



Guaranteed Ride Home Customer Satisfaction Survey

Results for Fiscal Year 2009

Draft Report

January 19, 2010

We'll get you home. Guaranteed.

**National Capital Region Transportation Planning Board
Metropolitan Washington Council of Governments**



TITLE: Commuter Connections Guaranteed Ride Home Customer Satisfaction Survey Results for Fiscal Year 2009.

DATE: January 19, 2010

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AGENCY: The Metropolitan Washington Council of Governments (COG) was established in 1957 by local jurisdictions to address regional concerns including growth, housing, environment, public health and safety, and transportation. The National Capital Region Transportation Planning Board (TPB) became associated with COG in 1966 and serves as the federally designated Metropolitan Planning Organization (MPO) for the region. The TPB prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Washington region..

Commuter Connections is a regional network of transportation organizations coordinated by the TPB. Established in 1974, Commuter Connections offers free commuter services to help both businesses and their employees find the best available commuting options to improve traffic congestion and improve air quality through lower auto emissions. Primary services of Commuter Connections include ridematching for carpools and vanpools, administration of the Guaranteed Ride Home program, marketing of alternative commute options, and coordination of an employer outreach program including telework.

Funding for Commuter Connections is provided by:

District Department of Transportation
Maryland Department of Transportation
Virginia Department of Transportation
United States Department of Transportation

ABSTRACT:

This report presents the results of a survey of all Guaranteed Ride Home trip recipients during fiscal year 2009 (July 1, 2008 through June 30, 2009). The survey was designed to gauge the level of satisfaction of commuters who utilized the GRH service.

The GRH program was started in 1997 to eliminate a key barrier to using alternative modes; commuter fear of being stranded at the workplace during an unexpected personal or family emergency or unscheduled overtime.

PUBLICATION:

The final report once adopted will be published on the Commuter Connections website at www.commuterconnections.org under the About US, Publications section.

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Background

Guaranteed Ride Home Program Description

The Metropolitan Washington Council of Governments (COG) through its Commuter Connections program, under the auspices of its funders, has operated the Guaranteed Ride Home program (GRH) since January 1997. A “commuter insurance” program, GRH is designed to encourage ridesharing and transit usage by providing a way home for qualifying commuters in the case of an unexpected personal/family emergency or unscheduled overtime when their normal alternative commute mode is not available. Many area workers who consider switching commute modes from Single Occupancy Vehicles to carpools, vanpools, and transit are concerned about being stranded at work if they unexpectedly have to leave before or after standard work hours. GRH eliminates this concern, and encourages ridesharing, taking transit, bicycling and walking to work. Commuters who use these transportation modes twice a week are provided with four free GRH rides home per year. Alternative mode commute practices reduce the number of automobiles on the road and help the region toward air quality goals.

The GRH program’s Participation Guidelines used during FY 2009 are provided in the Appendix of this report, and a full listing of the program’s current qualifications, limitations on its usage, and a more complete description of the process involved in registering commuters for the program may be obtained online at the Commuter Connections website, www.commuterconnections.org.

Customer Satisfaction Survey and Methodology

The customer satisfaction survey for GRH was conducted as an ongoing study for each month throughout the fiscal year. All customers who obtained a free ride home through the program from July-December 2008 were mailed a survey card. In January 2009, Commuter Connections began to administer the GRH survey online. Those with email addresses were sent an email asking them to participate in an online survey. Those who have not supplied an email address were mailed a survey card for each ride taken. For those receiving the survey by mail, a cover letter (*see* Appendix) informed them of the purpose and voluntary nature of the survey, and a postage-paid 9 x 4” self-mailing response card (*see* Appendix) allowed for quick and easy submission of responses.

In FY 2006 the questionnaire was modified to include two new questions; however none of the existing questions were altered, allowing for a direct comparison with all fiscal years. The survey card allows respondents to rate the GRH service and provide comments and suggestions. Despite the ability to remain anonymous, some respondents provided their name with their responses. In some instances with their consent, these respondents have been featured in local and regional newspaper articles and some of their comments have also been placed onto the Commuter Connections web site.

Survey Design

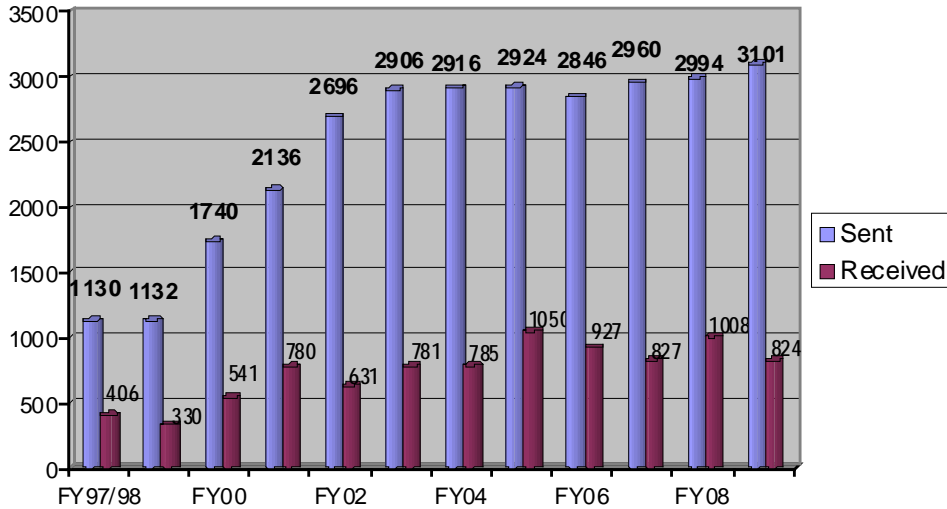
The survey consisted of five multiple-choice questions, one fill in the blank and an area for comments. Four questions provided insight into customer opinions regarding the different operational functions of GRH and asked the respondent to rate the different aspects of the service by circling one of four responses—“Poor,” “Fair,” “Good,” or “Excellent.” Another multiple choice question asked the reason for the trip, and a fill in the blank question asked the respondent to indicate their wait time. The comments area provided an open ended forum to offer specific or general feedback, whether positive or negative. For some multiple choice questions, a few respondents did not indicate a rating, or added a qualifier to the response, such as “very,” a plus symbol (+), or a minus symbol (-). These types of qualifiers were ignored when tabulating the survey results.

The performance areas of GRH were addressed by four multiple-choice questions: reservations staff; transportation service; response time and overall service. “Reservations staff” refers to the operators who answered telephone calls from commuters requesting GRH service, verified the request in accordance with the official GRH participation guidelines, and arranged the ride for the commuter. These operators are employees of Diamond Transportation Services, Inc., which provided this service under a contractual arrangement with COG. “Transportation service” refers to the modes of transportation (e.g. taxi, rental car service) and the affiliated organizations (e.g. xyz cab company, Enterprise Rent-a-car) that provided the trips from the workplace to the final destination. The types of transportation modes used for the GRH trips were selected by Diamond Transportation based on the severity of the emergency, distance traveled and customer preferences.

