies that were felt to be mutually supportive. Ten scenarios were evaluated through the BCA. Not every strategy in the toolbox was included in each of the station scenarios.

The strategies focus on increasing the utilization of existing parking facilities and providing alternative modes of access. However, in order to provide analysis for a comprehensive list of options, constructing a new parking garage was included in scenario V3.

BENEFITS-COST ANALYSIS FINDINGS

The following two common benefit-cost evaluation measures were included in the benefit-cost analysis, each tailored to compare benefits and costs from different perspectives.

Net Present Value (NPV): NPV compares the net benefits (benefits minus costs) after being discounted to present values using the real discount rate assumption. The NPV provides a perspective on the overall dollar magnitude of cash flows over time in today's dollar terms.

Benefit Cost (B/C) Ratio: The evaluation also estimates the benefit-cost ratio; where the present value of incremental benefits divided by the present value of incremental costs yields the benefit-cost ratio. The B/C Ratio expresses the relation of discounted benefits to discounted costs as a measure of the extent to which a project's benefits either exceed or fall short of their associated costs.

The BCA showed that the anticipated quantifiable benefits from the WMATA Station Access Study projects exceed their anticipated costs. The two shady grove alternatives (S2 and S4) exhibited the highest B/C ratios, largely due to the long travel distances exhibited by Shady Grove passengers. (for complete B/C ratios, see full report)

RECOMMENDATIONS

Possibilities for Pilot Programs

A key objective of the study was to identify specific recommendations and explain how these recommendations might be implemented. The benefit-cost analysis showed that the anticipated quantifiable benefits exceed the anticipated costs for each scenario.

Implementation of the strategies would initially take place via a pilot program model, where strategies would be implemented in a systematic and gradual manner and subsequently evaluated. Implementing strategies via pilot programs will allow WMATA to better understand the impact of individual strategies in shifting modes of access to WMATA stations, and thus further invest in the most effective toolbox strategies. Some strategies that are already in use at certain stations may still be considered for pilot programs if they could be implemented on a broader scale (e.g. real-time parking information) or in a more comprehensive manner (e.g. improving pedestrian links). Table 32 delineates the toolbox strategies by those that could work at individual stations.

The study team selected seven strategies for additional study as potential pilot programs or policies:

- Real-Time Parking Information
- Shared Satellite Parking
- Shared Parking with Joint or Adjacent Development
- Neighborhood-Focused Bus Service
- Shuttle Management
- Preferred Carpool Spaces and Discounts
- Dynamic Ridesharing.

Though some elements of the strategies have a longer-term focus, such as the use of specialized technology in enforcing carpooling rules, each pilot program could be implemented in the near-term.

NOVEMBER 2012

**CONGESTION MANAGEMENT PROCESS (CMP) TECHNICAL REPORT
NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD
METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS**

BACKGROUND

A Congestion Management Process (CMP) is a requirement in metropolitan transportation planning from both the 2005 federal SAFETEA-LU transportation legislation and its supporting metropolitan planning regulations. These regulations were a basis for the CMP components that are wholly incorporated in the region's Constrained Long-Range Plan (CLRP) for transportation. The CMP component of the CLRP constitutes the region's official CMP, and serve to satisfy the SAFETEA-LU requirement of having a regional CMP.

This CMP Technical Report serves as a background document to the official CLRP/CMP, providing detailed information on data, strategies, and regional programs involved in congestion management. This 2012 CMP Technical Report is an updated version of the previously published CMP Technical Reports (2010 and 2008, respectively).

COMPONENTS OF THE CMP

The National Capital Region's Congestion Management Process has four components as described in the CLRP:

- Monitor and evaluate transportation system performance
- Define and analyze strategies
- Implement strategies and assess
- Compile project-specific congestion management information

This report documents and provides technical details of the four components of the CMP. It compiles information from a wide range of metropolitan transportation planning activities, as well as providing some additional CMP specific analyses, particularly travel time reliability and non-recurring congestion analyses.

KEY FINDINGS OF THE 2012 CMP TECHNICAL REPORT

- Freeway travelers in the Washington region on average experienced decreasing delays from 2009 to 2011. The total hours of delay of a typical traveler who commuted on freeways was 133 hours (at a cost of \$2,558) in 2011, decreased by 15% and 33% compared to 2010 and 2009, respectively. Consistent with the decrease of delay, the intensity, spatial extent of freeway congestion during AM and PM peak periods, and the vehicle miles traveled (VMT) on freeways also decreased in the same time period; travel time reliability on freeways improved.
- Congestion varies seasonally on freeways in the region: June usually experienced the longest delay in a year, while the winter months and August had only moderate delays, except when adverse weather conditions were in presence, such as the winter storms occurred in December 2009 and February 2010.
- About 4,600 directional route miles of arterials were scanned for the first time in the region, thanks to the procurement of INRIX 2010 historical traffic data. Initial analysis revealed that there were always more than a quarter of the 4,600 route miles of arterials congested from 7:00 AM to 6:30 PM on a workday in 2010 (not necessarily the same set of arterials always congested).

