



Cost Conscious Marketing

To Attract Riders

Elea Carey

TRANSITHAPPY



Your Presenters

Selena Barlow, Transit Marketing

- Consultant with three decades of experience marketing public transit through effective:
 - Market Research & Planning
 - Branding
 - Passenger information
 - Ridership promotion
- Focus on working with small to medium sized systems with limited resources.

Elea Carey, Transit Happy

- Consultant with 30+ years of marketing experience, especially with new ideas and initiatives.
- Serving transit clients across the country
- Especially passionate about helping rural and small-urban transit with:
 - Creative development
 - Media research
 - Marketing and strategic plans



What is marketing?

Marketing is an on-going process

- It's more than a single promotional tactic
- It's everything you do you to communicate with and influence your riders, potential riders and community
- It's not something you do once or occasionally...it is something you do every day



What marketing can and can't do

- Marketing is not a magic wand.
- It's a crowbar that leverages good service.
- Marketing can't "fix" service that doesn't meet the potential riders' needs.
- Marketing can:
 - Create awareness that transit is available.
 - Educate the public about services and benefits relevant to them.
 - Overcome misconceptions and stigma that transit is only for "others."
 - Engage the attention of potential riders and supporters.



- Multiple goals
 - Build visibility
 - Build support
 - Educate
 - Dispel misconceptions/ stigma
 - Build ridership
- Multiple target audiences
 - General Public
 - Taxpayers
 - Decision makers
 - Gatekeepers
 - Current riders
 - Potential riders

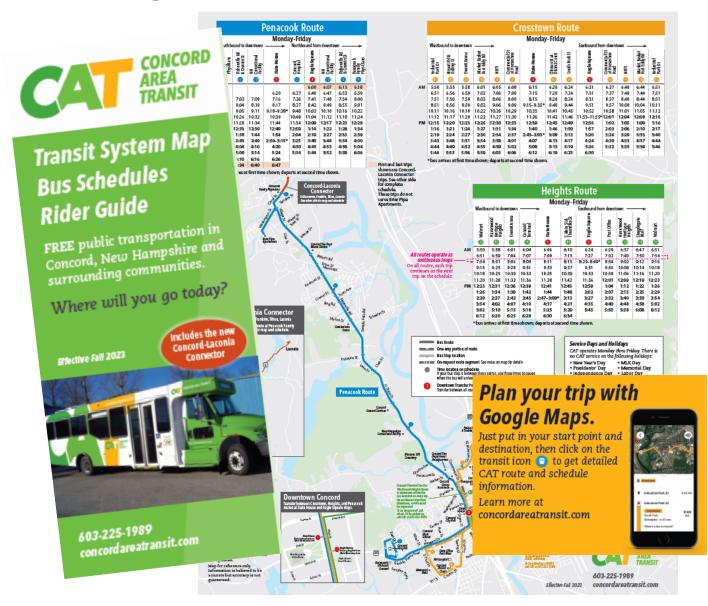


Multiple goals

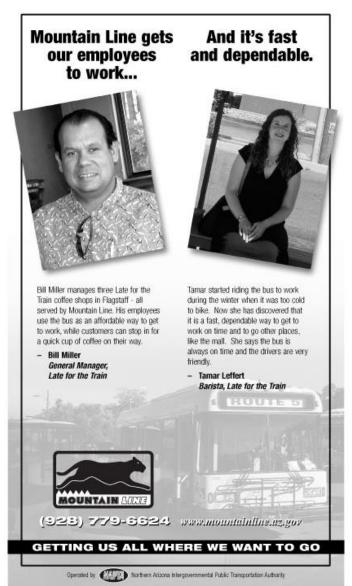
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What does cost-conscious mean and how do you get there?

