Welcome!

ETC Marketing Workshop

September 16, 2025 | 9am-12pm





Staff Introductions & Announcements

Martin Buford Sr. Transportation Manager, Metro





Thanks to our breakfast sponsor!







Meeting Details

Can you ask questions?

Yes, at the end of each topic, we've allocated time for ETCs to ask a few questions.

Is this workshop being recorded?

No – we will provide a copy of the PowerPoint slides on the Metro Commuter Options webpage after the Workshop.

Do I have to participate in the entire workshop?

Yes – in order to receive a Marketing Certificate ETC's will need to take note of the two (2) specific codes provided during this workshop. ETC's <u>must</u> provide these codes in our post-workshop survey evaluation. Completion of the evaluation is required to receive the Marketing Certificate.

Parking validations for today's Workshop

For those who requested a parking validation, please see any of our Metro staff during the break or after the Workshop to receive your validation ticket. We also appreciate Metrolink and Metro for providing free one-day passes for ETC's that opted to take transit to today's Workshop.

Agenda

8:30am Registration, Networking & Continental Breakfast

9:00am Welcome & Staff Introductions

Grand Opening of Foothill Extension Stations

9:20am Marketing California Rideshare Week

9:50am What Works For You – Breakout Session

10:20am Break Time & Visit Vendor Tables

10:30am Rideshare Flyers 101

11:00am ETC Spotlight

11:30am Final Announcements

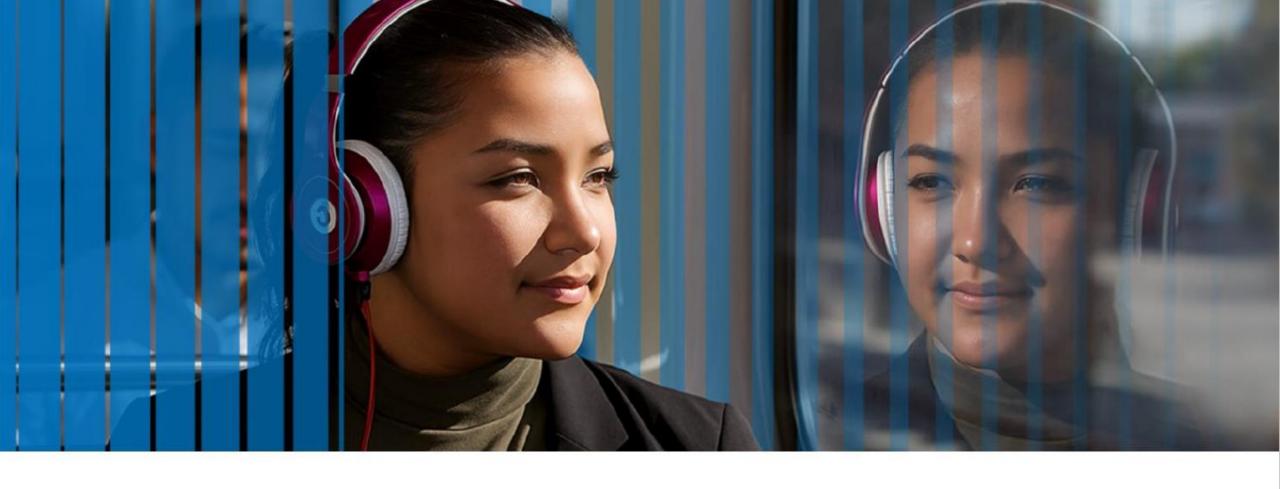
Closing & Visit Vendor Tables

Grand Opening of A Line Extension & New Stations

Maria Conchita Flores Community Relations, Metro







The A Line Extension between Azusa and Pomona is Arriving September 19.