- Arterial congestion unevenly distributed in the region, with more congestion in dense urban areas where there is an emphasis on streets as accessibility in addition to mobility.
- The TPB's Regional Transportation Priorities Plan (RTPP) has taken a performance-based transportation planning approach to identify those transportation strategies that offer the greatest potential contributions to addressing continuing regional challenges, and to provide support for efforts to incorporate those strategies into future updates of the CLRP in the form of specific programs and projects. The CMP supports the RTPP by monitoring congestion and providing strategies that could improve the mobility of the transportation systems.
- The Commuter Connections program remains the centerpiece to assist and encourage people in the Washington region to use alternatives to the single-occupant automobile. The transit system in the Washington region serves as a major alternative to driving alone – transit mode share is among the highest several metropolitan areas in the country.
- This region has enhanced efforts in regional transportation operations coordination. The Metropolitan Area Transportation Operations Coordination (MATOC) program was recently enhanced with more staff covering longer time period, and a dedicated MATOC public website (www.matoc.org) providing real-time traffic and incidents information. A Regional Incident Coordination (RIC) program was newly created to facilitate regional coordination upon a variety of emergent incidents. A dedicated website (www.capitalregionupdates.gov) was also launched to provide the general public one-stop shop for emergency alerts, weather, traffic, and utilities information.
- Variably Priced Lanes (VPLs) provide options to travelers. Maryland Route 200 (Intercounty Connector (ICC)) was fully opened in November 2011 for the section between I-270 and I-95; some positive effects in reducing congestion and providing more options have already been observed. The 495 Express Lanes will be open on the Virginia side of the Capital Beltway in 2013.
- Bike Sharing and Car Sharing programs are growing. The number of bicycle and pedestrian facilities in the region has increased in recent years. The Capital Bikeshare now covers Washington, D.C. and Arlington, VA, and will be expanded to Alexandria, VA and possibly Montgomery County, MD. Car sharing has taken off in the Washington region, with over 800 shared Zipcar® cars in the District of Columbia alone with plans for that number to continue growing. In addition to Zipcar®, Car2Go and Hertz On Demand have moved into the Washington region car sharing market.
- Congestion management strategies of Management, Operations, and Intelligent Transportation Systems (MOITS) provide essential ways to make most of the existing transportation facilities.

RECOMMENDATIONS FOR THE CONGESTION MANAGEMENT PROCESS

The 2012 CMP Technical Report documents the updates of the Congestion Management Process in the Washington region from mid 2010 to mid 2012. Looking forward, the report leads to several important recommendations for future improvements.

- **Continue to enhance the Congestion Management Process to help support the** Regional Transportation Priorities Plan (RTPP), and other performance-based planning and programming processes.

- **Continue the Commuter Connections program.** The Commuter Connections program is a primary key strategy for demand management in the National Capital Region and it is beneficial to have a regional approach. Meanwhile, this program reduces transportation emissions and improves air quality, as identified by the TERMS evaluations.
- **Continue and enhance the MATOC program and support agency/jurisdictional transportation management activities including the Regional Incident Coordination (RIC) Program.** The MATOC program/activities are key strategies of operational management in the National Capital Region. Future enhancements of the MATOC program should be considered when appropriate to expand the function and participation of the program.
- **Capacity increasing projects should consider variable pricing and other management strategies.** Variably priced lanes (VPLs) provide a new option to avoid congestion for travelers and an effective way to manage congestion for agencies.
- **Encourage implementation of congestion management for major construction projects.** The construction project-related congestion management has been very successful in the past such as the Woodrow Wilson Bridge and Springfield Interchange projects.
- **Continue to encourage transit in the Washington region and explore transit priority strategies.** The transit system in the Washington region serves as a major alternative to driving alone, and it is an important means of getting more out of existing infrastructure. Local jurisdictions are encouraged to work closely with transit agencies to explore appropriate transit priority strategies that could have positive impacts on travelers by all modes.
- **Continue to encourage access to non-auto travel modes.** The success of the Capital Bikeshare program and the decrease in automobile registrations in the District of Columbia indicate that there is a shift, at least in the urban areas, to non-automobile transportation.
- **Continue to explore Integrated Corridor Management (ICM) systems and Active Traffic Management (ATM) strategies.** State DOTs are encouraged to explore ATM strategies along congested freeways and actively manage arterials along freeways. Transportation agencies (including transit agencies) and stakeholders are encouraged to work collaboratively along a congested corridor to explore the feasibility of an ICM system.
- **Continue and enhance providing real-time, historical, and multimodal traveler information.** Providing travelers with information before and during their trips can help them to make decisions to avoid congestion and delays and better utilize the existing road and transit infrastructure. Website such as MATOC's www.trafficview.org, www.CapitalRegionUpdates.gov, state DOTs' 511 systems, and real-time transit information allow travelers to make more informed decisions for their trips. The value of real-time traveler information can be largely enriched by integrating historical travel information which can provide valuable travel time reliability measures. Agencies are encouraged to coordinate on providing multimodal information along a corridor (e.g., the outcome envisioned in the I-95/I-395 Integrated Corridor Management Initiative).
- **Continue and enhance the arterial congestion monitoring program.** The TPB's traditional arterial floating car travel time studies ended in FY 2011 in view of that emergent private sector probe-based monitoring can provide unprecedented spatial and temporal coverage on arterials.

There are needs to study the cost effectiveness and further verify the quality of data provided by different sources, and to formalize the arterial monitoring program for the future.

- **Continue and enhance frequently updated congestion reporting with a standardized procedure in calculating performance measures and more trip-based assessments.** This CMP report and the National Capital Region Congestion Report established a hierarchical performance measurement structure for highway mobility/congestion assessments. There are needs to standardize the performance measures calculation procedure since different variations in the calculation could yield to different results, and to provide more customized information with trip-based travel time analysis.
- **Continue to conduct Geographically-focused Household Travel Surveys to collect mode choice information.** These studies can collect data to allow planners to see local level travel patterns and behaviors impacting mode shifts. In areas with major transportation improvements planned, these studies can provide a baseline for a before and after analysis.