VALUE

Not necessarily free or cheap

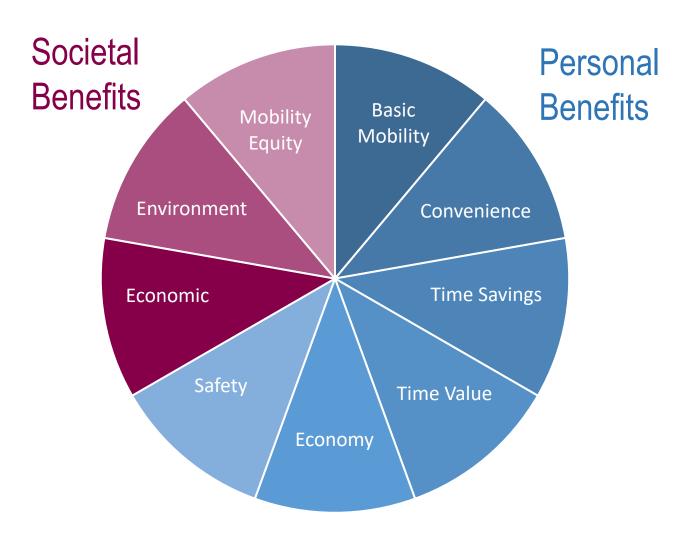
 Effective and efficient strategies for reaching the right audience with the right message

 Long term value, not just momentary exposure



TARGETED

 What do you have to offer – benefits?



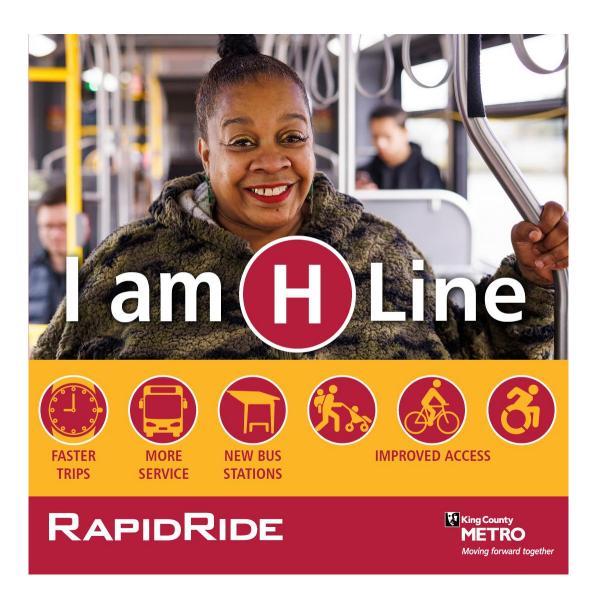
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- For whom are those benefits relevant?



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- What do you need to say to influence potential riders?



TARGETED

- What do you have to offer benefits?
- For whom are those benefits relevant?
- What do you need to say to influence potential riders?
- What communication channels will reach the right audience with the right message?
- How can you use your resources, including staff time, costconsciously?



Branding is the most cost-conscious way to build visibility

- Vehicles and bus stops are seen by thousands of potential riders every day.
- They are an opportunity to communicate using your capital investments to create long-term marketing value.
- Bold branding of buses and bus stops is the most cost- effective way to build visibility among the overall population.







Branding is the most cost-conscious way to build visibility

- \$10,000 for a bus wrap
- Seen by 5,000 people per day
- On road 5 days per week 250 days/year
- Service life for cutaway 5 years
- 6,250,000 exposures
- \$.0016 per exposure
- And it is paid for with capital dollars!





Know your promotional options



UNPAID

- PublicSpeaking
- Public Relations
- Social Media
- Posters & Displays
- PSAs
- Blogs
- DIY Videos
- Events



PAID

- Newspaper
- Radio
- TV
- Cinema
- Transit
- Digital
- Direct Mail

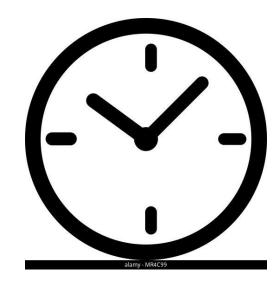


PARTNERS

- Schools & Colleges
- Social Services
- Senior Centers
- Employment Programs
- Local Businesses
- Neighboring Transit Agencies



Unpaid



Media Relations

- Get to know your local reporters
- Follow their work and comment on it
- Make their job easier by providing timely, well written news releases
- Create a News Release Calendar



Public Speaking

- Speak at targeted and community events to:
 - Raise awareness
 - Promote Ridership
 - Build Support