Glendora

Serving foothill communities and local shops

San Dimas

Easy access to parks, schools and neighborhoods

La Verne/Fairplex

Connects to the University of La Verne and LA County Fairgrounds

Pomona North

Gateway to Pomona Arts
District and Metrolink

Ride the A Line



Fast, Frequent, Reliable

- Trains every 8 minutes during peak hours
- Service from 4am to midnight



Budget Friendly Pricing

- Rides start at \$1.75
- Discounts for students. Learn more
- · No parking, no gas, no surge pricing



Goes Where You Go

- 19 Nearby Campuses
- Glendora Village, Raging Waters, Fairplex, Fox Theater and more
- Pomona Metrolink, Pasadena, Union Station, Long Beach



Forget Traffic and Relax

- Ride stress-free—no traffic, no parking hassles
- Enjoy up to 2 hours of unlimited transfers (no roundtrips)
- Use the time to read, stream or just enjoy the view while you ride

Connect To The New Stations

Glendora A Line Station

Foothill Transit Line 284

San Dimas A Line Station

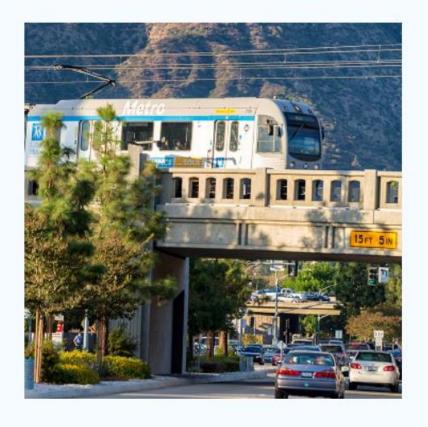
Foothill Transit Line 295, 492

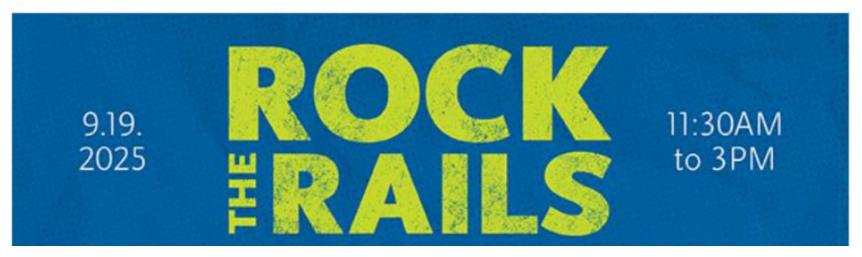
Pomona North A Line Station

Foothill Transit Line 291, 492

Pomona North A Line Station

Metrolink San Bernardino Line





Metro's Rock the Rails: Live Music, Local Eats, 4 New Stations!

Mark your calendars—this is one celebration you won't want to miss. Metro's ROCK THE RAILS is taking over with a four-station extravaganza: live music, DJs, local food favorites and an unbeatable community vibe. On Friday, Sept. 19, 2025, from 11:30 a.m. to 3 p.m., we're opening the doors to four brand-new Metro A Line stations in Glendora, San Dimas, La Verne/Fairplex and Pomona North. Each stop offers something unique—so come taste, dance and celebrate. Because this is about community, connection and one unforgettable day. Be part of the moment. Be part of ROCK THE RAILS.

For more information and to plan ahead, call 323.466.3876 or visit *metro.net/alinetopomona*.

Thank you!

JC Montenegro

Manager, San Gabriel Valley Area Manager

213.922.1240

MontenegroJC@metro.net

Maria Conchita Flores

Principal Community Relations Officer, Local Government

213.922.2185

FloresMC@metro.net



Marketing California Rideshare Week 2025

Denise Van Stratten, Metro Puja Thomas-Patel, IE Commuter





What is California Rideshare Week?

- Have to go back to the 80's
- Rideshare agencies in No. Calif.
 wanted to recognize commuters
 who opted to <u>not</u> drive alone to get
 to work
- They asked drivers to leave their car at home during what they called "Commuter Awareness Week"
- Participants were given a chance to win a free trip to Hawaii!



What is California Rideshare Week?



The idea grew and became an official **statewide** campaign known as "California Rideshare Week"



The goal changed to encouraging ALL drive alone commuters find a better way to get to work by giving ridesharing a try!



Agencies also demonstrated how ridesharing could save commuters money, time, and help the environment too

Fast Forward to 2025

- It's the 40th anniversary of Rideshare Week!
- Carpooling has increased 3 ½ percent in the last two years – a rebound from prepandemic levels*
- We are #2! Consumer Affairs reported Washington DC has the worst traffic with an average commute of 33.4 minutes – followed by LA with only 30-minutes!



