the
Connector

The Connector transports Microsoft employees from neighborhood stops close to where they live to the Redmond campus. The Connector provides a convenient, productive and comfortable commute alternative that enables employees to save time, reduce stress, and reduce carbon footprints. And the Connector is free!

The Connector Facts at a Glance:

- The Connector started September 24, 2007 with 5 routes servicing Seattle and the Eastside.
- By mid May 2008 the Connector more than doubled the number of routes by expanding service to seven new neighborhoods and make significant improvements to three existing routes.
- In October 2008 the Connector expanded its service again by 20 percent by adding nine new communities and improving five existing routes.
- In May 2009 the Connector made several changes and improvements to nine different routes to enhance the commute experience for the Connector riders.
- Each vehicle makes multiple runs in the morning and evening.
- The Connector provides service to the following neighborhoods:

     Seattle
- Queen Anne/Belltown
- Capitol/First Hill
- Ballard/Whittier Heights
- Fremont/Wallingford
- Phinney Ridge/Green Lake
- Laurelhurst/Wedgewood
- West Seattle
- Columbia City/Mt. Baker
- Leschi/Madrona/Madison Park

     Eastside
- Mill Creek/Bothell

- Snoqualmie/Issaquah Highlands
- Sammamish Plateau
- Duvall/Cottage Lake
- Redmond Ridge
- Kent/Renton
- Monroe/Woodinville
- S. Everett
- Maple Valley
- Snohomish

- The Connector service is available to Microsoft full time employees (FTE), business partners (b-), joint venture partners (j-) and interns (t-).
- There is no charge to ride the Connector.
- The Connector fleet has a capacity of 5,656 daily seats.
- Park & Ride locations are available for all Eastside routes.
- Designated parking is not available on most of the Seattle routes due to the use of passenger loading zones as Connector stops. If a Seattle stop has designated parking for Connector riders, this will be noted on the route maps. Connector riders should find alternative transportation to the Seattle route stops.
- The Connector fleet is made up of several types and sizes of comfortable and well-equipped vehicles
    - 45' (East Side) and 25'- 30' vehicles (Seattle)
    - Wi-Fi on all Connector vehicles!
    - Other vehicle amenities may include reservable bike racks (Seattle routes), overhead racks, cup holders, and on-board power.
    - Upgraded interiors
- The Connector reservation tool at www.connectorride.com (and new www.connectorbeta.com) is interactive and provides the following standard and optional features:
    - Reservations (Recurring and Single Trip)
    - Trip Reminder (email/phone)
    - Real-Time Trip Tracking
    - E-mail reminders
- Connector Communications
    - Monthly Newsletter sent to riders and registrants to update on the latest news and happenings.
    - Emails sent to riders to communicate potential route impacts or real-time alerts due to weather/storms.
    - Emails sent to riders as needed for unexpected route delays (mechanical, heavy traffic, etc).
    - 24/7 websites available to keep you abreast in real-time about changes or updates to the Connector.
        www.connectorride.com (www.connectorbeta.com)

Connector growth since program launch on September 24, 2007

Connector Buses	Sep 2007	May 2008	Oct 2008
Number of Routes	5	13	19
Number of Buses	12	34	47
45' buses	6	16	19
30' buses	6	6	6
25' buses	0	17	23
Spare Buses:	NA	NA	7
Number of Seats	1848	4672	5656

Current Rider Information

- 13,000+ Microsoft employees have ridden the Connector since the program's launch. This number increases by approximately 1% each month.
- Over 1,065,000 Connector rides have been provided since September 2007.
- Over 7,500 employees that have used the Connector were driving alone before using the service.

Environmental Facts

Environmental Statistics*	
TOTAL estimated benefits from all riders that used to drive alone to work	
# of vehicle Trips	769,113
# of vehicle Miles	10,897,414.52
Cost savings	$1,525,638.03
Emissions saved	10,352,237.44 CO2 lbs

TOTAL estimated benefits from ALL riders	
# of vehicle Trips	1,242,691
# of vehicle Miles	17,383,155.34
Cost savings	$2,433,641.75
Emissions saved	16,513,508.88 CO2 lbs.

As of March 8, 2010

The conversion from the more than 7,500 employees who used to drive alone to work and now use the Connector has resulted in over 8.9 million pounds of carbon emissions saved. This would be the equivalent of turning off all electrical power to Building 17 on the Redmond campus for over 3 years.

Contact Information:

For more information about the Connector visit http://refweb or www.connectorride.com or call (425) 502-5035 for assistance.

The Connector System Map

Transit/Connector

- Free ORCA transit pass for all workers (FTEs, vendors, contractors).
- Valid for bus, train, ferry, vanpool travel.
- 30,000 issued.
- Connector riders included in this bucket
- 15% participation.

Vanpool

- $100 per month subsidy.
- 1,150 participants (2%).