Response Rates

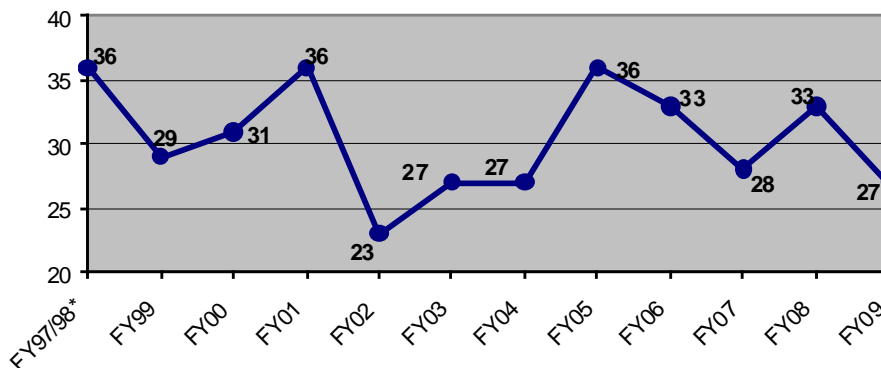
Number of Surveys Sent and Received Since Program Inception

Of the 3,101 surveys distributed in fiscal year 2009, 824 completed surveys were received. This was the highest quantity of surveys ever distributed. Response fell below the one thousand mark, a plateau reached twice since program inception.



Response Rates in Percentages - All Fiscal Years.

Response rates typically fluctuate by several points from year to year, and movement from FY08 to FY09 was no exception. The percentage of respondents in FY09 was 27%, a decrease of six percentage points from the previous year. Some of the drop may be attributed to the switch to an online survey system for the majority of users that provided email addresses. A smaller segment of users however continue to receive the mailed copy. The average response rate when combining all years is 30.5%. The large drop in response rate for fiscal year 2002 surveys was due to postal service disruptions following the Anthrax crisis, resulting in the temporary closing of the Brentwood Post Office facility in Washington DC.



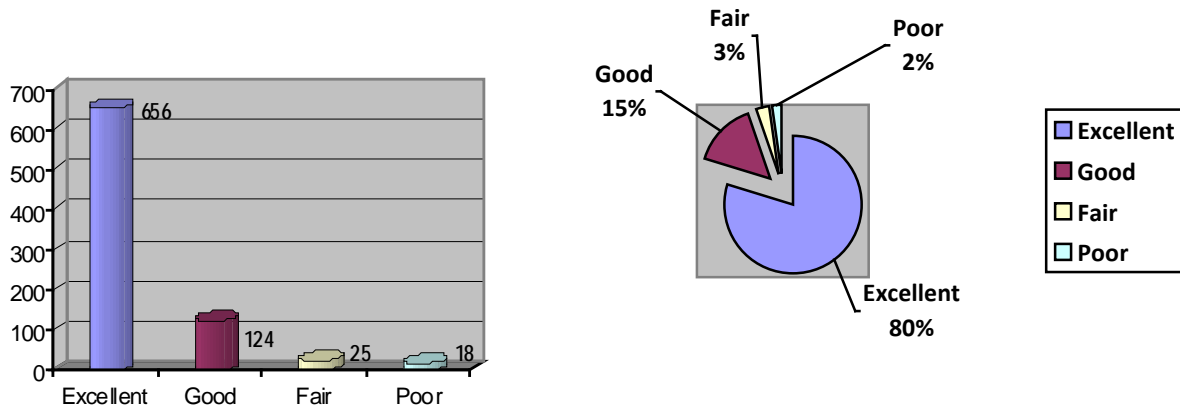
Fiscal Year 2009 Survey Results

This section indicates survey results received from 824 respondents for fiscal year 2009. Upcoming sections of this report will provide a comparison of results with previous fiscal years (1997 through present). See appendix for samples of the survey response card and online survey that were used. Note: some respondents did not answer all four questions. As a result, response totals to some questions may not equal to the total number of survey respondents.

Reservation Staff

Number and Percentage of Responses Received

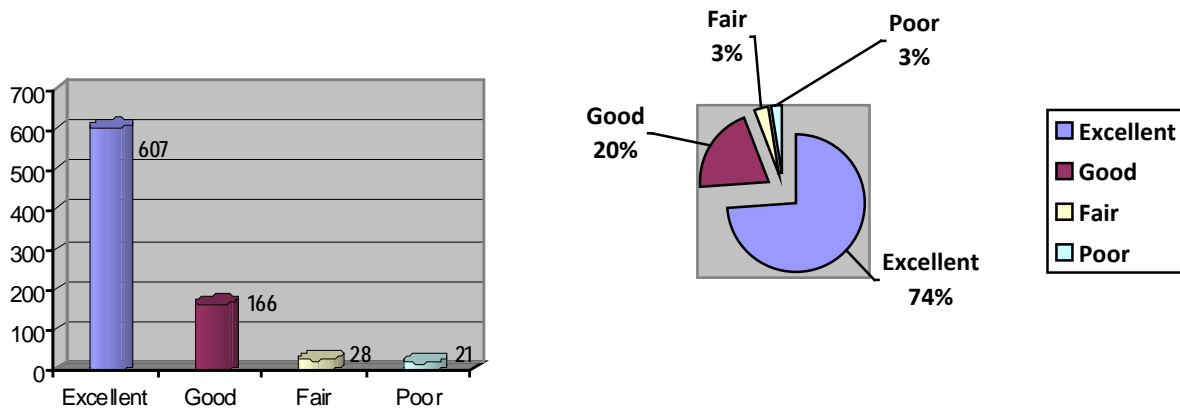
How would you rate the service you received from our GRH trip reservation staff?



Transportation Service

Number and Percentage of Responses Received

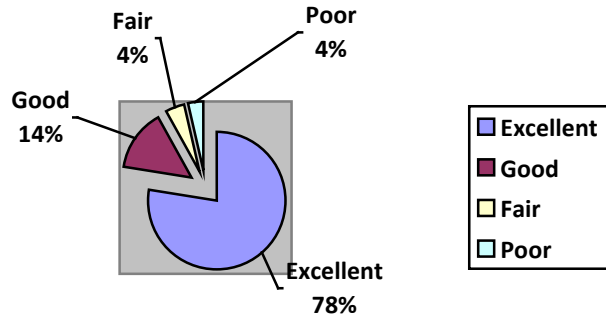
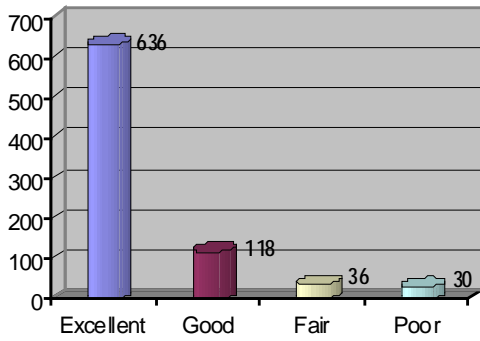
How would you rate the taxi or rental car service?