^{*}according to census.gov

HOW CAN YOU HELP?

Metro's 2025 Campaign

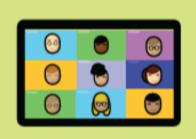
- Ask commuters to leave their car at home and try ridesharing!
- Over \$5,000 in prizes and gift cards donated by our LA Metro Rideshare Week sponsors!
- Dedicated webpage with info for both ETCs and commuters at metro.net/rideshareweek
 - Be on the look out for a post in *The Source* (Metro's blog) to launch on/about October 1st
 - Posters are available for you TODAY after the Workshop and digital toolkit for ETCs with graphics will be on the webpage next week













Less miles = More smiles Rideshare Week October 6–10











Win prizes!

Metro is reminding commuters that

"Less miles = more smiles"! Track

your trips on ridematch.info to be

entered into a drawing to win some

great prizes, including gift cards and
much more.









- > Visit ridematch.info and sign in/register.
- > Click on the Calendar and track your rideshare trips (carpooling, riding transit, vanpooling, walking, biking or telework) from October 6 to 10 and you'll be entered into the drawing.
- > The more rideshare trips that you track, the more times you'll be added to the random drawing.

Call 213.922.2811 or email commuteroptions@metro.net for more information.

Scan the QR code for a link to sign in/ register on ridematch.info.









How To Win!!

Employees track their rideshare trips on the **ridematch.info** calendar for the chance to win some great prizes!

Prizes include:

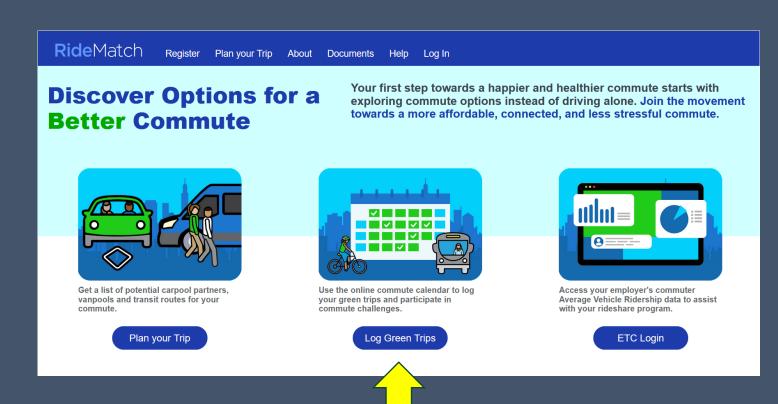
Macy's \$100 gift cards

Brighton Collectibles handbag

\$100 Gift cards to stores The Bloc DTLA

Tech gifts including noise canceling headsets, and Bluetooth speakers

Metrolink SoCal Day passes and more!



THANKS TO THE FOLLOWING PRIZE SPONSORS:













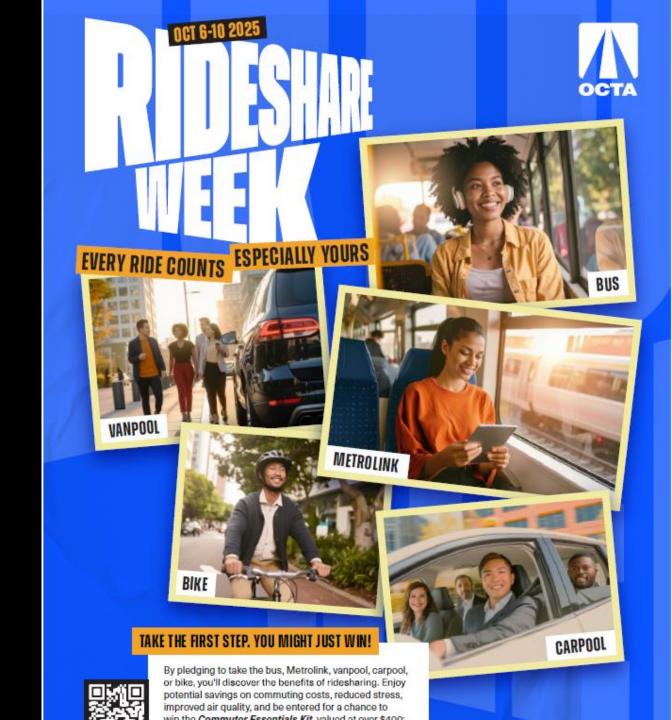
OCTA's Rideshare Week

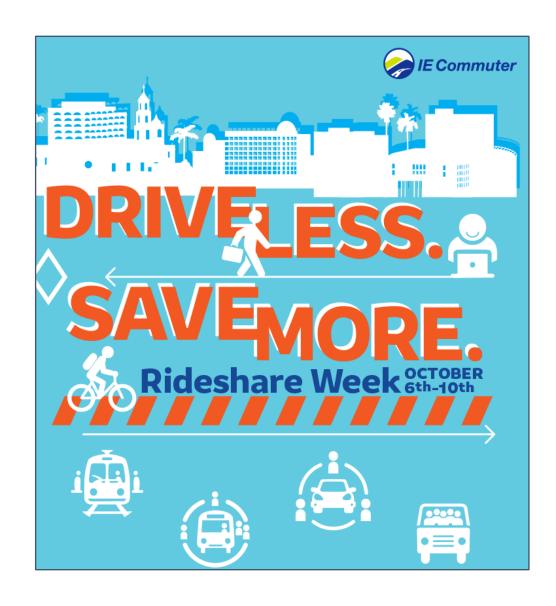
Theme:

"Every Ride Counts – Especially Yours"

Employees who pledge to take the bus, Metrolink, vanpool, carpool or bike will be entered for a chance to win a "Commuter Essential Kit" that includes an Air Pod Pro, Kindle, Tote Bag and more!

Visit octa.net/rideshareweek





Puja Thomas-Patel PThomasPatel@iecommuter.org









Ready to Ride?

Fuel your strategy with sustainable power















A service powered by Riverside County Transportation Commission (RCTC) and San Bernardino County Transportation Authority (SBCTA)

Acknowledging Our Valued Partners





Shared Miles, Shared Impact

Together, Riverside and San Bernardino County residents & commuters logged **30,874 trips** in 2024 and kicked **494,932 pounds of greenhouse gases** to the curb.

Mother Nature is officially impressed.







IE Commuter Incentives

- \$5/Day
 - Up to \$125 in gift cards
- Monthly Spotlight (Raffle)
 - Prizes for logging carpool, vanpool, train, bus, walk, and telework trips
- Free Metrolink Passes
 - Up to 90 days of no-cost passes
- Guaranteed Ride Home Program
 - Lyft, Uber, or Taxi ride home reimbursed up to 2 times a year







Rideshare for a chance to win!

Log your rideshare trips and/or telework days with IE Commuter throughout October for a chance to win an Apple Watch Series 10, AirPods 4 and more!

IECommuter.org/RideshareWeek



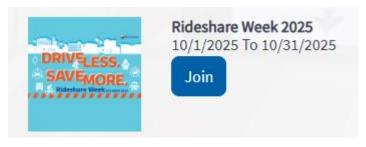
Campaign Overview

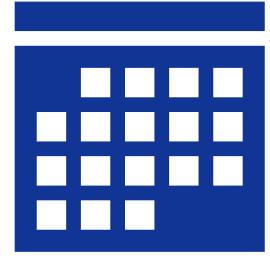
Commuters log their rideshare trips and telework days on IECommuter.org throughout the month of October for the chance to win exciting prizes!



RSW 2025: Eligibility

- Anyone who works or lives in Riverside or San Bernardino counties
- Participants join the Rideshare Week 2025 Campaign
- Log trips throughout the entire month of October





Promoting Rideshare Week

- Send an all-staff email/newsletter
- Intranet post
- Hang posters/4x6 cards
- Host an onsite Rideshare Event
- Invite local agency to your Wellness/Benefits Fair
- Social Media posts



RSW 2025: Digital Toolkit

- 8.5x11" PDF Flyer
- Newsletter Content
- Draft All-Staff Email
- Digital Ads
- FAQs



Customize Your Resources

Thank You to Our Sponsors





























IEC RSW 2025: Prize Preview

- Big Bear Mountain Resort Winter Pass
- Hyatt Regency, Indian Wells 2-Night Stay
- Commuter Bike from Cyclery USA
- Fiesta Village Family Fun Park (2 Passes)
- Monster Energy Mechanic Rollers
- Dany Wharf Whale Watching (2 Passes)
- Amazon Echo Show 8
- Apple Watch
- Apple AirPods 4
- Ernie Ball Sweater and Mug
- Many more!











