Writing Style Guide

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Writing Style Guide

Communication to RTD's internal and external audiences takes many forms. Most situations require a formal style of writing, while an informal style is more appropriate for others. This style guide focuses on guidelines to write formal RTD documents. These include letters, news releases, Board memos and reports, PowerPoint presentations, employee memos, key messages, articles, newsletters, and quotes and any documents written to or on behalf of the General Manager and CEO.

Generally, RTD follows writing guidelines by the Associated Press, commonly referred to as AP style. This is the style that is used by news organizations and is the one staff will use. This style guide provides guidelines for consistent use of grammar, spelling, punctuation, numbers and language. For a complete guide to AP style, staff should consult the most recent edition of the Associated Press Stylebook or visit the AP Stylebook website.

This document also contains general stylistic guidelines for certain informal forms of communication, such as internal emails, social media posts, blogs, marketing campaigns, and talking points, for which not all guidelines must be strictly followed.

This guide is a living document. It will continually be added to and updated.

Academic degrees

- Use an apostrophe and spell out academic degrees
  Example: *She has a bachelor's degree.*

- Use abbreviations for degrees only when credentials are included after a name;
  set them off with commas
  Example: *Peter Greene, Ph.D., was the keynote speaker.*

Acronyms

- Avoid using acronyms when possible. The intended audience may be unfamiliar with
  certain acronyms.

- With few exceptions, an acronym may be introduced only after the term or phrase being
  abbreviated has been stated in its full form. Once introduced, acronyms should be used in place of
  the term or phrase being abbreviated.
  Example: *The American Public Transportation Association (APTA) is the transit industry's premier
  trade organization. APTA holds conferences throughout the calendar year.*

- Acronyms that are universally understood do not require introduction
  Examples: *USA, NASA, HTML*

Addresses

- Abbreviate *Ave., Blvd.* and *St.* when used with a numbered address
  Example: *1660 Blake St.*

- Spell out all generic parts of street names when no specific address is given
  Example: *Blake Street*

- Always spell out other words such as *alley, drive, road, circle, place, parkway,* etc., even with a
  numbered address
  Example: *3900 Table Mesa Drive*

- If a street name is a number, spell out *First* through *Ninth* and use figures for *10th* and higher
  Examples: *2732 Fifth Ave., 100 21st St.*

- Lowercase and spell out when used alone or with more than one street name
  Example: *20th and Welton streets*

- When using *st, nd, rd* or *th* after a street name, write them in regular font, not in superscript
  Example: *154 21st Ave.*

Ages

- For ages, always use figures. If the age is used as an adjective or as a substitute for a noun, then it should be hyphenated. Do not use apostrophes when describing an age range.
  Examples: *A 21-year-old student. The student is 21 years old. The girl, 8, has a brother, 11.*
  The contest is for 18-year-olds. He is in his 20s.

Capitalization

In general, avoid unnecessary capitalizations.

Departments

- Capitalize RTD department names in all contexts

- Capitalize *Board of Directors* and *Board* when used alone

- Capitalize committee names

- Capitalize the name of the union, *Amalgamated Transit Union Local 1001*. Lowercase *union* when used alone.

General

- Do not capitalize *federal, state, department, division, agency, district, bus, train, program, section, unit,* etc., unless the word is part of a formal name

- Capitalize *route* when used for a specific transit route
  Example: *Route 32*

- Capitalize *line* when used for a specific transit line
  Example: *N Line*

- Do not hyphenate transit lines. *N-Line* is incorrect. When listing two or more lines, lowercase *lines*.
  Example: *the B, G and N lines*

- Capitalize common nouns such as *party, river* and *street* when they are part of a proper name
  Example: *Platte River*

- Capitalize the word *room* when used with the number of the room or when part of the name of a specially designated room
  Example: *Conference Room A*

- Capitalize the following words:
  - *COVID* and *COVID-19*
  - *LinkedIn* (note the capital I)
  - *Twitter,* but lowercase *tweet, tweeted, retweet*

- Capitalize only the first word and proper names in a headline. Exception: The first word after a colon is always uppercase in headlines.
  Example: RTD provides service, connections to Empower Field for Broncos game

Governmental Bodies

- Capitalize the full proper names of governmental agencies, departments and offices. Lowercase further condensations of the name.
  Examples: *the department, the council,* etc.

