



## M E M O R A N D U M

**To:** Commuter Connections Subcommittee

**From:** Douglas Franklin  
Senior Marketing Manager, COG/TPB

**Date:** March 15, 2022

**Re:** GRH FY2021 Customer Satisfaction Survey Washington, DC Region

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The intent of this correspondence is to communicate the impact of the COVID-19 pandemic on the Guaranteed Ride Home (GRH) FY2021 Customer Satisfaction Survey Report for the Washington, DC Region.

The adopted FY2022 Commuter Connections Work Program (CCWP) calls for COG/TPB staff to produce a report based on findings of the GRH FY2021 Customer Satisfaction Survey for the Washington, DC Region. The report is based on the collection and analyzation of data from monthly survey response for trips taken during fiscal year FY2021; period of performance from July 1, 2020 until June 30, 2021. The purpose of the survey is to gauge the level of satisfaction from those who have used the program within the Washington, DC metropolitan region.

Due to the pandemic, during FY2021, demand for the GRH service within the Washington, DC region plummeted by 92 percent, as a total of 137 GRH trips were provided for essential workers, with an equal amount of surveys sent. Unfortunately, only 12 surveys were returned. In contrast, during FY2020, 1,707 trips were given. Attributable to historically low trip levels, it is the opinion of COG/TPB staff that there is lack of sufficient response data to provide for statistically significant results. It is therefore recommended that no report be generated for the GRH FY2021 Customer Satisfaction Survey for the Washington, DC Region.

Should you have further questions or need additional information, please feel free to contact me at 202 962-3792, or at [dfranklin@mwkog.org](mailto:dfranklin@mwkog.org).

**cc:** N. Ramfos, COG/TPB  
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