Where to Get Yours

862 E Hospitality Lane, Suite 350 San Bernardino, CA 92408

Walk-In

September Mon 15- Fri 19 9:00 AM – 4:00 PM

Just send us a quick note that you'll be stopping by: info@iecommuter.org



IE Commuter Leadership Awards

- A point-based program for employers that recognizes leadership in sustainable commuting
- Earn points in 4 categories:
 - Policies, Participation, Impact, and Feedback
- Inclusive of both regulated and unregulated employers
- 33 points available you only need 10 to achieve recognition





Gold

15 points needed



Platinum

20 points needed



Questions?

What Works for You?! Break-Out Session

Tiffany Fischer, Metro





What Works For You?

Please break up into four groups in each corner of the Board Room

Brian, James, Gina and Tiffany will work with each group

You will receive a worksheet that provides details for a "faux" worksite with a budget, number of employees, etc.

Discuss how you would promote ridesharing at your "faux" worksite and generate ideas on how to market ridesharing to employees

What Works For You?

Each group will nominate a person to take notes and a leader to present their top three (3) ideas

You'll have ten (10) minutes to discuss, take notes and then we'll go back to our seats.

The designated leader will present their top three (3) ideas will have 3 minutes to do so to the entire group of ETCs.

What Works For You?

Here are some things to consider:

What forms of marketing or outreach would you (ETC) use to reach out to your employees?

Are there are rideshare programs or incentives that you (ETC) feel would be successful at your faux worksite?

Why?



		Metro Cus	Metro Customer Relations		
Metro Timetables and Brochures		/ / DATE ORDER RECEIVED	/ / DATE ORDER SENT		
Company Information					
COMPANY NAME					
STREET ADDRESS					
CITY STATE ZIP					
COMPANY CONTACT (PRINT NAME AND TITLE)					
PHONE	FAX	EMAIL			

Order Information					
TIMETABLES	QΤΥ	BROCHURES	QΤΥ	MAPS	QTY
(sample) Line 302	25	Metro Art Guide	100	Metro System Map	50
All lines near work location	25	Metro Micro Brochures	25	Go Metro Map & Pocket Guid	
Metro A Line	25	Life brochures	25		
Metro B Line	25	Tap Guides	25		
Metro D Line	25	Fare Information	25		
Metro E Line	25	Lines now using TAP	25		
Metro L Line	25				
Metro J Line (Silver 910)	25				
Metro J Line (Silver 950)	25				
Metro K Line					

/	/	:	АМ	РМ
CUSTOMER	WILL PICK	-UP (DATE & TIME)		



Metro Customer Relations One Gateway Plaza, Mail Stop 99-PL-4 Los Angeles, CA 90012 213.922.4288 -Fax cooperk@metro.net



Questions?

Marketing Certificate Code

Please make note of the following five-digit code. You will need this **first** code when responding to the workshop evaluation. The codes are required to receive your marketing certificate:



Rideshare Flyers 101

Gina Van Stratten, Metro







MARKETING FLYERS

 Flyers are a main component of marketing materials. Even in the digital age, they remain an effective way to promote services and events.

 Creating a flyer is worthwhile to promoting your organization's rideshare program and/or employee transportation survey.







METROLINK

KEY ELEMENTS OF A FLYER:

- 1. Headline
- 2. Image
- 3. Concise copy
- 4. Colors and fonts
- 5. Layout
- 6. Contact info
- 7. Call to action

HEADLINE

Clear, attention-grabbing headline

- Short and impactful
- Direct messaging
- Focus on the audience
- Clear about what is being promoted

IMAGE

High-quality images or graphics

- High-resolution
- Relevant images

CONCISE COPY

Brief and interesting copy

- Avoid technical language stick to simple language everyone can recognize
- Use short sentences and bullet points

COLORS FONTS

Choosing the right colors and fonts

- Brand colors for consistency
- Contrast background and text for readability

LAYOUT

Logical and well-structured layout

- Use generous white space
- Prevent clutter

CALL TO ACTION

Give audience next action steps

• Strong, specific words (i.e. "Submit Today!")