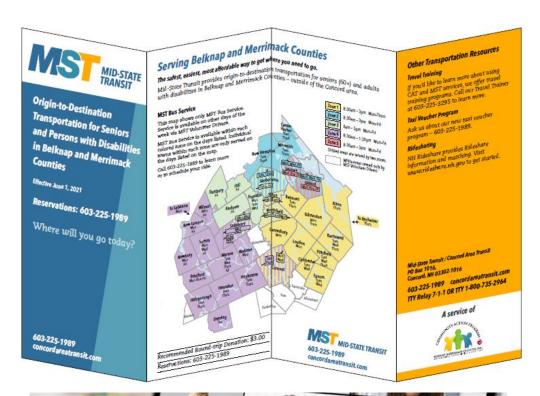
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- Potential Audiences:
 - Community gatherings
 - Government meetings
 - Student orientations
 - Senior Centers & Events
 - Social Service Agency constituents
 - Social Service Staff (train-the-trainer)
 - Service Organizations

Public Speaking

- Tools to increase impact:
 - PowerPoint or Video
 - Handouts of Riders Guides or targeted materials
 - Trip Planning table
- Some presentations can be remote





Social Media

- Use social media channels to share news about your organization.
- Tag partner organizations, share their news, and ask them to share yours.
- Grow your social media following.
- Respond to users' comments and questions.



Bump, Set, and Spike your way into the weekend by stopping by the 39th Annual Beach Volleyball tournament that's taking place in Seaside, OR between now and Sunday, August 15th!

Sunset Empire Transit District's Seaside Streetcar offers local circulator service to get you between all of Seaside's key destinations. Learn more and plan your weekend trip at nwconnector.org



THU, AUG 12, 2021

39th Annual Seaside Beach Volleyball Tournament

Seaside, OR

Sports · 367 people



Events

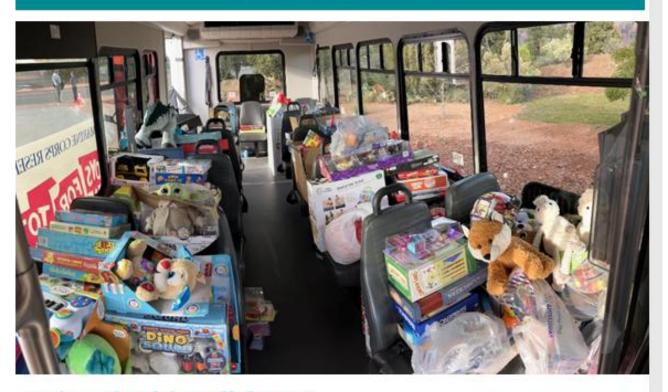
- Table, booth or bus at local community events
- Attend marketing partners' events
- Create and host your own events (e.g. Stuff the Bus)



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LOCAL LOVE



Sedona Shuttle's Stuff-the-Bus

Sedona Shuttle recently partnered with Toys for Tots to host a "Stuff-the-Bus" at Posse Grounds Pavilion. The goal was to fill a Sedona Shuttle bus with toys to be given to Sedona families in need. And the goal was met! Every seat was piled high with games, dolls, toy trucks, stuffed animals...everything needed to delight Sedona's children.

Thanks to all of you who contributed! Happy Holidays.



Paid (\$)

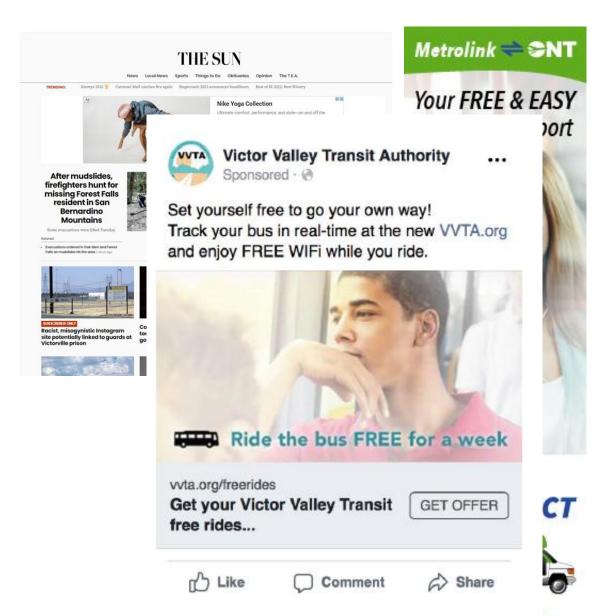
Traditional Media Advertising

- Newspaper
 - Strong in small communities
 - Print and Digital Options
- TV
 - Station may be willing to produce spot for free
- Radio
 - Sponsor weather, news or sports
 - Excellent for Spanish language marketing
- Cinema Ads
 - Inexpensive and geographically targeted

Is the medium a cost-efficient way to reach your target audience?