MARCH 2013

**FY 2012 WASHINGTON REGION GRH CUSTOMER SATISFACTION SURVEY REPORT
COMMUTER CONNECTIONS**

GUARANTEED RIDE HOME PROGRAM DESCRIPTION

The Metropolitan Washington Council of Governments (MWCOC) through its Commuter Connections program, under the auspices of its funders, has operated the Guaranteed Ride Home program (GRH) in the Washington DC Metropolitan region since January 1997. A “commuter insurance” program, GRH is designed to encourage ridesharing and transit usage by providing a way home for qualifying commuters in the case of an unexpected personal/family emergency or unscheduled overtime, when their normal alternative commute mode is not available. Many area workers who consider switching commute modes from Single Occupancy Vehicles to carpools, vanpools, and transit are concerned about being stranded at work if they unexpectedly have to leave before or after standard work hours. GRH eliminates this concern, and encourages carpooling/vanpooling, taking transit, bicycling and walking to work. Commuters who use these transportation modes twice a week are provided with four free GRH rides home per year. Alternative mode commute practices reduce the number of automobiles on the road and help the region toward air quality goals.

CUSTOMER SATISFACTION SURVEY AND METHODOLOGY

The Customer Satisfaction Survey for GRH is conducted as an ongoing study each month throughout the fiscal year. All customers who obtained a free ride home through the program during FY2012 were provided the opportunity to participate in the survey.

Midway through FY2009, Commuter Connections began to administer the GRH survey online. Online surveys were employed as they are more expeditious and efficient from an administrative standpoint and reduce printing and postage costs. Emails are sent on the day following the GRH trip, along with a link to the survey. Customers who have not provided Commuter Connections with an email address, roughly 17%, continue to receive the survey through the U.S. Postal Service. For each ride taken, those who had not supplied an email address are mailed a postage-paid response card survey along with a cover letter. The letter informs the GRH customer of the purpose and voluntary nature of the survey. The online survey email contains a similar message. Both the hard copy and online surveys allow respondents to rate the GRH service and provide comments and suggestions. Some respondents voluntarily provide their name, and with their consent, may be featured in news articles and/or the Commuter Connections web site as testimonials.

SURVEY DESIGN

The FY 2012 survey consisted of five multiple-choice questions, one fill in the blank, and an area for comments. Four questions provide insight into customer opinions regarding various operational functions of GRH and asks respondents to rate aspects of the service by circling one of four responses—“Poor,” “Fair,” “Good,” or “Excellent.” Another multiple-choice question asks the reason for the trip and a fill in the blank question asks respondents to indicate their wait time. The comments area provides an open-ended forum to offer specific or general feedback, whether positive or negative.

The performance areas of GRH were addressed by four multiple-choice questions pertaining to reservations staff, transportation service, response time, and overall service. “Reservations staff” refers to the operators who answer telephone calls from commuters requesting GRH service, verify the request in accordance with the official GRH participation guidelines, and arrange the ride for the commuter. These operators are employees of Diamond Transportation Services, Inc., which provides such services under a

contractual arrangement with MWCOG. “Transportation service” refers to the modes of transportation (e.g., taxi, rental car service) and the affiliated organizations (e.g., xyz cab company, Enterprise Rent-a-Car) that provide the trips from the workplace to the final destination. The types of transportation modes used for the GRH trips were selected by Diamond Transportation based on the type and severity of the emergency, distance traveled, and customer preferences.

Due to budgetary reasons, during the final quarter of FY2012, all commuters were asked to augment their GRH trip by using transit if available. For example, they may have been asked to take Metrorail to the end of the line and get a taxi from that point. This reduced the distance of the taxi ride and, consequently, the cost of the taxi service.

RESPONSE RATES

The response rate for FY2012 was 19% and has remained fairly steady for the past three fiscal years. The precipitous nine-point drop from FY2009 to FY2010 occurred when the survey changed to an online system. Online surveys are easier to ignore and may be tied up in spam/junk filters. Physical survey cards tend to have more impact. In many households, the volume of emails received has surpassed traditional postal delivery mail. Another plausible reason why there are significantly fewer online responses may be due to the fact that many GRH customers realize that online surveys no longer provide anonymity.

SURVEY RESULTS

Of the 3,339 surveys distributed in FY2012, 620 (19%) surveys were completed.

- The vast majority (96%) of the survey respondents were satisfied with the overall GRH service.
- Written responses were entered on more than two-thirds (69%) of the returned surveys, the majority of which (95.5%) contained compliments. Compliments outweighed criticism by more than 9.5 to 1.
- Good or above ratings were given by at least 91% of the respondents for each category.
- Average response wait was 15 minutes (up from 13 minutes in FY2011) and 93% waited 30 minutes or less.
- Reasons for utilizing the GRH service were primarily “Personal Illness” (36%), “Sick Child” (24%), “Overtime” (13%), and “Other Emergency” (27%)

The table below provides detail on the percentage ratings for each survey question and a favorability mark, a measure of the combined “Good” or “Excellent” responses.

