



M E M O R A N D U M

To: Commuter Connections Subcommittee

From: Douglas Franklin
Senior Marketing Manager, COG/TPB

Date: March 21, 2023

Re: GRH FY2022 Customer Satisfaction Survey Baltimore Region

The intent of this correspondence is to communicate the status of the Guaranteed Ride Home (GRH) FY2022 Customer Satisfaction Survey Report for the Baltimore Region.

The adopted FY2023 Commuter Connections Work Program (CCWP) calls for COG/TPB staff to produce a report based on findings of the GRH FY2022 Customer Satisfaction Survey for the Baltimore Region. The report is based on analysis of data from monthly survey response collected for GRH trips taken during fiscal year FY2022; period of performance from July 1, 2021 through June 30, 2022. The purpose of the survey is to gauge the level of satisfaction from those who have used the program within the Baltimore metropolitan region.

Unfortunately, zero surveys were returned in FY2022. The lack of survey responses in FY2022 is two-fold. The first six months of FY2022 fell within calendar year 2021, when many offices had not yet reopened due to the pandemic. The other factor was due to technical problems with the TDM system not displaying the GRH Satisfaction Survey link, which went undetected for approximately half of the fiscal year. The survey link has since been restored, and all GRH users who took trips during the system issues were resent an email and asked to take the survey. That make-good attempt did not garner any additional completed surveys for the Baltimore region.

No response data exists for the GRH FY2022 Customer Satisfaction Survey for the Baltimore region, therefore no report can be generated. Should you have further questions or need additional information, please feel free to contact me at 202 962-3792, or at dfranklin@mwkog.org.

cc: N. Ramfos, COG/TPB
D. Sheehan, COG/TPB