Digital Advertising

- Banner ads on websites
 - Targeted by geography, demographics and on-line behavior
- Social Media ads
 - Targeted by geography, demographics and interests





Direct Mail

- Geographically Targeted and Affordable
 - Every Door Direct Mail
 - Choose area on a map
- Highly visible (large, color flats)
- Useful for providing targeted route info
- Ability to offer free ride coupon



FREEDOM IS JUST A SHORT WALK TO THE BUS STOP

Victor Valley Transit can take you where you need to go in Barstow, with connections to the Victor Valley and San Bernardino Valley.

* * * ECRWSS Postal Customer

PRSTD STD U.S POSTAGE PAID TUCSON, AZ PERMIT NO. 3341

No Mailing List Required

Routes 1, 2, 3 and 6 Hourly service Mon-Fri 6am to 8pm, Sat-Sun 8am to 5pm Route 15 Four trips daily Mon-Sat to and from Victorville & San Bernardino Route 1 Barstow∎ ↑ High School Agate Rd ■Barstow Head Start Community Hospital Home Depot L Street Park & Ride E Virginia Way Route 3 Barstonian Apartments Route 15 (15)-← to/from Victorville/ Route 6 Walmart ■Barstow Junior High Sunrise Rd School Route 2 Windy Pass Jasper Rd Rimrock Rd Rimrock Rd ■ Lenwood Elementary School Barstow Community Lenwood Rd RIDE THIS WEEK FOR FREE!

Route Map for Local Area

Schedule Info via Google Maps



5 FREE DAY-PASSES VALID FOR 5 DAY-PASSES ON VICTOR VALLEY TRANSIT VALID THROUGH JUNE 3, 2018. Present coupon to driver to get your free day-pass each day you

wish to ride.

1 2 3 4 5

Free Ride Offer

- Buses
 - Wraps
 - Panels
 - Window Clings
- Bus Shelters
- Car Cards



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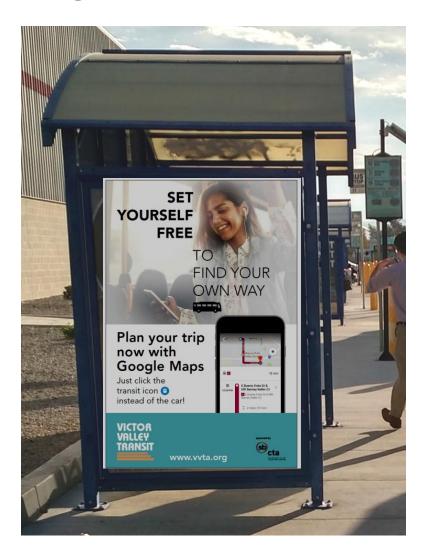


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Transit Advertising

Use your own resources

- Buses
 - Wraps
 - Panels
 - Window Clings
- Bus Shelters
- Car Cards









Partners



Colleges Schools Social Service Agencies **Senior Centers &** Residences **Employment Programs Medical Providers Residential Communities** Businesses

Destinations

Working with community partners

- Develop a list and update it regularly
- Communicate regularly with email updates
- Ask for opportunities to address their staff and/or constituents
- Ask how best to communicate with their constituents
 - Displays
 - Collateral
 - Social Media
 - Travel Training
- Follow-through with targeted messaging and materials