- Lowercase *city of, county of* and *state of* phrases
  Examples: *city and county of Denver, state of Colorado, city of Aurora*

Titles

- Use the title *General Manager and CEO* (no ampersand) when referring to the chief executive of the agency

- When formally referring to the General Manager and CEO in letters, memos, news releases, quotes, etc., always include the middle initial: *Debra A. Johnson*

- Capitalize formal titles when they appear before or after a person's name
  Examples: *RTD General Manager and CEO Debra A. Johnson*
  Marta Sipeki, Senior Manager of Public Relations and Engagement

- Do not capitalize job descriptions regardless of whether they are before or after a name
  Example: *attorney John Adams*

- Lowercase when titles are used alone
  Examples: *street supervisors, police chief, transit police officer, attorney, mechanics, operators*

- These formal titles are capitalized and abbreviated when shown before a name both inside and outside quotations: *Dr., Gov., Lt. Gov., Rep., Sen.* On second reference, use the last name only.

- Lowercase titles if they are informal, appear without a person's name or are set off before a name by commas
  Example: *the senior senator from Colorado, Michael Bennet*

- Lowercase adjectives that designate the status of a title
  Example: *former Governor John Hickenlooper*

- Abbreviate and capitalize most titles when are used directly before a name
  Example: *Gov. Jared Polis*

Contractions

- Avoid contractions in formal writing. A contraction is a combination of two words as one, such as *don't, can't* and *isn't.* Replace the combined word with the two-word version of the contraction.
  Examples: *do not, cannot, is not*

Dates

Days, Months, Years, Days of the Week

- In formal communications, dates should be written out, as in *July 23, 2021*, rather than *7/23/21*

- Always use cardinal Arabic figures rather than ordinal numbers, i.e. refrain from using *st, nd, rd,* or *th* with dates
  Example: *The public meeting will be held on March 23.*
  - Exception: *July 4th, 4th of July* are acceptable to use in headlines; otherwise use *July Fourth, Fourth of July* or *Independence Day*

- Spell out all months when using alone or with a year. No comma is needed between the month and year.
  Example: *October 2022*

- When used with a specific date, the following months can be abbreviated: *Jan., Feb., Aug., Sept., Oct., Nov.* and *Dec.*
  Example: *Dec. 22, 2021*

- The months of *March, April, May, June* and *July* are never abbreviated

- Commas should be used to set off a year if the date, month and year are given
  Example: *The N Line opened Sept. 21, 2020, with a successful socially distanced VIP event.*

- Use the letter *s*, but not an apostrophe, after the figures when expressing decades or centuries
  Example: *The 2000s*

- Use an apostrophe before figures expressing a decade if numerals are left out
  Example: *The '90s*

- If reference is made to an event that occurred the day prior to when a document is published, do not use the word *yesterday*. Instead, use the day of the week.

- Do not abbreviate the days of the week. If an event occurs more than seven days before or after the current date, use the month and a figure.

- If an event occurs over multiple consecutive days, use *Aug. 3-4* or *Aug. 3 and Aug. 4*

Documents

- Use only approved RTD templates. Use the current approved letterhead, memorandum, and email signature templates found on the Hub, in Tools & Resources > Business Templates. Do not use older templates, such as the 50th anniversary template.

- Avoid using acronyms as appropriate (See the Acronyms section of this document)

- Do not use transit jargon in communications (Examples: *deadhead, headway, bus bridge*) unless terms are explained. The intended audience may not be familiar with industry jargon.

- Number document pages. Include page numbers, in the footer, on the bottom center of a document if it is more than a single page; begin numbering on the second page.

- Use correct fonts. Use the established agency font Tahoma, in 11 pt. font size. When drafting briefing papers or talking points for the General Manager and CEO, use 14 pt. font.

- Be concise and use active voice
  Example: *The bus operator assisted the customer* instead of *The customer was assisted by the bus operator.*

- Use positive words and phase sentences in the positive whenever possible

Gender-Neutral Language

Diversity is one of RTD's six values incorporated in the 2021-2026 Strategic Plan. The agency honors diversity in thought, people, and experience. Inclusivity in communication is essential. As such, try to use gender-neutral language to promote equity and belonging for gender-diverse individuals. Understanding gender-neutral language while balancing previously established grammar rules can feel different or even challenging. To support the value of diversity, the following are some examples of ways to promote a sense of belonging through gender-neutral language:

- *Chair (*not *chairman* or *chairwoman)*
- *Spokesperson (*not *spokesman)*
- *Police officer (*rather than *policeman)*
- *Businessowner* or *businessperson (*not *businessman* or *businesswoman)*
- *Crew, staff, workforce, workers (*not *manpower)*
- *Humanity, humankind, humans, human being, people (*not *mankind)*
- *Human-made (*not *man-made)*
- *Maintenance hole (*not *manhole)*
- *Congressman* and *congresswoman* are acceptable. *Representative* is preferred when possible. Do not use *congressperson*
- *Councilperson* or *council member (*not *councilman* or *councilwoman)*

- Individuals should be referred to using their personal pronouns, if known. While not an exhaustive list, the following are personal pronouns:
  - She/Her   • He/Him   • They/Them   • Zi/Hir   • Xe/Xem

- Individuals may also choose not to be identified by a personal pronoun and would prefer to be referred to by name only

- Refrain from using *he/his* or *she/her* if the person's personal pronouns are unknown

- Avoid using the phrase *his* or *her* to denote a person whose gender is unknown
  Example: Rather than *The employee must adhere to his or her established work schedule,* the sentence can be rephrased as *The employee must adhere to the established work schedule or Employees must adhere to their established work schedules.*

- In most cases, a plural pronoun should agree in number with the antecedent
  Example: *The bus operators worked their entire shifts despite the blizzard-like conditions.*

- *They/them* is acceptable in certain cases as a singular pronoun and always as a person's personal pronoun
  Example: *The person feared for their own safety and spoke on condition of anonymity.*

- Be sure that the phrasing does not imply more than one person

- When *they* is used in the singular, it takes a plural verb. Be sure it is clear from the context that only one person is involved.
  Example: *Taylor said they need a monthly pass.*

- The singular reflexive *themself* is acceptable only if needed in constructions involving a person's personal pronoun. Also, it is usually possible to rephase a statement.
  Example: *Chris Adams was not available for comment yet* instead of *Chris Adams did not make themself available for comment.*

Key Messages

- Key messages are formal explanations of key points or facts to explain a situation, issue, or subject matter

- Share key messages. Share information among users so that everyone is consistent.

- Write key messages straightforwardly. Supplement key messages with sub-points to give examples for clarity.

- Do not use informal style. Use RTD's formal writing style when crafting key messages.

Media and Books

- Use quotation marks around the titles of books, songs, television shows, computer games, poems, lectures, speeches and works of art, with all principal words capitalized
  Examples: *Transit consultant Jarrett Walker cited from his book, "Human Transit."*
  They sang "Auld Lang Syne" at midnight.

- Do not use quotations around the names of magazines, newspapers or books that are catalogues of reference materials
  Example: *The Denver Post first reported the story.*

- Titles of magazines, newspapers and reference works get no special treatment — no italic, underline, bold or quotation marks

Names

- Always use a person's first and last name (and middle initial, if appropriate) the first time they are mentioned in a story. Only use last names on second reference. Do not use courtesy titles such as Mr., Mrs., Miss or Ms. unless they are part of a direct quotation or are needed to differentiate between people who have the same last name.

Nomenclature and Grammar

- Refer to RTD and its employees in the third person *(Examples: it, its, they)* in letters, memos, articles, Board reports and other formal communications

- Avoid personal pronouns in formal writing
  Examples: *we, our, us*

- Refer to RTD as *RTD* or *the agency*, rather than *the District* unless referring to the land area in which RTD provides services, in which case *district* is lowercased

- Use *RTD employees, staff* or *staff members* to refer to employees. For most formal internal communications, using a term such as *RTD staff* where *RTD* is implied is redundant and therefore unnecessary.

- Use *employees* or *staff* rather than *represented* and *non-represented* or *salaried* employees, unless a differentiation must be made

- Use *customers* rather than *riders* or *passengers*

- Use *operators* rather than *drivers*

- Refer to *the Hub* with a lowercase *t (*not *The Hub)*

- When using *-wide* as a suffix, use as one word
  Examples: *districtwide, systemwide*

- For *-n-* terms, use as listed below without an ampersand (&), a slash (/), the word *and*, or a capital *N*:
  - Park-n-Ride
  - Kiss-n-Ride
  - Bike-n-Ride
  - Read-n-Ride
  - Facts-n-Snacks

- Write the following words as one word, with a capital *R*:
  - FlexRide
  - MallRide
  - MetroRide
  - SkyRide

- *Access-a-Ride:* Do not use an ampersand (&), the word *and*, or a capital *A* between the hyphens

- Use *University of Colorado A Line* when referring to the train to the airport until such time as a new sponsor is identified

- Write station names with a bullet and no spaces between location names
  Example: *I-25•Broadway*. Do not use an ampersand (&), a slash (/) or the word *and*.
  To insert the bullet, go to Insert on the task bar > Symbol and select the "•."