Survey Questions	Responses	FY2012	FY2012 Favorability <i>(excellent & good)</i>	Previous Fiscal Year Favorability	+/-
How would you rate the service you received from our GRH trip reservations staff?	Excellent	80%	95%	96%	-1%
	Good	15%			
	Fair	3%			
	Poor	2%			
How would you rate the taxi or rental car service?	Excellent	71%	94%	95%	-1%
	Good	23%			
	Fair	4%			
	Poor	2%			
How would you rate our response time?	Excellent	77%	91%	94%	-3%
	Good	14%			
	Fair	5%			
	Poor	4%			
Overall, how would you rate our GRH service?	Excellent	80%	96%	96%	0%
	Good	16%			
	Fair	2%			
	Poor	2%			

Compliments

With 411 compliments, positive feedback was overwhelmingly the most common type of written response received. Compliments were given by 95.5% of those who provided a written response, over nine times the rate of complaints. Many were expressions of gratitude for the GRH service. Some commuters explicitly listed GRH as the main reason that allowed them to utilize an alternative commute mode. Many of the respondents provided personal stories about how GRH helped them during a crisis situation.

The vast majority compliments were about the Overall Service followed by the Taxi/Rental Service. The breakdown of compliments by category are as follows: Overall Service-86%; Taxi/Rental Service-50.5%; Response Time-44%; Reservations Staff-42%. It should also be noted that compliments regarding the Taxi/Rental Service received almost exclusively pertained to taxi trips, as only a small percentage of the trips used the rental car service.

Complaints

A total of 43 complaints were received about the GRH service - 10% out of the 430 written responses. Of respondents who cited a complaint, six also gave a compliment. Most complaints were about the Taxi/Rental Service followed by the Reservations Staff. Complaints received under the Taxi/Rental Service category almost exclusively pertain to taxi trips, as a small percentage of trips used the rental car

service. The breakdowns of complaints by category in descending order are as follows: Taxi/Rental Service-58%; Reservations Staff-37%; Response Time-33%; and Overall Service-28%.

Another common type of complaint related to the need for the Reservations Staff to ask probing questions, which is done in order to verify whether the request fully meets the GRH trip approval requirements. Most commuters understand this as one of the necessary steps of the program, while some are defensive and put off by this process. Without these safeguards, some commuters might abuse the program rules and take advantage of the free service. GRH can only be used for unexpected emergencies such as a personal illness, a sick child, or other personal or family emergency situations. To keep costs down, the reservation staff may also encourage longer distance commuters to use a rental car instead of a significantly more expensive taxi fare. They may also ask the commuter to supplement the trip with Metrorail for part of the distance. In some cases the approval of a GRH trip must rely on the perceived “unexpectedness” of the caller’s situation. This is to prevent misuse of the program for non-emergency situations. The Reservations Staff must at times differentiate between true emergencies and flagrant abuse. When making such judgments, a GRH trip may be rejected if the emergency is divulged as “expected”, such as a planned doctor’s appointment.

Complaints about the taxi service included some confusion about where to pick up the taxis, as well as problems with identifying which taxi was part of the GRH program. Additional issues included the attitudes of some drivers, cab cleanliness, and the lack of knowledge the cab drivers had of the GRH program. Unfortunately, some taxi drivers do not possess good customer service skills and some taxi companies do a poor job of communicating the GRH program protocol to their drivers. Although problems and issues are discussed between the GRH contractor and the taxi companies, the filtering down of information to the drivers can be less than ideal. Ultimately, the taxi companies are responsible for the training of taxi drivers and Commuter Connections has little direct control over this aspect of the service. Customers are welcome to specify the taxi company and/or driver by name when completing the survey but rarely do so. They may also lodge a complaint directly to the taxi company. When known by Commuter Connections, this feedback is communicated to the appropriate cab company through the managing contractor.

NOVEMBER 2013

2013 WASHINGTON REGION GRH PROGRAM SURVEY

COMMUTER CONNECTIONS

This report presents the results of a Guaranteed Ride Home (GRH) survey of 2,374 commuters who currently participate or who have participated in the Commuter Connections regional GRH Program operated by the Metropolitan Washington Council of Governments (MWCOG) for commuters who work in the metropolitan Washington region. MWCOG, through the National Capitol Region Transportation Planning Board, introduced the Commuter Connections GRH Program in 1997 to eliminate one barrier to using alternative modes - commuters' fear of being without transportation in the case of an emergency. The program provides up to four free rides home per year in a taxi, rental car, public transit, or a combination of these modes, in the event of an unexpected personal emergency or unscheduled overtime.

SURVEY GOALS

The primary goal of the GRH survey was to examine characteristics of GRH Program participants. Since 1997, Commuter Connections has collected data on GRH applicants through periodic surveys conducted to assess travel and air quality impacts of GRH participants. The 2013 GRH survey is the fifth such survey; previous GRH surveys were conducted in 2001, 2004, 2007, and 2010.

The survey is designed to examine three key research questions regarding potential travel changes that might be influenced or assisted by the GRH program. Specifically, the survey explores if the GRH program:

- Encourages commuters who drive alone to work to shift to alternative modes.
- Encourages commuters who use alternative modes to use these modes more days per week.
- Encourages commuters who use alternative modes to use them for a longer period of time.

PROGRAM PARTICIPATION FINDINGS

Several results related to program participation are notable:

- About seven in ten (71%) of all respondents participated or have been participating for two or more years. Not surprisingly, the comparison of GRH duration for current and past registrants shows that a larger percentage of current registrants are new to the program – 32% have been registered for one year or less, compared to 20% of past registrants.
- Past registrants left the program for two types of reasons: reasons associated with characteristics of the program and reasons associated with personal circumstances of the registrants. The most frequently mentioned program reason was respondents “did not know I had to re-register” (23%), this percentage was about the same as in 2010 but almost double that of 2007 and “Forgot to re-register” was cited by 22% of respondents, both common reasons cited in 2010 and 2007. The most frequently mentioned personal reason was “Changed jobs” cited by 18% of respondents.