Putting it all together

A Few Case Studies

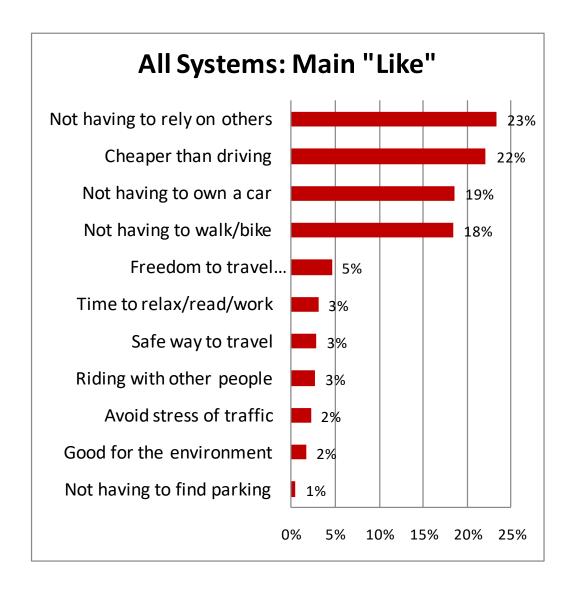


Know Your Audience

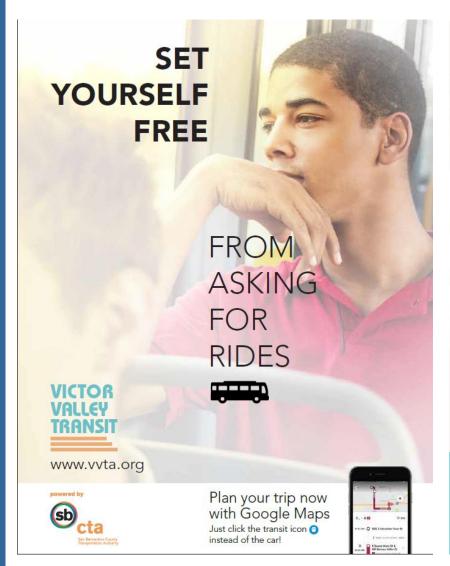
And use that knowledge to drive messaging

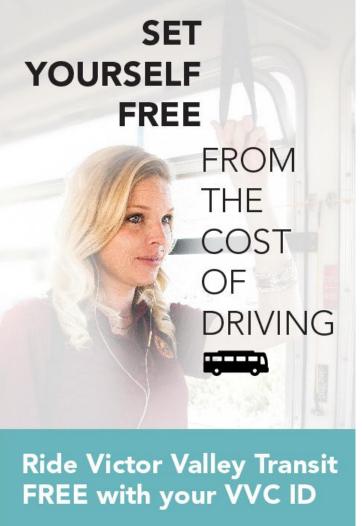
"Set Yourself Free" Campaign

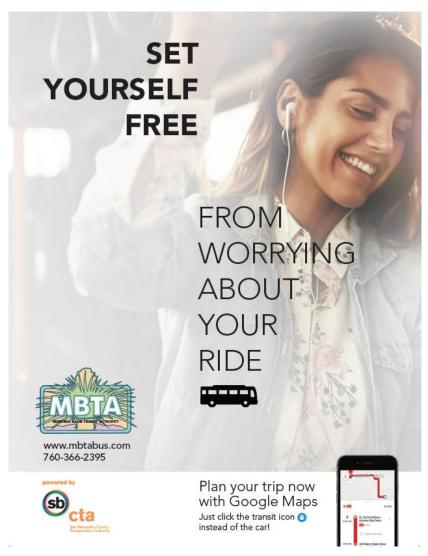
- Pre-campaign Survey of riders on four systems in San Bernardino County, showed what transit users like about transit:
 - Not having to rely on others for rides
 - Not having to own or pay for a car
 - Not having to walk or bike
- The campaign creative was built on this common motivation:
 - Transit lets you "Set Yourself Free" from the alternatives.
 - Transit provides independence and freedom to travel on one's own terms



Customized for each target audience









Partnership Marketing

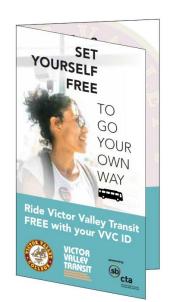
Victor Valley Transit and Victor Valley College

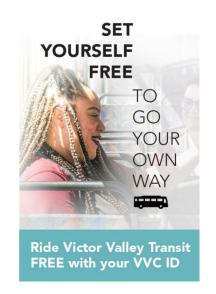
Ride Victor Valley Transit FREE with your VVC ID

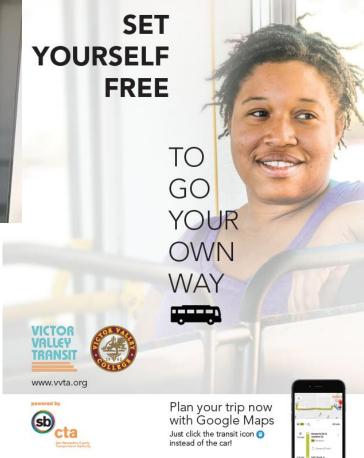
College Partnership













Bluegrass RIDE

Launching a New System Georgetown, Kentucky

BGCAP Transit

Blue Grass Community Action Program



Service Plan



- Improved routes in three local communities
- Regularly scheduled intercity service
- Fare Free