Carpool

- Priority HOV parking 6am-6pm.
- 11% participation.
- Over 2,850 carpool spaces on campus.
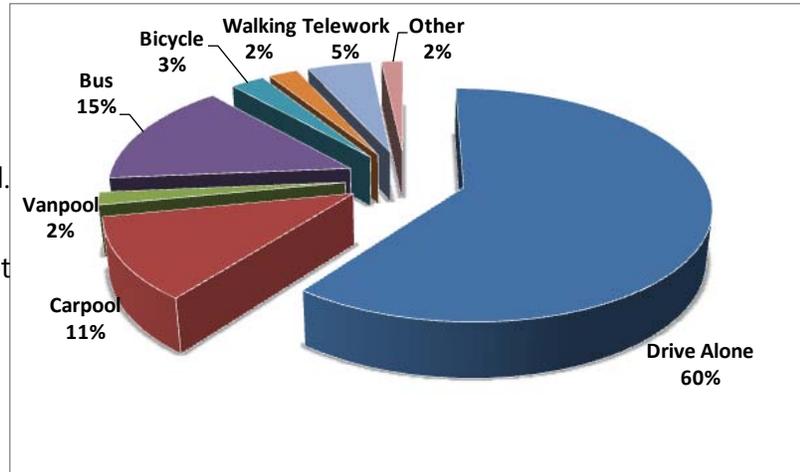
Bike/Walk

- 5% participation.
- Bike Shuttle provided across SR-520.
- Showers, lockers, and towel service on campus.
- On-site bike shops at OTC and West Campus Commons, subsidized tune ups, on-site bike commuter courses offered.
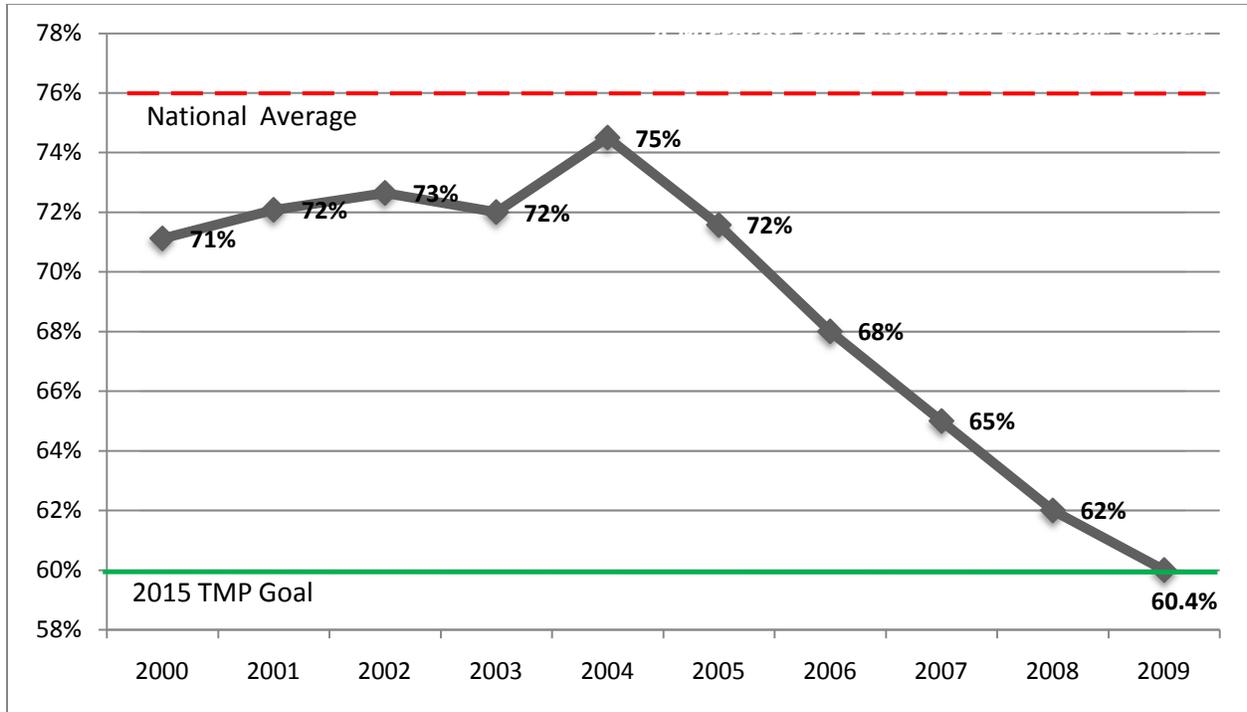
Guaranteed Ride Home

- Transportation provided to commuters in case of emergency, illness, child care, work late, missed bus, etc.

Telework

- 5% participation.
- Work Link Stations.

Drive Alone Rate 2000 through 2009

A Microsoft Real Estate and Facilities Service