SURVEY RESULTS

Where relevant, survey results are compared for the following sub-groups of respondents and with corresponding data for the 2001, 2004, 2007, and 2010 Washington region GRH surveys, when these data are available.

- Demographics of the sample.
- GRH participation characteristics.

- GRH information sources.
- Current commute patterns for GRH participants.
- Commute patterns before and during participation in GRH.
- Influence of GRH on commute choices.
- Use of other, non-GRH services provided by Commuter Connections and other organizations.
- Use of and satisfaction with GRH trips and the GRH Program.

CHARACTERISTICS AND DEMOGRAPHICS OF THE SAMPLE

Home and Work Location

- In the 2013 survey, the majority of respondents lived in Virginia (60%).
- Slightly more than a third (36%) lived in Maryland.
- A few (2%) lived in the District of Columbia or in another state (2%).
- More than six in ten respondents worked in the District of Columbia (61%) and almost three in ten 28% worked in Virginia.
- The remaining 11% worked in Maryland.
- These home and work distribution percentages were essentially the same as in the 2007 and 2010 surveys.

Demographics

- The survey asked respondents four demographic questions: gender, income, age, and ethnic group.
- A higher proportion of GRH participants were male (52%) than female (48%).
- More than eight in ten respondents (84%) had household incomes of \$80,000 or more and 53% had incomes of \$120,000 or more.
- About six in ten (59%) were between the ages of 35 and 54 years old. Approximately one in ten (9%) was under 35 and one-third (32%) were 55 years or older.
- Caucasians/Whites and African-Americans represent the two largest ethnic group categories of GRH survey respondents, 73% (up from 68% in 2010) and 16% (down from 20% in 2010) respectively. Asians account for about 6% and Hispanics account for about 5%.

GRH PARTICIPATION CHARACTERISTICS

- Almost three-quarters (72%) of respondents said they were currently registered for GRH. About three in ten said they had been registered, but were not currently participating (28%). Less than one percent said they never registered as they participated as one-time exceptions.
- About six in ten respondents (61%) said they first registered before 2010, 11% registered in 2010, 13% registered in 2011, and 12% registered in 2012. A small percentage said they registered in 2013, but because the GRH survey interviews were conducted in May and June 2013, registration figures for 2013 include only registrants who joined GRH in January 1 through March 15.
- Less than two percent said they had participated previously in another GRH program.
- About seven in ten (71%) of all respondents participated or have been participating for two or more years. 32% have been registered for one year or less, compared to 20% of past registrants.

GRH INFORMATION SOURCES

- Almost a third (31%) mentioned word of mouth/referrals as their source of information, similar to the 35% who gave this response in 2010 and 34% who gave this response in 2007, but an increase over the 26% who gave this as their source in the 2004 survey.
- In 2013, the Internet was mentioned as a source by a lower proportion of respondents (9%) than in 2010 (14%).
- Smaller percentages of respondents noted radio (12%), their employer (9%), a sign on the bus or train (5%), direct mail postcard sent to them directly by Commuter Connections (2%), or another rideshare or transit organization (5%).
- Respondents were more likely to have seen or heard GRH advertising if they had registered before 2008, compared to a more recent registration.

CURRENT COMMUTE PATTERNS FOR GRH PARTICIPANTS

- The overwhelming majority (98%) of respondents worked full-time, but 21% worked a compressed schedule.
- Bus was used by three in ten (31%) respondents and commuter rail was used by 23% of current registrants. Carpool and vanpool each were used by 15% of current registrants. Metrorail was the primary mode for 11% of current registrants. Only 1% of current registrants said they primarily drove alone to work. Two percent said they primarily telecommuted or bicycled or walked to work.
- Past registrants were more likely than current registrants to drive alone (31%). But nearly seven in ten (69%) said they still used an alternative mode most of the time, even though they were no longer in the GRH Program. Almost two in ten (19%) ride a bus, 14% ride commuter rail, 12% ride Metrorail, and 18% carpool or vanpool. Smaller percentages used telecommute (4%), and bicycle or walk (2%).
- The average one- way distance for GRH respondents was 35.4 miles. This is considerably longer than the distance of 16 miles traveled by the average commuter in the Washington metro region, as defined by the 2013 regional State of the Commute survey. More than six in ten (61%) GRH respondents commute 30 or more miles to work, compared to just 17% of all regional commuters.
- GRH participants commute, on average, about 66 minutes one way. This is also much longer than the commute time for all regional commuters, who commute an average of 36 minutes.

COMMUTE PATTERNS BEFORE AND DURING PARTICIPATION IN GRH

- 24% of respondents primarily drove alone Pre-GRH.
- Primary use of carpool/vanpool use increased from 23% Pre-GRH to 30% During-GRH, bus use rose from 19% to 30%, and the share of respondents using commuter rail as their primary mode grew from 18% to 22%. Metrorail appears to have declined, but this difference was not statistically significant.
- Respondents who were using alternative modes before they joined GRH largely remained in their Pre-GRH modes after they joined GRH. Respondents who previously carpooled/vanpooled (58%), rode a bus (60%), or used commuter rail (54%) stayed in these modes. The Metrorail retention was noticeably lower at 39%.
- The average number of days all GRH participants used alternative modes increased, from 3.4 days per week to 4.4 days per week. But the majority of the increase came from respondents who did not use alternatives at all Pre-GRH.
- Nearly half (46%) of GRH participants said they had used their current alternative mode for five years or longer and more than three-quarters (77%) had used this mode for two years or more. On average they had used these modes for 68 months; however, this was considerably shorter duration than the 90-months average for all regional commuters, based on data from the 2013

State of the Commute survey. The share of regional commuters who said they have used their current alternative mode for less than two years is about the same (26%) as for the GRH respondents. But 31% of regional commuters have been using their alternative mode ten years or more, compared with only 18% of GRH respondents.