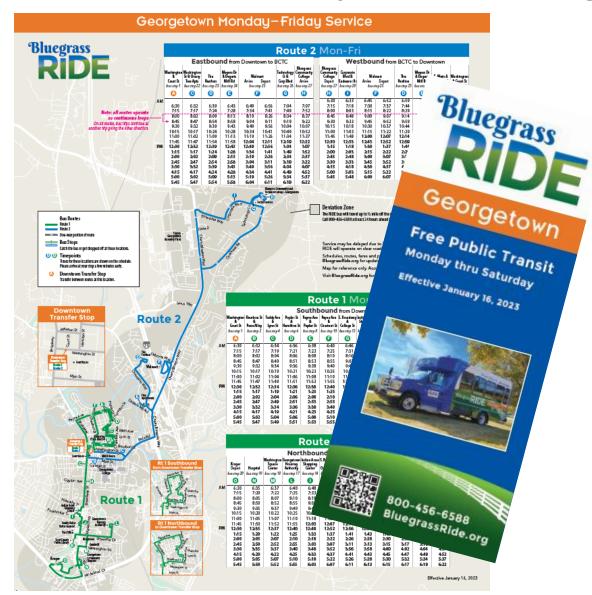
Better marketing of better service

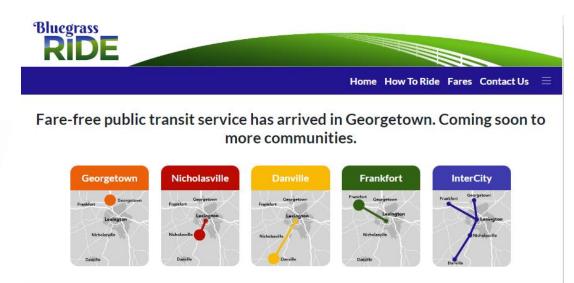
Bluegrass RIDE

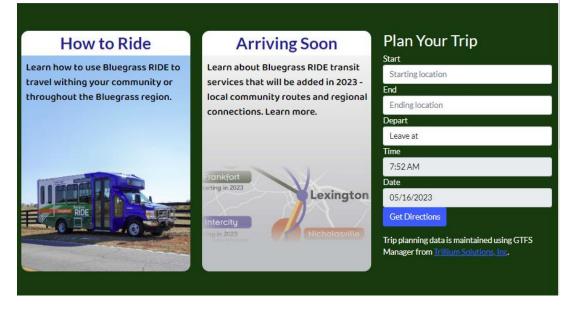
Bluegrass



User Friendly Passenger Information







Introductory Advertising & Direct Mail

Your RIDE is arriving soon!

Bluegrass RIDE



Beginning January 16, Bluegrass RIDE will provide FREE public transit throughout Georgetown.

- Two new bus routes will take you where you need to go.
- Buses will run every 45 minutes, Monday through Saturday.
- Brand-new, climate-controlled vehicles will offer a clean, comfortable ride.

And the RIDE is free, so you can forget about high gas prices.



Your RIDE is here!

Bluegrass RIDE



Bluegrass RIDE now provides FREE public transit throughout Georgetown.

- · Two new bus routes take you where you need to go.
- · Buses run every 45 minutes, Monday Saturday.
- Brand-new, climate-controlled vehicles offer a clean, comfortable ride.

And the RIDE is free, so you can forget about high gas prices.

Plan your trip with Google Maps.

Just enter your start point and destination and click on the transit icon for a detailed trip plan.





See our route maps and schedules: BluegrassRide 19 800-456 288

Your RIDE Has Arrived! And It's FREE!

Bluegrass RIDE now provides **FREE** public transit throughout Georgetown.

 Two new bus routes take you where you need to go.

 Buses run ever Monday through

 Brand-new, clir controlled vehi clean, comfort;

And the RIDE so you can for high gas price



Route 2

Monday – Friday Service

6:30 AM to 6:30 PM – Buses every 45 minutes

* * * ECRWSS
Postal Customer

Saturday Service

10:00 AM to 4:00 PM Buses every 45 minutes



Maps

Just enter your start point and destination and click on the transit icon • for a

detailed trip plan.