- Use *relief* or *rescue funds* to reference federal funds received during the pandemic
  Do not refer to such funding as *stimulus funds* or a *stimulus package*

Numbers

- In general, spell out numbers *one* through *nine*, and use figures for numbers *10* and higher
  Example: *The man has five children and 11 grandchildren.*

- There are many exceptions that always take figures. Common exceptions include:
  - Addresses
  - Ages, but not for inanimate objects
    Examples: *the 4-year-old girl, the four-year-old car*
  - Cents
    Example: *8 cents*
  - Dollars. Do not include a period and two zeroes when referring to an even dollar figure.
    Example: $5
  - Dates take cardinal numbers
    Example: *March 4 (*not *March 4th)*
  - Dimensions
    Example: *5 foot 2 inches, 5-by-9 cell*
  - Highways
    Example: *I-25*
  - Miles. Use figures for any distances over 10. For any distances below 10, spell out the distance.
    Examples: *The University of Colorado A Line travels 23 miles in 37 minutes.*
    The B Line is six miles in length.
  - Millions, billions
    Example: *6 billion*
  - Percentages. *Percent* (one word) or the percent symbol (%) is acceptable to use; just be consistent
  - Speed
    Example: *60 mph*
  - Temperatures
    Example: *30 degrees* or *30 F*

- Times. For times at the top of the hour, use figures without a colon and zero minutes.
  Example: 4 p.m.

- Do not include a colon and two zeroes when referring to a range of times beginning and ending at the top of the hour
  Example: 2-4 p.m.

- Use a colon and two zeroes for both times in a range if either time requires them
  Example: 4:00-4:30 p.m.

- Spell out numbers used at the beginning of a sentence
  Exception: Do not spell out years. Examples: *Two hundred employees attended the rally.*
  2004 was an important year in RTD's history.

Numbers Contd.

- Use commas to set off each group of three digits in numerals higher than 999
  (except for years and addresses)
  Example: *640,256,532*

- Use decimals (up to two places) for amounts in the millions and billions that do not require a
  precise figure
  Example: *$5.76 billion*

- Add an *s* but no apostrophe to a number to make it plural. The same rule applies to decades. Use
  an apostrophe on a decade only if cutting off the initial figures.
  Examples: *She kept rolling 7s, the 1980s, '90s*

- Use periods for phone numbers
  Example: *303.299.6000*

People-First Language

- People- or person-first language is about respect and dignity, and it puts the person — not the
  condition — first:
  - Person with a disability
  - Persons with disabilities
  - Person who is blind
  - Person with mobility impairments
  - People experiencing homelessness
  - People who are unhoused
  - Person without housing

- Only use *ADA* when referring to the law or service

- Avoid *the homeless*. Refer to a person as being *unhoused* only when relevant.

PowerPoint Presentations

- Use only approved RTD templates. For all presentations, use only the official RTD PowerPoint template, found on the Hub in Tools & Resources > Business Templates.

- Follow instructions and best practices included within the PowerPoint template

- Use no more than six bullets per slide. Fewer is often better; three to five bullets are preferable, as is using an odd number of bullets.

- Use concise writing. Bullets should be used as thought triggers when delivering the presentation, not the full text of the intended message.

- Use concise phrases rather than full sentences and keep information on slides brief and to the point

- Keep phrases simple. Minimize conjunctions *(*Examples: *and, but, although),* prepositions *(*Examples: *in, at, of, to)* and articles of speech *(*Examples: *a, an, the).*

- Do not use punctuation at the end of single sentence bullets

- Number presentation slides. Use page numbers on bottom right of each slide in the footer, beginning after the title slide.