ROSE HILLS Commute A member of the Dignity Memorial* network Survey

Each year, Rose Hills is required to survey the commutes of all staff members to comply with the region's air quality mandate.

Complete the survey with your commute for the week of March 31 - April 4, 2025.

Click here for the online survey

OR scan this QR code using your phone or tablet to complete the survey.



Please complete the survey no later than April 24, 2025!

If you have any questions, reach out to Genesis Contreras in Human Resources: genesis.contreras@rosehills.com | (562) 463 - 4544



A Better Commute Begins With

Each year, HBA is required to survey the commutes of all team members to comply with the city's air quality mandate.

Complete the survey with your commute for the week of March 17 - 21, 2025.

Click here to complete your online survey

OR scan this QR code using your phone or tablet to complete the survey.

Surveys must be completed by March 31, 2025.

Questions - Please contact Wendy Perez: wendy.perez@hba.com 310-586-2814



employees can earn incentives when they use alternative modes of transportation to get to work!

Incentives Include:

\$10 Starbucks gift card when you track eight trips each month

\$25 Starbucks gift card when you participate for three consecutive months w/ eight rideshare trips per month

\$50 Amazon gift card awarded quarterly by random drawing of participants

Ready to sign up?

Contact: Bernadette Bonfiglio – Facilities bernadette.bonfiglio@paramount.com

Carpool, walk, bike or take public transportation/rail to work at least 8 days per month to participate and earn incentives









Questions?

ETC Spotlight

Emeli Chigua, ETC Children's Hospital Los Angeles







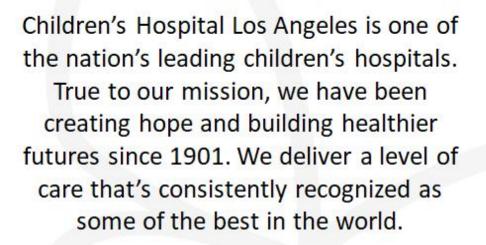
COMMUTER SERVICES

About Children's Hospital Los Angeles













OUR TEAM



Chuck Pickering, Vice President of Facilities Maintenance & Support Services



Javier Maycotte, Associate Director Support Services



Ana Barrera, Supervisor Commuter Services



Emeli Chigua, Employee Transportation Coordinator, ETC



Claudia Garcia, Employee Transportation Coordinator





The Commute Modes We Support

COMMUTER SERVICES

















WALK PROGRAM

Employees are encouraged to log in their walks to accrue credit and earn incentives.





Bike Program



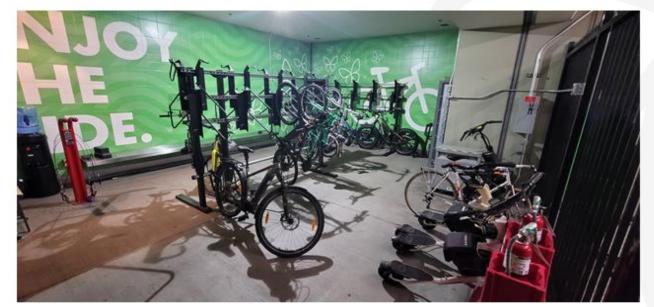
- Are eligible to get reimbursed for up to \$100/month in bike related expenses.
 - · Bike racks throughout the campus
 - Bike Hub (limited badge access only, tools and pump are available as well as 110V outlets).



Bike Racks Throughout Campus









Bike Hub







Metro/Metrolink Riders



- Receive a 75% subsidy on their monthly passes.
- Are eligible to drive in four times a month and park close to the hospital.
- Can make use of the Guaranteed Ride Home benefit.



Last Mile/First Mile Connection









Carpool





- Carpoolers have preferential parking
- Parking is charged at a discounted rate
- Carpoolers are required to register and renew biannually
- Carpoolers are allowed to drive alone up to 4 times a month by requesting a day pass.