Response Time - Rating

Number and Percentage of Responses Received

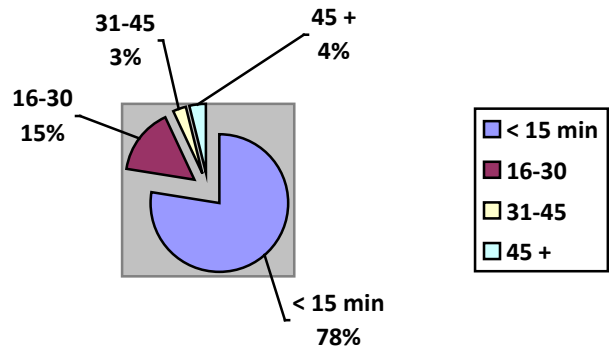
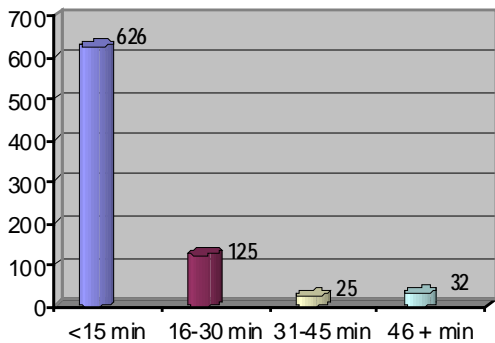
How would you rate our response time?



Response Time – Minutes

Numbers and Percentages of Responses Received

Approximately how many minutes did you wait until your ride?

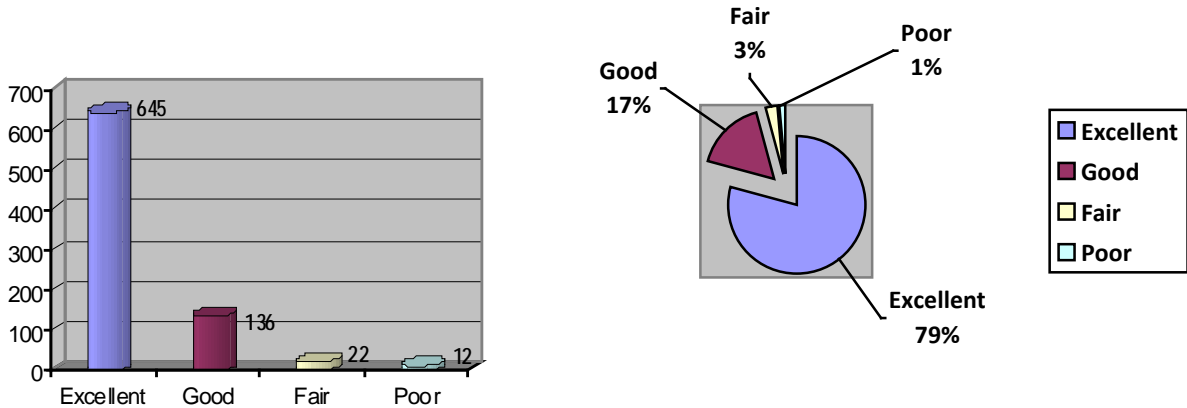


This was a newly added question for FY 2006. Average response wait in FY09 was 15 minutes, no change from the previous year. The percentage of customers with a wait time of 30 minutes or less was 93%, a point higher than FY08.

Overall Service

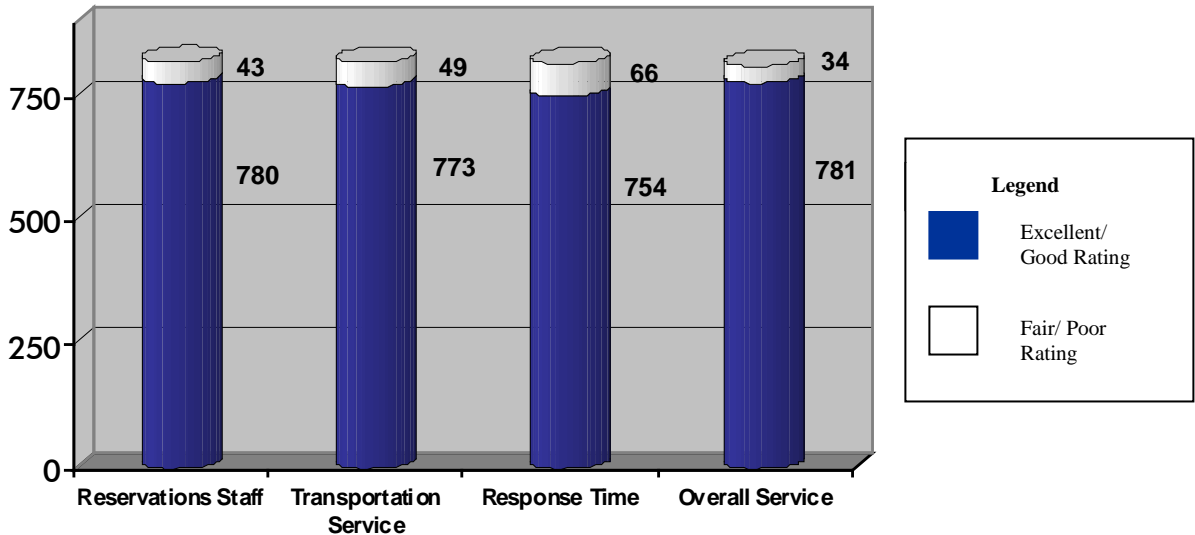
Numbers and Percentages of Responses Received

Overall, how would you rate our GRH service?



Excellent/Good vs. Fair/Poor: All Questions

Number of Responses Based on Combined Satisfaction Levels

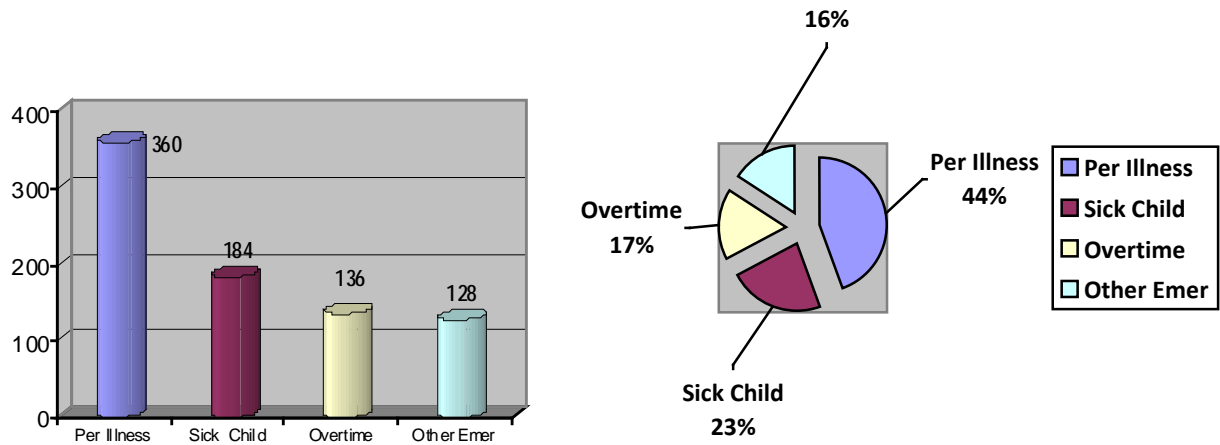


This chart emphasizes the overwhelming positive ratings (excellent & good) compared to the negative ratings (fair & poor). For example, 781 respondents gave the Overall Service category a positive rating, noted in the darker area, in contrast to merely 34 dissatisfied respondents shown on top of the bar in the lighter color.