Punctuation

Ampersand &

- Do not use ampersands (&). Use *and* in all instances, unless the ampersand is part of the formal name
  Example: *Denver Museum of Nature & Science*

Apostrophe '

- For plural nouns ending in *s*, add only an apostrophe
  Example: *employees' work*

- For singular proper names ending in *s*, use only an apostrophe
  Example: *Chris' office*

- For singular proper names ending in *s* sounds such as *x, ce* and *z*, use *'s*
  Examples: Alex's car, Bruce's plan, Fritz's book

- For plurals of a single letter, add *'s*
  Example: *Josie received all A's this semester.*

- For plurals of numbers or multiple letter combinations, use only an *s*
  Examples: *the 1980s, TMOs, PIDs, LRVs*

- Use an apostrophe before figures expressing a decade if numerals are left out
  Example: *The '90s*

Colon :

- Capitalize the first word after a colon only if it is a proper noun or the start of a complete sentence, otherwise keep it lowercased
  Examples: *It snowed all morning: The roads were impassable by 8 a.m. Mary submitted the order for office supplies: notepads, pens, staples and scotch tape.*

- Colons go outside quotation marks unless they are part of the quoted material

Comma ,

- Use commas to separate elements in a series, but a comma is not necessary before the conjunction (a connecting word, such as *and, but, if*) in a simple series
  Example: *In orientation, new employees learn about RTD's mission, policies and procedures.*

- Adding a final comma after the last element in a list of things is commonly referred to as the Oxford – or serial – comma. AP style does not require the use of the Oxford comma. A serial comma may be used, however, to make a sentence clearer or to avoid confusion or misinterpretation.

- A comma should be used before the terminal conjunction in a complex series, if part of that series also contains a conjunction
  Example: *The agenda contains several items for discussion, including new and deferred projects, planning efforts, operations and maintenance considerations, and finance matters.*

Dash –

- A horizontal line referred to as a dash or em dash, which is longer than a hyphen, is commonly used to indicate a range or a pause. Dashes are used to separate groups of words, not to separate parts of words like a hyphen does.

- Dashes can be used to replace commas, parentheses and colons or to set off a phase in a sentence
  Example: *He listed the qualifications – intelligence, humor, supportiveness – that he admired in a supervisor.*

- In news releases, use a dash in the dateline
  Example: *DENVER (Oct. 15, 2021) – The Regional Transportation District announced...*

- To create a dash, press the space bar, hit the hyphen button twice and use space bar again. Microsoft Word will often autoformat the two hyphens into a solid line. A space should be included on both sides of the dash in all uses.

Hyphen -

- Use hyphens to link all the words in a compound adjective
  Example: *The movie included a never-before-seen vehicle.*

- Do not use a hyphen if the construction includes a verb or adverb ending in *–ly*
  Example: *internationally known*

- There should be no spaces surrounding a hyphen

Parentheses **( )**

- Avoid using parentheses when possible. Instead, rephrase so that the parenthetical information is instead a complete, separate phrase within the sentence.

- If parentheses are required, the rules are: If the parenthetical is a complete, independent sentence, place the period inside the parentheses; if not, the period goes outside

Period **.**

- Use a single space after a period, including between sentences

- Do not use periods at the end of bullets

Quotation marks **" "**

- Use single quotation marks in headlines

- Single quotation marks should be used for a quote within a quote
  Example: *"The governor said he will leave 'no stone unturned' in the matter," the director said.*

- Do not use quotation marks for word emphasis

- The period and the comma always go within the quotation marks
  Examples: *"Let's go to Union Station," she said. The operator said, "You must wear your mask while riding transit."*

- The dash, semicolon, question mark and exclamation point go within the quotation marks when they apply to the quoted matter only. They go outside when they apply to the whole sentence.
  Examples: *"Did you wish to file a complaint?" he asked. Who said, "The world is your oyster"?*

- Use quotation marks around the titles of books, songs, television shows, computer games, poems, lectures, speeches and works of art
  Examples: *Transit consultant Jarrett Walker cited from his book, "Human Transit." They sang "Auld Lang Syne" at the stroke of midnight.*

Semicolon **;**

- Use a semicolon to clarify a series that includes a number of commas. Include a semicolon before the conjunction.
  Example: *The conference attracted people from Moscow, Idaho; Springfield, California; Alamo, Tennessee; and other places as well.*

Spacing

- Use only one space between sentences and following colons

Talking Points

- Talking points are the more conversational version of key messages

- Use a more informal writing style. Talking points help connect the speaker to the audience through a personal touch.

- First- and second-person language is permissible. Talking points are used to speak to others either in a presentation setting, speaking engagement or an interview. As such, the use of first- and second-person references is appropriate.
  Example: First person: *I, we, us, our.* Second person: *you, your, yours.*

Time

- Use numerals except for *noon* and *midnight*

- Add a space between the numerals and *a.m.* and *p.m.*; always lowercase *a.m.* and *p.m.*

- For times at the top of the hour, use figures without a colon and zero minutes
  Example: 4 p.m.