Vanpool







- Receive a 75% subsidy on the vehicle lease.
- Metro vanpool program subsidize \$500
- Reserved parking
- Free parking
- May make use of the Guaranteed Ride Home Program.
- Biweekly complementary car wash



EV's and Plug-In Hybrids





- Preferential parking
- Onsite charging available.

Two level-one charging stations.

- Ninety-six level-two charging stations.
- **Eight** Tesla level-two charging stations.

One DC Fast Charger

- Free charging
- Valet service available from 5 am- 5 pm
- Online dashboard allows us to monitor our charging stations
- Users can select to amount of charge needed by making use of an app



EV Charging Station











How do we get the word out?

Our Events & Marketing Efforts

Information Booth

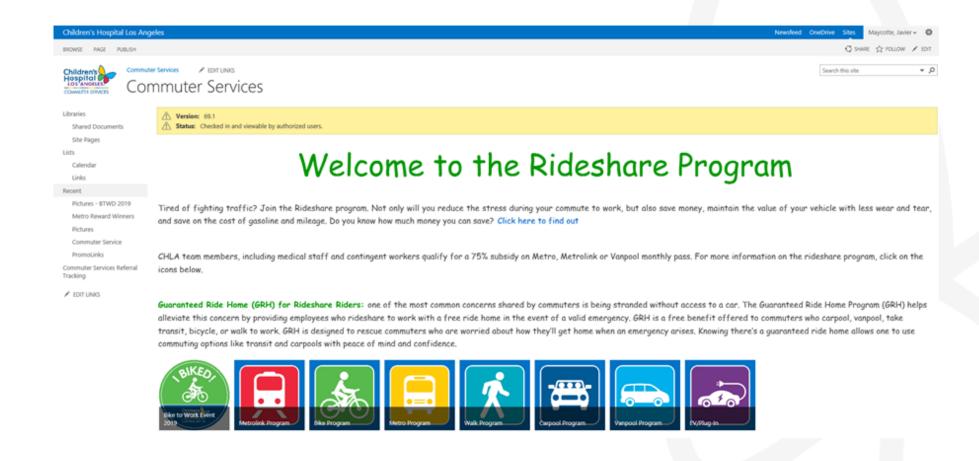




- New Hire Welcome Email
- Parking Office
- Benefits Fair
- Wellness Fair
- Earth Day Fair



Commuter Services SharePoint





Bike To Work Day





- CHLA registers as a Metro Pit Stop and encourages all Team Members to participate, rain or shine.
- Goody bags, complimentary breakfast, raffle prizes and an event T-shirt are provided to participants.
- It is a day filled with games





Raffle Prize Winners

















Rideshare Appreciation Day





A day our Green Commuters are appreciated by providing them with a delicious meal. Our vendors also join us to answer questions, participate in raffles, and table giveaways to promote the program.



















COMMUTER SERVICES

Children's Hospital Los ANGELES.



SCAQMD Rideshare Survey

Total Common Datument	5002	Off Deals Astrol Community Wiledown	1007	
Total Surveys Returned:	6082	Off Peak Actual Surveys in Window:	1097	
Actual Surveys in Window:	4985	Off Peak No Response:	250	
No Response:	1258	Off Peak % Returned:	81%	
% Returned:	80%	Off Peak AVR:	1.34	
AVR:	1.64	Adjusted AVR:	1.70	

RAFFLE PRIZES:

Everyone who takes the survey will be entered into a raffle drawing. Winners will be announced in July 2026. Prizes are as follow:

- GoPro Action Camera
- Beats Solo 4 Wireless Headphones
- Pioneer 32" Smart Zumo TV







- Reports to VP's, directors and managers
- Weekly follow up are sent to employees to complete the survey
- Individuals participate in raffles





Commuter Services

Any Questions?

Thank You and Happy Riding!

Marketing Certificate Code

Please make note of the following five-digit code. You will need this **first** code when responding to the workshop evaluation. The codes are required to receive your marketing certificate:

Closing Announcements

- A workshop evaluation will be emailed to those ETCs that were checked off on the registrations list this morning
- ETCs must include both of the "Marketing Certificate Codes" that we provided to you today in that evaluation
- The marketing certificate will only be emailed to those that complete the workshop evaluation
- Get ready for the next "virtual" Workshop in Spring 2026

THANK YOU!