Reason for Trip

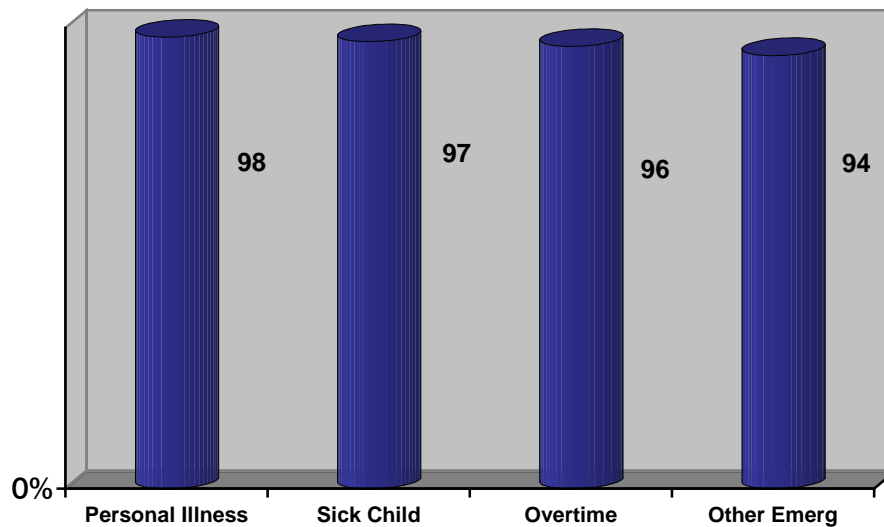
Numbers and Percentages of Responses Received

What was the reason for your GRH Trip?



Percentage of Positive Responses to Overall GRH Service by Reason for Trip

Excellent/Good Rating: Overall Satisfaction Category



This bar graph indicates that overall satisfaction with the GRH program remained high and with little significant difference, regardless of the reason for taking a GRH trip.

Written Responses

In addition to the multiple-choice questions, survey respondents were offered the option of providing written comments. This open ended response area generated mostly compliments. Other written responses included suggestions, complaints, as well as a few miscellaneous comments. All feedback is valuable for assessing customer attitudes regarding specific service areas, and overall comments help to gauge the general pulse of the program. The total number of written responses increased significantly as 568 out of a total 824 returned surveys had written responses. The percentage of written responses increased dramatically to 69%, compared to the previous fiscal year in FY08 when only 36% provided feedback of any kind.

Some respondents provided feedback that fell into more than one category. For example, a respondent wrote "*Taxi driver stopped to pick up a soda. But overall the service is invaluable.*" This response included both a complaint and compliment and was recorded in both categories.

Compliments

With 464 compliments, positive feedback was overwhelmingly the most common type of written response. Compliments were given by 82% of those who provided a written response, 5.5 times the rate of complaints. The majority of compliments were regarding overall satisfaction of the program. Many were expressions of gratitude for the GRH service. Some commuters explicitly listed GRH as the main reason which allowed them to utilize an alternative commute mode. Many of the respondents provided personal stories about how GRH helped them during a crisis situation. The breakdown of compliments by category are as follows: Taxi/Rental Service 23.5%; Overall Service 56%; Reservations Staff 19% and Response Time 19%. Note that some respondents compliment more than one area, therefore percentages add up to more than 100 percent. It should also be noted that the compliments received almost exclusively pertain to taxi trips, as only 1% of the trips used the rental car service.

Samples of actual compliments from FY09:

- *I have only had to use the service once but when I did need it, the service was nothing less than awesome. My newborn was not doing well at home and then when his Mother became ill as well it was paramount that I get home as soon as possible. I slug into work so this was my only option and after using I tell everyone I know that this is something a commuter absolutely MUST have.*
- *Very impressive service and a great incentive to continue use of a carpool*
- *GRH is an essential tool for any public transportation commuter. You are a true life-saver!*
- *GRH staff was excellent. I was concerned, being my first time using GRH, that everything would be complicated. The GRH staff made it extremely simple and user friendly.*
- *I appreciate your speedy response time keep up the good work!*
- *Thank you so much of the excellent service. I was able to get to my child in no more time than if I drove to work myself. It gave peace of mind for us working parents!*
- *Thank you so much since there is no bus service to my home after 6:50*
- *Thanks so much! You are a blessing!*
- *The service was very professional and friendly*
- *The taxi was waiting for me. Great Service!*
- *They were great, I hadn't used it in years and the person I spoke with helped me. You all do a great job. Keep up the good work.*
- *This was my first time using GRH - I was Truly impressed w/ the response time and the kindness of all involved*
- *This was the first time I used the service in over 10 years of riding the VRE. Service was excellent.*
- *All good, I appreciate the service, makes carpooling possible*
- *By the time I could leave my office and walk to the taxi stand, the taxi was already there waiting for me. You can't beat that for service. Thanks. Keep up the great work.*
- *Cab driver 71 of the Red Top Cab service was very nice and concerned about my child. The dispatch service was very nice and responded quickly to my needs. This service is heaven-sent!!! Thank you!!!!!!!!!!!!*
- *Everyone I dealt with on the phone and in the cab were very professional and supportive at a time when I felt my worst. What a super program and what a super group of people.*
- *Excellent all around, from the time I got on the phone, to when I arrived at the commuter lot.*
- *Excellent service, called and was able to get home to make it to Dr's appointment! thanks!*
- *First and only time that I used GRH. Staff and driver were very helpful and friendly. Computer system was down but I was still able to get home.*

- *GRH is a very helpful service. The response time was so quick, I couldn't have asked for better service! Thank you and I will surely recommend your services to my family and co-workers!*
- *The whole experience was expertly taken care of. I thought I would get home much later than I did.*
- *Have been a member since 1997 and this is the first time I had to call for service-could not be more pleased with the entire experience. The lady that took my call was courteous and eager to help. The wait time for a cab was minimal and the driver was courteous, friendly and easy to talk with.*
- *I am very pleased with the GRH program. My 12 yr old daughter who was sent home because she was sick, commented on how fast I got home!*
- *I can't thank GRH enough for helping me get to the hospital when my family member passed away. I have already told several coworkers about the program and urged them to sign up. You never really think about what you will do if something like this happens, but when it does, it is nice to know that someone is there to help. Thanks again.*
- *Thanks for the fantastic service!*

Complaints

A total of 83 complaints about the GRH service were received; 15% out of the 568 written responses. Of respondents who lodged a complaint, more than one in five (22%) also gave a compliment. Most complaints were about the Taxi/Rental Service followed closely by the Reservations Staff. Complaints received under the Taxi/Rental Service category almost exclusively pertain to taxi trips, as only 1% of the trips used the rental car service. The breakdown of complaints by category are as follows: Taxi/Rental Service 53%; Overall Service 19%; Reservations Staff 51% and Response Time 28%. Note that some respondents complain about more than one area, therefore percentages add up to more than 100 percent.