INFLUENCE OF GRH ON COMMUTE PATTERN DECISIONS

- About two in ten (22%) respondents said they started using alternatives at the time they joined GRH. A small number of respondents (3%) increased the number of days they used alternative modes. These percentages were similar to those reported in the three previous GRH surveys (2004, 2007, and 2010). The largest share of respondents (74%) said they maintained but did not increase use of an alternative mode that they were using before GRH. This is to be expected, since most respondents were using an alternative pre-GRH and most used alternative modes four or five days per week pre-GRH. This percentage of “maintained” alternative mode use is much higher in 2013 as was observed in 2010 (67%).
- Half (50%) of all the respondents who drove alone Pre-GRH and started using alternative modes During-GRH said GRH was “very important” to the decision to make the change. Three in ten (30%) said GRH was “somewhat important” to the decision. The remaining 20% said GRH was “not at all important.”
- About 75% of respondents who maintained use of an alternative mode or who started using alternative modes said GRH was “very important” or “somewhat important” to their decision.
- GRH appeared to be slightly less important for respondents who increased their use of alternative modes as for decisions to start or maintain use of alternatives. Three-quarters (75%) respondents said it was “very important” or “somewhat important” to this decision, compared with 80% of respondents who started an alternative mode and 75% who maintained alternative modes. About 25% said it was “not at all important” to the decision. But the sample for this group is small, relative to the start alternative mode group.
- Nearly nine in ten (88%) respondents who were vanpooling Pre-GRH said GRH had been somewhat or very important to their decision to continue using this mode. Among carpoolers, bus riders, and commuter rail riders, the share who rated GRH as important is between 74% and 80%. But only about six in ten Metrorail riders rate GRH as important, likely because Metrorail runs at a reasonable frequency all day long, so many Metrorail commuters have an acceptable emergency option even without GRH.
- Despite the high percentage of respondents who rated GRH as “very important” or “somewhat important” to their decisions to use alternative modes, most respondents said they were likely to have made these decisions anyway, implying that GRH was not essential to their decision. These results are consistent with other GRH program evaluations.

USE OF AND SATISFACTION WITH GRH

- Nearly one in three (31%) respondents said they had taken a GRH trip. This was about the same as the 33% reported in 2010, but significantly higher than the result in 2007 (23%). Current registrants used GRH trips at a significantly higher rate than did past registrants. This could be because current registrants have been participating in GRH for a longer time period than past registrants. Thus, they have had a longer time in which to encounter a situation in which they would need a GRH trip.
- The average one-way distance of a respondent who used a GRH trip was 38.0 miles one-way, compared to 34.7 miles for all GRH respondents overall. Respondents who had the shorter commutes, less than 10 miles or between 10 and 19.9 miles one-way, were the least likely to use a trip (23% and 22%, respectively). About three in ten (29%) respondents who travel between 20 and 29 miles have taken a trip. Among respondents who travel 30 or more miles, GRH use is

even higher. This suggests that registrants with shorter commutes find another travel option in the case of an emergency, such as a being driven by a co-worker or taking public transportation or a taxi, for which they pay themselves.

- The overwhelming reason (73%) for using the GRH program was “illness,” either of the respondent (33%), another family member (21%), or a child (19%). “Unscheduled overtime” (15%) and “other personal emergency” (9%) were the two other common reasons.
- The primary reasons given by the unsatisfied respondents include: waited too long (25 respondents), didn’t like the taxi driver (9 respondents), and hard to get approval (5 respondents).
- Respondents waited an average of 16 minutes for a taxi. This was one minute less than the average calculated for the 2010 GRH survey. In 2013, more than half (51%) said the taxi arrived within 10 minutes and more than four in five (84%) respondents waited 20 minutes or less.
- Participants appear to be generally quite satisfied with the GRH Program. Twelve percent of respondents said no improvement is necessary for the GRH program. An additional 58% of participants did not provide any suggestions for improvements.

NOVEMBER 2013
2013 BALTIMORE REGION GRH PROGRAM SURVEY
COMMUTER CONNECTIONS

This report presents the results of a Guaranteed Ride Home (GRH) survey of 543 commuters who currently participate, or who have participated, in the Baltimore and St. Mary's County regional GRH Program marketed through the Maryland Transit Administration and operated through the Commuter Connections program at the Metropolitan Washington Council of Governments. This program was introduced in October 2010 to eliminate one barrier to using alternative modes - commuters' fear of being without transportation in the case of an emergency. The program provides up to four free rides home per year in a taxi, rental car, public transit, or a combination of these modes, in the event of an unexpected personal emergency or unscheduled overtime.

SURVEY GOALS

The primary goal of the GRH survey is to examine characteristics of GRH Program participants and to examine three key research questions regarding potential travel changes that might be influenced or assisted by the GRH program. Specifically, the survey explores if the GRH program:

- Encourages commuters who drive alone to work to use alternative modes.
- Encourages commuters who use alternative modes to use these modes more days per week.
- Encourages commuters who use alternative modes to use them for a longer period of time.