- Do not include a colon and two zeroes when referring to a range of times beginning and ending at the top of the hour
  Example: 2-4 p.m.

- Use a colon and two zeroes for both times in a range if either time requires them
  Example: 4:00-4:30 p.m.

- Avoid redundancies such as *10 a.m. in the morning*

- Do not use a dash to replace the word *to* if the word *from* precedes the numbers
  Example: *The event runs 5-7 p.m.* or *The event runs from 5 to 7 p.m. (*not *The event runs from 5-7 p.m.)*

- Do not use a dash to replace the word *and* if the word *between* precedes the numbers
  Example: *Meet me between 5 and 7 this evening (*not *Meet me between 5-7 this evening)*

Words Commonly Misused

Affect vs. Effect

- *Affect* is almost always used as a verb — to impact or influence something, rather than cause something
  Example: *The weather conditions may affect the buses' on-time performance.*

- *Effect* is most often used as a noun — used when an end result is being discussed
  Example: *News broadcasts can have an effect on public opinion.*

- Tip: To know which to use, remember A is for action (affect); E is for end result (effect)

Biannual vs. Biennial; Biweekly, Bimonthly; Semiweekly, Semimonthly

- This can be tricky: *Biweekly* and *bimonthly* can mean the same thing because of the prefix *bi-*, which can mean *occurring every two* or *occurring twice in*. Therefore, *biweekly* can be *twice in a week* or *every other week*. *Bimonthly* can also mean *every other week* (as in twice in a month) or it can mean *every other month*.

- A solution to this ambiguity is to use *semi-* to mean *occurring twice in*. *Semiweekly,* unambiguously, means *two times per week; semimonthly* means *two times per month; semiannually* means *two times per year*. This solution will make writing clear and not up for interpretation.

- Most often, *biweekly* means *every two weeks*. To make it clear, state what is meant.
  Example: *Employees are paid twice each month or The meeting is scheduled every other month.*

- *Biannual* means *something happening twice in one year*, not necessarily every six months, which is what *semiannual* means

- *Biennial* means *every two years* and is unambiguous

I vs. Me

- Use the pronoun *I* when the person speaking is doing the actions, either alone or with someone
  Example: *Ashley and I boarded the bus.*

- Use the pronoun *me* when the person speaking is receiving the action of the verb is some way, either directly or indirectly
  Example: *The presentation will be given by Joe and me.*

- Tip: To know which pronoun to use, take out the other person's name from the sentence
  One would not say *The presentation will be given by I.*

- The correct pronoun usage when using the preposition *between* is *between you and me*

It's vs. Its

* *It's* is short for *it is* or *it has*
  Example: *It's (it is) going to rain or It's (it has) been a long time*

* *Its* is a possessive pronoun like *mine, my, yours, hers, his* and *their*
  Example: *The agency's No. 1 asset is its employees.*

That vs. Which vs. Who

* Use *who* when referring to a person
  Example: *The man who boarded the bus wore a red jacket.*

* Use *that* and *which* when referring to inanimate objects and to animals without a name

* Use *that* for essential clauses, important to the meaning of a sentence, and without commas
  Example: *I remember the day that we met.*

* Use *which* for nonessential clauses, where the clause is less necessary, and use commas
  Example: *The team, which finished last a year ago, is in first place.*

* Tip: If a clause can be dropped without losing the meaning of the sentence, use *which;* otherwise, use *that*. A *which* clause is surrounded by commas; no commas are used with *that* clauses.

Than vs. Then

* *Than* is used in comparisons
  Example: *You are taller than me.*

* *Then* indicates time
  Example: *I worked on the first floor then.*

Their vs. There vs. They're

* *Their* is a possessive noun
  Example: *Their car is red.*

* *There* refers to a place
  Example: *I will meet you there.*

* *They're* is a contraction for *they are*
  Example: *They're (they are) going to catch the train.*

Who vs. Whom

- *Who* is the pronoun used for references to human beings and to animals with a name. Write t*he person who is in charge* (not *the person that is in charge*).

- *Who* is grammatically the subject (never the object) of a sentence, clause or phrase
  Examples: *The woman who rented the room left the window open. Who is there?*

- *Whom* is used when someone is the object of a verb or preposition
  Examples: *The woman to whom the room was rented left the window open. Whom do you wish to see?*

Your vs. You're

- *Your* refers to something a person has or owns
  Example: *What is your name?*

- *You're* is short for *you are*
  Example: *You're (You are) the best person for the job.*

We Make Lives Better Through Connections.