Another common type of complaint related to the need for the reservations staff to ask probing questions, which is done in order to verify whether the request fully meets the GRH trip approval requirements. Most commuters understand this as one of the necessary steps of the program, while some are defensive and put off by this process. Without these safeguards, it is possible that some commuters might abuse the program rules and take advantage of the free service. GRH can only be used for unexpected emergencies such as a personal illness, a sick child or other personal or family emergency situations. To keep costs down, the reservation staff may also encourage commuters to use a rental car instead of a significantly more expensive taxi fare. They may also ask the commuter to supplement the trip with Metrorail for part of the distance.

In some cases the approval of a GRH trip must rely on the perceived “unexpectedness” of the caller’s situation. This is to prevent misuse of the program for non-emergency situations. The reservations staff must at times differentiate between true emergencies and flagrant abuse. When making such judgments, a GRH trip may be rejected if the emergency is divulged as “expected”, such as a planned doctor’s appointment.

Complaints about the taxi service included some confusion about where to pick up the taxis as well as problems with identifying which taxi was part of the GRH program. Additional issues included the attitudes of some drivers, cab cleanliness, and the lack of knowledge the cab drivers had of the GRH program. Unfortunately, many of the taxi drivers do not possess common sense customer service skills and some taxi companies do a poor job of communicating the GRH program protocol to their drivers. Although problems and issues are discussed between the GRH contractor and the taxi companies, the filtering down of information to the drivers can be less than ideal. Ultimately, the taxi companies are responsible for the training of taxi drivers and Commuter Connections has little direct control over this aspect of the service. Customers are welcome to specify the cab company and/or driver by name when completing the survey but rarely do so. They may also lodge a complaint directly to the taxi company. When known by Commuter Connections, this feedback is communicated to the appropriate cab company through the managing contractor. For the aspects of the service within greater control of Commuter Connections, namely the service provided by the reservations staff, continuous customer training is provided and information is shared with contractor staff members so that improvements can be made.

Sample of actual complaints from FY09:

- *This was my first time using the GRH. Overall, it was a very positive experience. I did not have my card available but the person on the phone was helpful in finding my account, although she was a little curt in her manner because, as a first-time user, I was not clear on the way the program worked. The taxi driver was sent to the wrong address for pickup which caused a significant delay in getting to me -- I was standing outside for 30 minutes! However, the driver kept in telephone contact with me, was courteous and friendly when he arrived, and got me to my car in record time. Thank you!*

- *Cab was very old and traffic very bad, great service*
- *When the call was placed, the rep was unable to pull my information up using the number on the card. I was placed on hold while she tried to figure out what to do. Placing the call took longer than the Cab to come get me.*
- *Taxi was smelly, not very clean*
- *The cab driver was friendly but didn't understand English too well when I told him where I lived. Unintentionally went out of the way by 4-5 miles*
- *The driver's erratic driving trying to find my house for the last 10 minutes made me sick but I got home. Thanks*
- *By the time I was contacted by Enterprise for a rental car I had made other arrangements. Two hours is too long to wait for a GRH.*
- *Driver could not find me! I paid for trip and am still awaiting reimbursement.*
- *Driver did not use toll road added 40 minutes to midday commute.*
- *First cab did not follow directions and went to the wrong building entrance. A second cab had to be called.*
- *I called to report that the cab driver was speeding.*
- *Taxi cab didn't drive speed limit. Made me late to appt. Taxi was horrible!!*
- *Taxi driver repeatedly explained to me that he doesn't get tip through this program.*
- *Taxi slow to arrive*
- *Taxi van was in poor shape. Not comfortable at all.*
- *Taxi was at wrong stop*
- *The first cab that came for me left in less than 5 minutes. I missed it and had to call again for another cab*
- *Only non-positive comment - I did not receive a phone call notifying me that the cab had arrived outside my building. Driver said his office was supposed to do that. Because security saw the cab and notified me, there was little or no delay.*
- *The only problem and was not serious at this time is that I was told that a cab would pick me up in 15 to 20 minutes. It didn't show up until 30 minutes. Was not a problem but I thought the cab was not going to come and started to call GRH again. The cab driver was also courteous and efficient.*

Comments and Suggestions

Comments and/or suggestions were received by 54 respondents, representing 9.5% of all written responses.

Sample of actual comments & suggestions from FY 2009:

- *My situation is quite unique in that I don't drive any more due to a vision problem. I catch rides with friends and co-workers but sometimes I find myself at work with no ride home.*
- *Need more trips to get home than they have now*
- *One Key Point: If you are going to use an answering machine to assist with the overflow of calls, please make sure that your staff returns those calls. We are calling because we have an emergency.*
- *Not sure if you have thought about using email for GRH! So many of us have Blackberries or text capability this could be an alternative to help.*
- *I didn't know that I had to renew my membership, please figure out a way to remind us.*
- *Service should at least be once a month.*

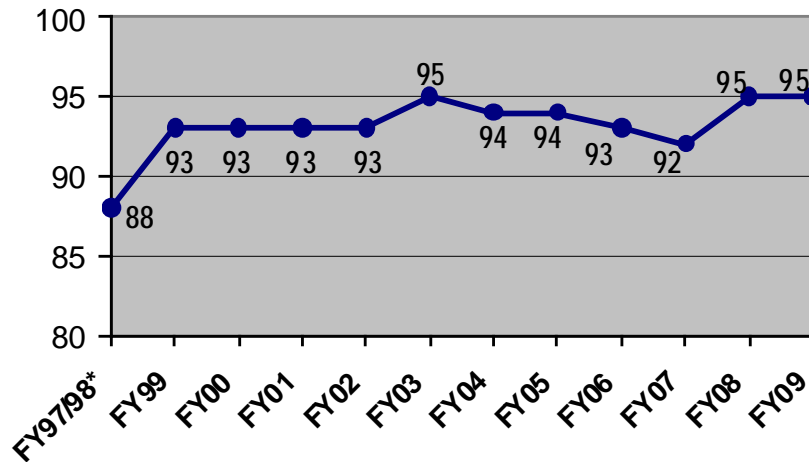
Comparison to Previous Fiscal Years

Reservations Staff

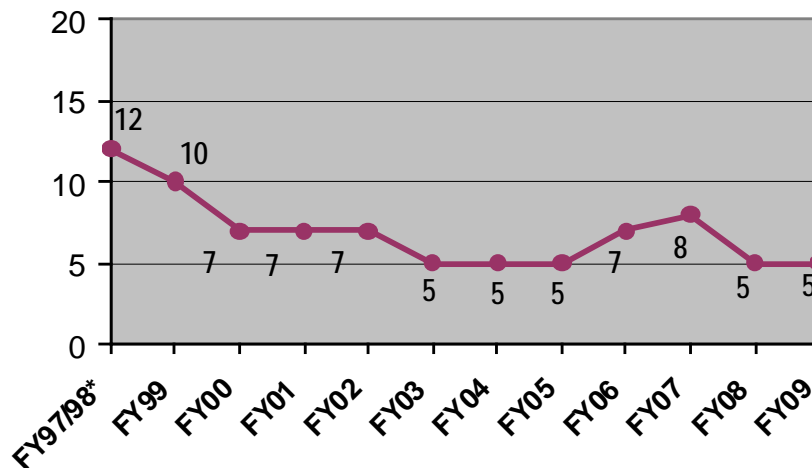
Percentages of Responses Received for Question One Over All Fiscal Years