PROGRAM PARTICIPATION FINDINGS

Several survey results relate to program marketing. These conclusions are summarized below:

- Program marketing seems to be an effective source of information for GRH. Nearly half of respondents said they had heard or seen some form of GRH advertising, one-quarter of total survey respondents said they had not registered before hearing or seeing the ads, and that the ads had encouraged them to register.
- The results also showed the need for multiple outreach channels. Word of mouth continues to be the predominant method by which respondents learned of GRH, but employer/employee survey, Internet, bus/train signs, and other rideshare/transit organizations all were noted by at least five percent of respondents as their first information source about GRH.

SURVEY RESULTS

Where relevant, survey results are compared for the following sub-groups of respondents when these data are available.

- Demographics of the sample.
- GRH participation characteristics.
- GRH information sources.
- Current commute patterns for GRH participants.
- Commute patterns before and during participation in GRH.
- Influence of GRH on commute choices.
- Use of other, non-GRH services provided by Commuter Connections and other organizations.
- Use of and satisfaction with GRH trips and the GRH Program.

CHARACTERISTICS AND DEMOGRAPHICS OF THE SAMPLE

Home and Work Location

- For the 2013 survey, the majority of respondents live in Maryland (72%).
- Top home locations are Baltimore City (21%), Baltimore County (15%), and Hartford County (13%).
- About 14% live in Virginia.
- A few (2%) live in the District of Columbia.
- The remaining 11% live north of Baltimore in Pennsylvania (6%), New Jersey (3%), or Delaware (2%).
- Essentially all (99.7%) work in Maryland.

Demographics

- The survey asked respondents four demographic questions: gender, income, age, and ethnic group.
- A higher proportion of GRH participants are male (54%) than female (46%).
- More than six in ten respondents (64%) have household incomes of \$80,000 or more and 32% have incomes of \$120,000 or more.
- More than half (56%) are between the ages of 35 and 54 years old. Approximately two in ten (19%) are under 35 and one-quarter (25%) are 55 years or older.
- Caucasians/Whites and African-Americans represent the two largest ethnic group categories of GRH survey respondents, 64% and 21%, respectively. Asians account for about 8% and Hispanics account for about 4% of respondents.

GRH PARTICIPATION CHARACTERISTICS

- Almost three-quarters (73%) of respondents said they were currently registered for GRH. Sixteen percent of respondents said they had been registered, but were not currently participating.
- About twelve percent of respondents said they first registered before 2010, 20% registered in 2010, 40% registered in 2011, and 24% registered in 2012. A small percentage said they registered in 2013, but because the GRH survey interviews were conducted in May and June 2013, registration figures for 2013 include only registrants who joined GRH in January 1 through March 31.
- Seven percent said they had participated previously in another GRH program.
- About one in three (32%) of all respondents participated or have been participating for two or more years. 33% have been registered for one year or less, compared to 19% of past registrants.

REGISTRATION INFORMATION

The survey asked numerous questions relating to the times “before” and “while” participating in GRH. For this reason, respondents’ registration status is defined by both their actual status, as defined in the database, and by their perception of their status. This perceived status was used in the survey interview to ensure that respondents were asked questions that would make sense to them. But a substantial portion of respondents defined their registration status differently than was shown in the GRH database.

- 88% of respondents whose database status is current correctly identified their status as current.

- The remaining 12% said they were no longer registered for the program, although their registration is actually current.
- A more significant issue is the 48% of respondents whose registration has expired, but who think they are still registered.
- Twenty percent said they registered in 2010, 40% registered in 2011, and 24% registered in 2012.
- Four percent said they registered in 2013, but the survey population included only 2013 registrants who joined GRH between January 1 through March 15.
- Fifty-eight respondents (11% of the total surveyed) could not remember when they registered.
- About one-third (32%) of all respondents participated or had been participating for two or more years.

GRH INFORMATION SOURCES

- More than one-quarter (27%) mentioned word of mouth/referrals as their source of information.
- Twenty-three percent said they learned about GRH from their employer or a worksite survey.
- About one in ten (11%) cited the Internet or a bus/train sign (11%) as their source.
- Eight percent learned about GRH from another rideshare or transit organization.
- Respondents were more likely to have seen or heard GRH advertising if they had registered soon after the program started in late 2010 or 2011.
- Half (51%) who registered in 2010 and 48% who registered in 2011 said they had heard or seen advertising, compared to 44% who registered in 2013 or 2013.
- Only 30% who said they registered before 2010 reported seeing or hearing GRH advertising.

CURRENT COMMUTE PATTERNS FOR GRH PARTICIPANTS

- The overwhelming majority (97%) of respondents work full-time, but 9% work a compressed schedule.
- Bus was used by one-third (33%) of respondents and Vanpool was used by 29%.
- Commuter rail, carpool, and subway/light rail each are used by about one in ten registrants.
- Seven percent primarily bike or walk to work and 1% telework.
- Only 1% said they primarily drive alone.
- Past registrants were more likely than current registrants to drive alone (41%). But nearly six in ten (59%) said they still used an alternative mode most of the time, even though they were no longer in the GRH Program.
- Almost one-quarter (24%) of past registrants ride a bus, 13% vanpool, 8% bike/walk, and 6% ride the subway or light rail. Small percentages carpool, ride a commuter train, or telework as their primary mode.
- The average one-way distance for GRH respondents was 29.9 miles. More than six in ten (63%) GRH respondents commute 20 or more miles to work and 47% commute 30 miles or more.
- GRH participants commute, on average, about 53 minutes one way. Half (51%) commute more than 45 minutes and 26% commute more than one hour.