Plan Your Trip

with Google

PAID TUCSON, AZ





Social Media & Video



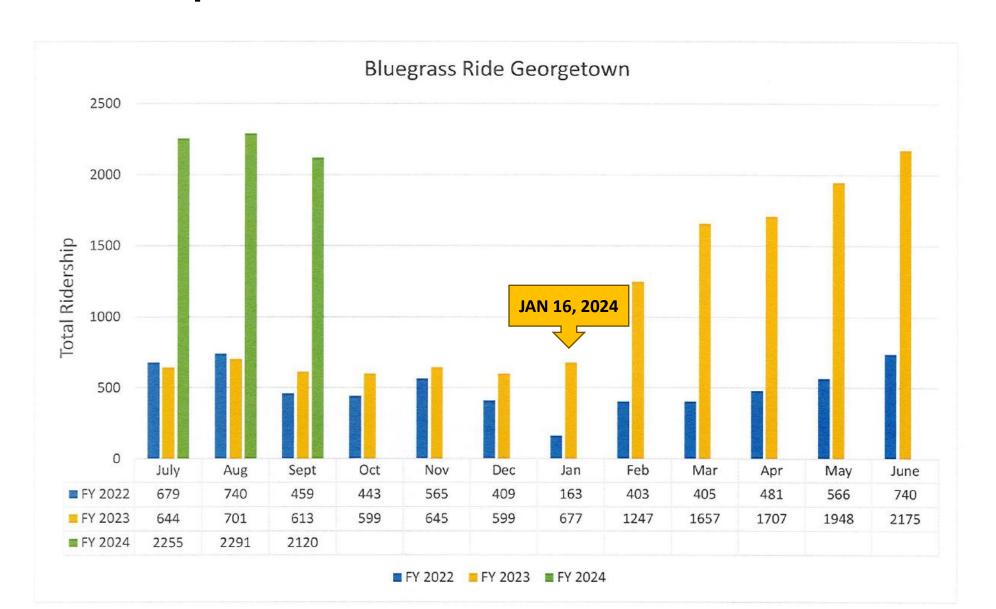


Cinema Advertising

Service Launch Event



Ridership Results





B-Line

Building a Family of Brands
Butte County, California





Schedules & System Maps



Local and Regional Service for:

Chico Oroville Paradise Gridley Biggs Thermalito Magalia Palermo

August 2025

www.blinetransit.com

8-Line









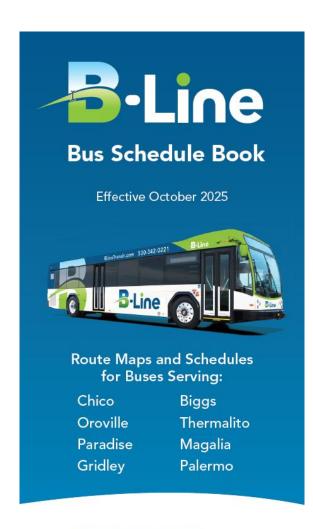


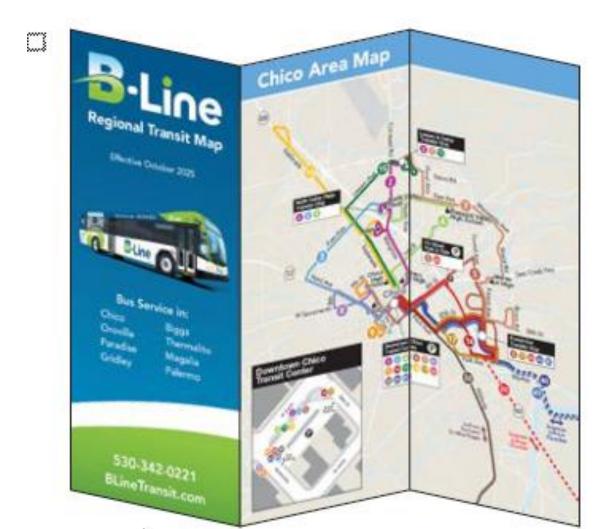
Microtransit

Inter-County

Paratransit









Questions?

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