How would you rate the service you received from our GRH trip reservations staff?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



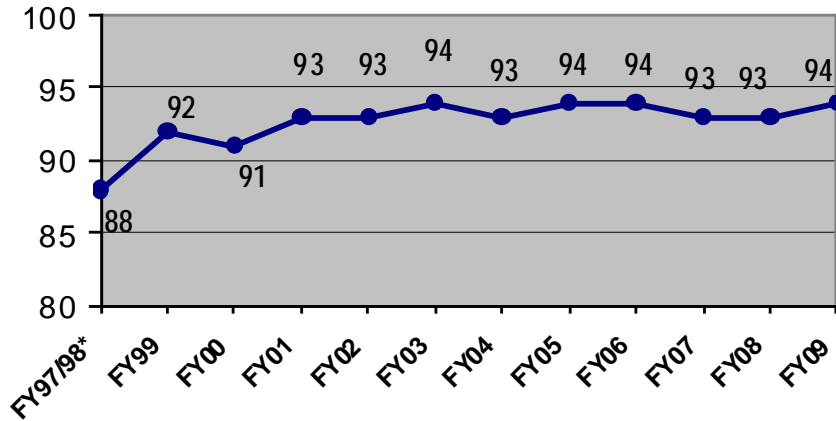
* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Transportation Service

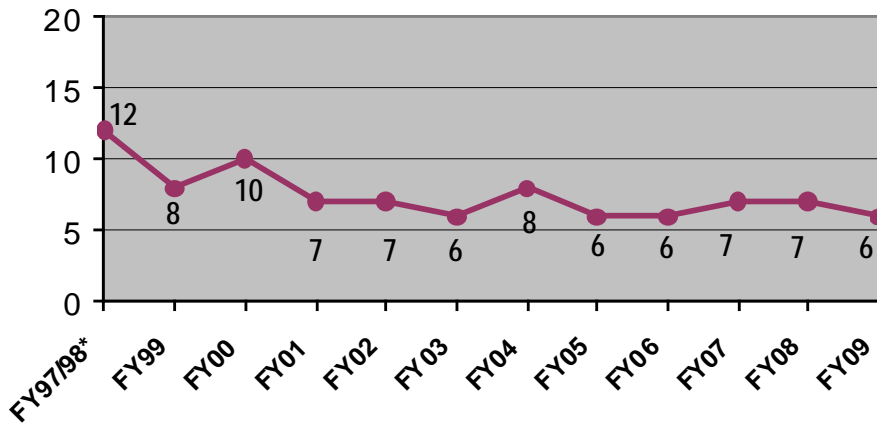
Percentages of Responses Received for Question Two Over All Fiscal Years

How would you rate the taxi or rental car service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



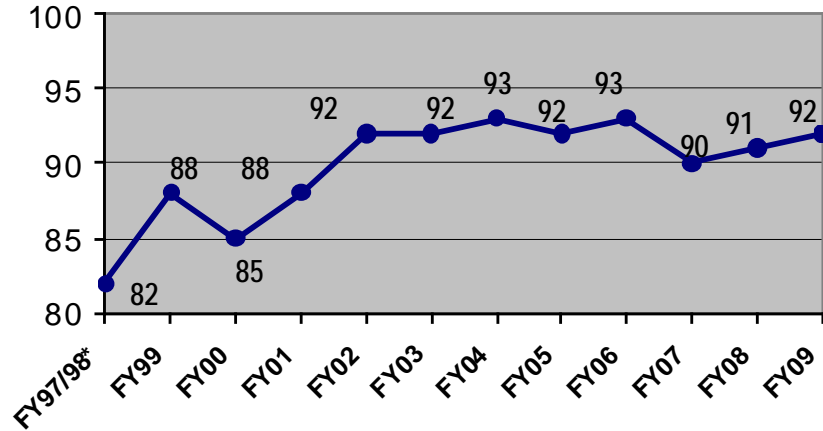
* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Response Time

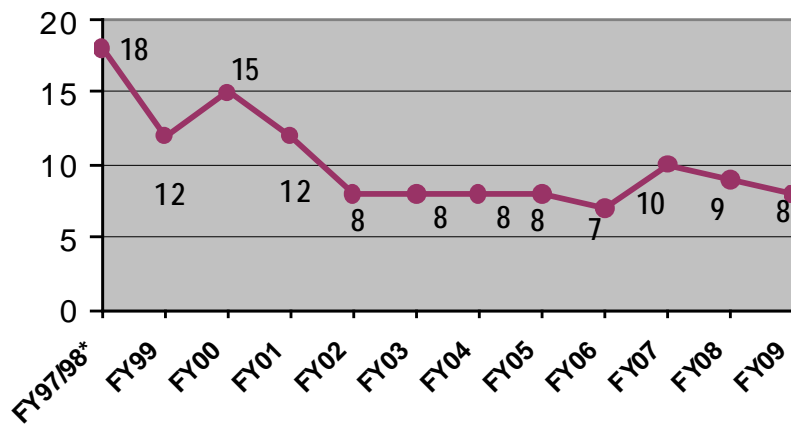
Percentages of Responses Received for Question Three Over All Fiscal Years

How would you rate our response time?

Excellent and Good Combined Ratings

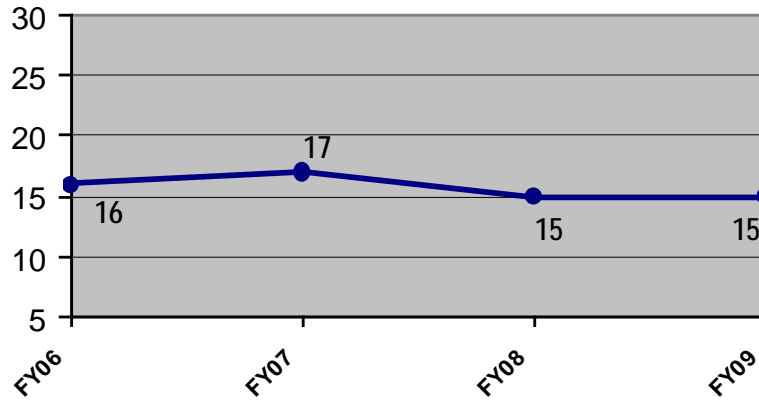


Poor and Fair Combined Ratings



- FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Average Response Time – Minutes



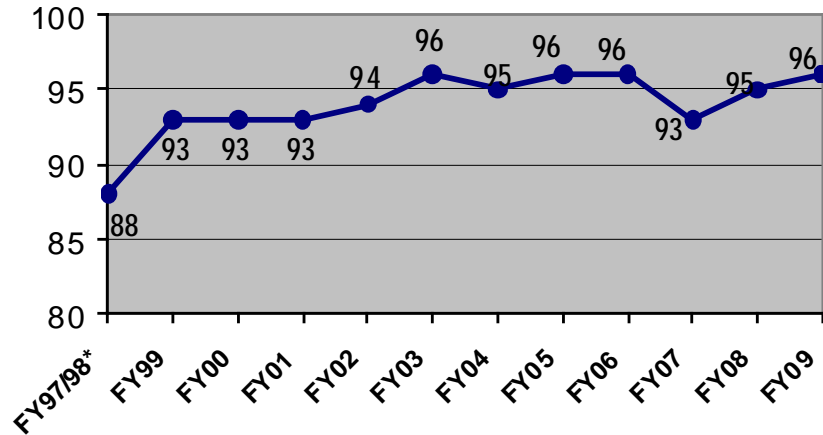
FY06 was the first year this question was added to the survey.