COMMUTE PATTERNS BEFORE AND DURING PARTICIPATION IN GRH

- 34% of respondents primarily drove alone Pre-GRH.
- Primary use of carpool/vanpool use increased from 16% Pre-GRH to 34% During-GRH, bus use rose from 28% to 33%, and the share of respondents using commuter rail as their primary mode grew from 7% to 11%. Use of Metrorail/Light rail/Baltimore Subway and bike/walk appear to have remained the same.

- Respondents who were using alternative modes before they joined GRH largely remained in their Pre-GRH modes after they joined GRH. Respondents who previously carpooled/vanpooled (87%) continued to use these modes and 13% shifted to other modes.
- Three in ten (55%) drive alone respondents shifted to carpooling or vanpooling and 32% shifted to transit. About 11% of drive alone commuters said they continued to drive alone as their primary mode.
- The average number of days all GRH participants used alternative modes increased, from 3.1 days per week to 4.4 days per week. But the majority of the increase came from respondents who did not use alternatives at all Pre-GRH.
- More than four in ten (44%) GRH participants said they have used their current alternative mode for five years or longer and three-quarters (76%) have used this mode for two years or more. On average they have used these modes for 58 months.

INFLUENCE OF GRH ON COMMUTE PATTERN DECISIONS

- About three in ten (29%) respondents said they started using a new alternative mode at the time or since they joined GRH. A small number of respondents (3%) increased the number of days they use alternative modes. The largest share of respondents (63%) said they maintained but did not increase use of an alternative mode that they were using before GRH.
- Half (54%) of the respondents who drove alone Pre-GRH and started using alternative modes During-GRH said GRH was “very important” to the decision to make the change. Three in ten (30%) said GRH was “somewhat important” to the decision. The remaining 16% said GRH was “not at all important.”
- Two-thirds of respondents who maintained alternative mode use said GRH was “very important” (34%) or “somewhat important” (32%) to their decision.
- Eight in ten (81%) respondents who were riding a subway or light rail Pre-GRH and 74% who rode a commuter train said GRH had been “somewhat” or “very important” to their decision to continue using this mode. About seven in ten bus riders (71%) and vanpoolers (69%) rated GRH as “important.” Carpoolers and respondents who biked or walked to work rated GRH as less influential. One-quarter (27%) of carpoolers said GRH was “very important” and 27% said it was “somewhat important.” The service was considerably less important for bikers and walkers; none of these respondents rated GRH as “very important” and only 27% rated it as “somewhat important.”
- Nearly half (46%) of respondents who started using alternative modes said they were only “somewhat likely” or “not at all likely” to have made the change if GRH had not been available. The remaining 54% said they were “very likely” to have made the change even if they did not have access to GRH.
- GRH seem to be less valuable to registrants who were using alternative modes and didn’t make any changes during GRH (maintained alternative mode); 70% said they were “very likely” to have continued in this mode if GRH had not been available. One-quarter (21%) said they were “somewhat likely” to have continued that mode and only 9% were “not likely” to have continued that mode without GRH.
- Among respondents who maintained alternative mode use, the overall likelihood to continue their commute mode was about the same for both current (26%) and past (25%) registrants. But a significantly higher share of past registrants (13%) than current registrants (5%) reported they were “not at all likely” to have continued using alternative modes.
- Despite the high percentage of respondents who rate GRH as “very important” or “somewhat important” to their decisions to use alternative modes, most respondents said they were likely to have made these decisions anyway, implying that GRH was not essential to their decision.

USE OF AND SATISFACTION WITH GRH

- Ten percent of respondents said they had taken a GRH trip. Current registrants used GRH trips at a significantly higher rate than did past registrants. This could be because current registrants have been participating in GRH for a longer time period than past registrants. Thus, they have had a longer time in which to encounter a situation in which they would need a GRH trip.
- The average one-way distance of a respondent who used a GRH trip is 38.6 miles one-way, compared to 31.9 miles for all GRH respondents overall. Respondents who have short commutes, less than 10 miles or between 10 and 19.9 miles one-way, are less likely to use a trip (5% and 4%, respectively) than are respondents in longer-distance groups. About two in ten (20%) respondents who travel between 20 and 29 miles and one in ten respondents who travel 30 or more miles to work have taken a GRH trip. This suggests that registrants with shorter commutes find another travel option in the case of an emergency, such as a being driven by a co-worker or taking public transportation or a taxi, for which they pay themselves.
- Half (51%) of all GRH trips were taken to address an illness: respondent (40%), another family member (8%), or a child (3%). Unscheduled overtime (26%) and other personal emergency (18%) were the two other common reasons.
- The overwhelming majority (92%) said they were satisfied.
- Respondents waited an average of 27 minutes for a taxi. Seventeen percent said the taxi arrived within 10 minutes and more than six in ten (61%) respondents waited 20 minutes or less. But 18% reported that they waited more than 45 minutes.
- Participants appear to be generally quite satisfied with the GRH Program. Ten percent of respondents said no improvement is necessary for the GRH program. An additional 49% of participants did not provide any suggestions for improvements.
- The most frequently mentioned improvement is more advertising or more program information, named by 15% of respondents.