Overall Service

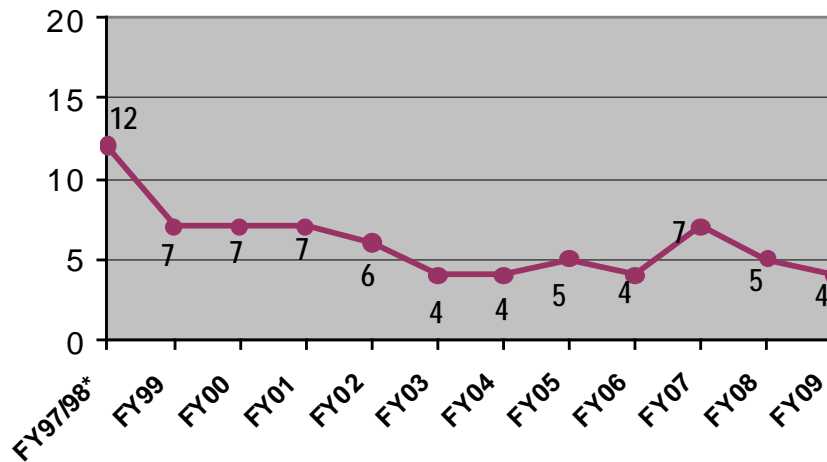
Percentages of Responses Received for Question Four Over All Fiscal Years

Overall, how would you rate our GRH service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings



* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

Recap Summary

Of the 3,101 surveys distributed in fiscal year 2009, 824 or 27% surveys were completed. The vast majority, 96% of the survey respondents were satisfied with the overall GRH service. Written responses were entered on more than two-thirds (69%) of the returned surveys, the majority of which (82%) were compliments. Good or above ratings were given by at least 92% of the respondents for each category. All categories either maintained excellence or improved slightly. Average response wait was 15 minutes and 93% waited 30 minutes or less.

Appendix

Sample Cover Letter Sent with Survey Card



Dear Commuter:

Thank you for using the Commuter Connections Guaranteed Ride Home (GRH) program in September. As a standard practice, we send out survey cards to all of our customers, in order to determine their level of satisfaction with this free service. Your feedback will help us gauge the program's continued value and also help improve and better serve commuters in the Washington metropolitan area.

Please take just a moment to complete the enclosed survey card and simply drop it in the mail within 10 days, no postage necessary!

Please note, your answers to the survey should only reflect your September 2008 GRH trip. If you have again used the GRH service after September 30, 2008, you will receive a separate survey card for that trip.

For the latest Guaranteed Ride Home participation guidelines, or if you would like information about other Commuter Connections services, please visit our web site at www.commuterconnections.org, or call us at 1-800-745-7433.

Thank you for using an alternative method of transportation to get to work and for supporting the Guaranteed Ride Home program. Your efforts help to reduce traffic congestion and improve the air we breathe.

Please be sure to tell your co-workers and neighbors to sign up for the free Guaranteed Ride Home program at www.commuterconnections.org.

Happy Commuting!

COMMUTER CONNECTIONS

We'll get you home. Guaranteed.

METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS, 777 NORTH CAPITOL STREET, N.E. SUITE 900 WASHINGTON, D.C. 20002-4239
THE COMMUTER INFORMATION SOURCE FOR MARYLAND, VIRGINIA AND THE DISTRICT OF COLUMBIA
www.commuterconnections.org  1-800-745-7433

Sample Survey Response Card



Thank you for using Guaranteed Ride Home (GRH).
We'd like to know how you feel about our program.

Please take a moment to complete this card and drop it in the mail. Your response is greatly appreciated.

	Poor	Fair	Good	Excellent	
1. How would you rate the service you received from our GRH trip reservations staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6. What was the reason for your GRH trip? <input type="checkbox"/> Sick Child <input type="checkbox"/> Overtime <input type="checkbox"/> Personal Illness <input type="checkbox"/> Other Emergency
2. How would you rate the taxi or rental car service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. Your name: (optional)
3. How would you rate our response time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. Comments: _____ _____ _____
4. Overall, how would you rate our GRH service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Approximately how many minutes did you wait until receiving your ride?	_____ minutes				

1-800-745-RIDE • www.commuterconnections.org **COMMUTER CONNECTIONS**
A SMARTER WAY TO WORK **We'll get you home. Guaranteed.**

Sample Online Survey

Commuter Connections GRH Satisfaction Survey

We'd like to know how you feel about our program. Please take a moment to complete this survey. Your response is greatly appreciated.

How would you rate the service you received from our GRH trip reservation staff?

- Poor
- Fair
- Good
- Excellent

How would you rate the taxi or rental car service?

- Poor
- Fair
- Good
- Excellent

How would you rate our response time?

- Poor
- Fair
- Good
- Excellent

Overall how would you rate our GRH service?

- Poor
- Fair
- Good
- Excellent





Approximately how many minutes did you wait until receiving your ride?

What was the reason for your GRH trip?

- Sick Child
- Personal Illness
- Unscheduled Overtime
- Other Emergency

Please Provide us with any comments about your GRH experience.

Do you consider your comments to be a: (check all that apply)

- Compliment

- Suggestion

- Complaint

- General Comment


Do your comments refer to: (check all that apply)

- Taxi or Rental Car Service
- Overall Service
- Reservation Staff
- Response Time

Response Data by Year, Question and Rating - Percentage of responses

Survey Questions	Responses	FY97/98	FY99	FY00	FY01	FY02	FY03
How would you rate the service you received from our GRH trip reservations staff?	Excellent	62%	66%	70%	74%	76%	78%
	Good	26%	27%	23%	19%	17%	17%
	Fair	6%	5%	4%	4%	4%	4%
	Poor	6%	5%	3%	3%	3%	2%
How would you rate the taxi or rental car service?	Excellent	59%	66%	65%	70%	69%	70%
	Good	29%	26%	26%	23%	24%	24%
	Fair	6%	5%	6%	4%	4%	4%
	Poor	6%	3%	4%	3%	3%	2%
How would you rate our response time?	Excellent	58%	60%	65%	70%	73%	74%
	Good	24%	28%	20%	18%	19%	18%
	Fair	9%	6%	10%	7%	3%	4%
	Poor	9%	6%	5%	5%	5%	4%
Overall, how would you rate our GRH service?	Excellent	61%	68%	69%	73%	78%	79%
	Good	27%	25%	24%	20%	16%	17%
	Fair	7%	5%	4%	5%	3%	3%
	Poor	5%	2%	3%	2%	3%	1%
Totals	Excellent	60%	65%	67%	72%	73%	75%
	Good	26%	27%	23%	20%	19%	19%
	Fair	7%	5%	6%	5%	4%	4%
	Poor	7%	4%	4%	3%	4%	2%

Survey Questions	Responses	FY04	FY05	FY06	FY07	FY08	FY09
How would you rate the service you received from our GRH trip reservations staff?	Excellent	78%	78%	78%	76%	78%	80%
	Good	16%	16%	15%	16%	17%	15%
	Fair	3%	3%	4%	4%	3%	3%
	Poor	2%	2%	3%	4%	2%	2%
How would you rate the taxi or rental car service?	Excellent	70%	73%	76%	68%	71%	74%
	Good	23%	21%	18%	25%	22%	20%
	Fair	6%	4%	4%	5%	5%	3%
	Poor	2%	2%	2%	3%	2%	3%
How would you rate our response time?	Excellent	75%	75%	77%	74%	74%	78%
	Good	18%	17%	16%	17%	17%	14%
	Fair	5%	5%	4%	4%	4%	4%
	Poor	3%	3%	3%	5%	5%	4%
Overall, how would you rate our GRH service?	Excellent	78%	78%	78%	75%	77%	79%
	Good	17%	18%	18%	18%	18%	17%
	Fair	3%	4%	4%	4%	4%	3%
	Poor	1%	1%	1%	3%	1%	1%
Totals	Excellent	75%	76%	79%	73%	75%	78%
	Good	19%	18%	17%	19%	19%	17%
	Fair	4%	4%	2.5%	4%	4%	3%
	Poor	2%	2%	1.5%	4%	3%	3%

* FY97 was the first year the program began and data was only collected for a small portion of the time. FY97 data was combined together into FY98 to make it statistically significant.

WASHINGTON METROPOLITAN AREA GUARANTEED RIDE HOME PROGRAM PARTICIPATION GUIDELINES

1. **Commuters must call Commuter Connections and receive authorization from Commuter Connections prior to using the Guaranteed Ride Home (GRH) service.** Commuter Connections will issue an authorization number(s) to the commuter to approve a GRH trip. **Commuters will not be reimbursed for trips not authorized by Commuter Connections.** After approval, Commuter Connections will make the GRH trip arrangements for the commuter and, if necessary, provide instructions on how and where the GRH transportation provider will pick up the commuter. Commuter Connections is equipped to provide wheelchair accessible transportation as part of the GRH service as needed.
2. Commuters must be officially registered with Commuter Connections before using the GRH service. Commuters must provide the supervisor name and phone number and at least two (2) phone numbers (home/cell and work) in order to register for GRH service. Registered commuters are those who have received an official registration letter and GRH ID card from Commuter Connections. Commuters who have not been officially registered may use the GRH service one time, providing they meet all other eligibility criteria. This is referred to as a “one-time exception.” Any commuter granted a one-time exception must be officially registered before additional GRH trips are granted. Registered and one-time exception commuters must be carpooling, vanpooling, taking transit, bicycling, or walking to their site of employment at least two (2) days per week **and** on the day they use the GRH service. GRH is only available to people commuting to and from work.
3. Registered commuters may use the GRH program up to four (4) times annually from their official registration date. Commuters who received a one-time exception then officially register with Commuter Connections may use the GRH service three (3) more times within 12 months from the date of their one-time exception GRH trip. The GRH trip credits are non-transferable.
4. Commuters must re-register annually to maintain their GRH registration. Commuters must contact Commuter Connections to re-register and update their registration information.
5. The GRH program may only be used in cases of unexpected personal or family emergency, unexpected illness, or unscheduled overtime. **Cases in which the GRH program cannot be used include, but are not limited to the following: previously scheduled medical appointments, trips to the hospital or emergency room for a commuter that needs medical attention, personal errands, transit service disruptions and/or delays, business related travel, working late without a supervisor’s request, weather emergencies, any type of building closings or evacuations, and natural disasters.**
6. Requests to use the GRH program because of unscheduled overtime must be made *before* the commuter’s registered work end time, **and** a supervisor’s verification will be required at the time of the request.
7. GRH service is available between 6:00 a.m. and 10:00 p.m., Monday through Friday, except designated program holidays and any planned and/or unplanned Federal Government office closings. **GRH TRIPS MUST BE TAKEN BEFORE 10:00 P.M.** to ensure that the commuter has received their ride. **Designated program Holidays include: New Year's Eve, New Year's Day, Birthday of Martin Luther King Jr., Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.**

8. To be eligible, a commuter must be physically working in the Washington, D.C. Metropolitan Statistical Area (MSA) as defined by the United States Office of Management and Budget. The MSA includes the District of Columbia, the Maryland counties of Calvert, Charles, Frederick, Montgomery and Prince George's, the City of Alexandria and the Virginia counties of Arlington, Fairfax, Loudoun, Prince William, and all cities within the aforementioned counties.
9. Eligible commuters can live anywhere inside the MSA or in any of the following areas: Allegany, Anne Arundel, Baltimore, Calvert, Caroline, Carroll, Cecil, Charles, Harford, Howard, Kent, Queen Anne's, St. Mary's, Talbot, or Washington counties, and the City of Baltimore in Maryland; and Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Madison, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah, Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester in Virginia; and Berkeley, Hampshire, or Jefferson County in West Virginia; and Adams, Franklin, or York counties in Pennsylvania. Any residence outside of the above-mentioned areas will be considered on a case-by-case basis.
10. All GRH trips must originate from the commuter's work location. Depending on the nature of the emergency, and home and work locations, a commuter using the GRH service may be required to use a taxi, car rental, transit, or any combination of these services to reach their destination point. **Commuter Connections will determine the type of service used and will issue a valid GRH authorization number at that time.**
11. Commuter Connections will pay for one vendor service and/or one transit service per request. If the GRH trip uses a taxi, Commuter Connections will pay for all charges, excluding gratuity, to the destination. **The commuter is responsible only for tipping the taxi driver.** Cancellation on the part of the commuter of a GRH trip may count as one of the four annual trips. If a transit option is used for part of the GRH trip, the commuter will be mailed a transit reimbursement voucher. The transit reimbursement voucher must be submitted back to Commuter Connections within thirty days of transit use in order for payment to be made. Please allow 45 days for reimbursement. A commuter's supervisor must sign the transit voucher for any trip granted because of unscheduled overtime in order for the reimbursement to be issued.
12. If the GRH trip is made by rental car, the commuter is responsible for signing a standard rental agreement, showing a valid driver's license, proof of insurance, providing a credit card number for collateral, returning the rental car within a 24-hour period, and the following charges: gasoline refueling charges, taxes, purchase of insurance (if necessary), and additional rental charges if auto is not returned within a 24-hour period (unless Commuter Connections has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.
13. GRH is a free service provided by Commuter Connections at the Metropolitan Washington Council of Governments (COG). COG will use its best efforts to provide the Guaranteed Ride Home in accordance with the guidelines shown above. By requesting assistance from the Guaranteed Ride Home program, the participant in the program explicitly acknowledges that COG assumes no liability for the timeliness of the GRH participating vendor(s) or any accidents that may occur on the conveyance.

Guidelines are subject to change without notice.

11/18/08