



GUARANTEED RIDE HOME CUSTOMER  
SATISFACTION SURVEY

BALTIMORE METROPOLITAN REGION  
DRAFT REPORT

FY 2020 (JULY 2019 - JUNE 2020)

January 19, 2021

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## **Program Background**

The Metropolitan Washington Council of Governments (COG) through its Commuter Connections program, under the auspices of its state funding agencies introduced the Guaranteed Ride Home program (GRH) in the Washington, DC region beginning FY 1997. In FY 2011, GRH was expanded to include the Baltimore Metropolitan region and St. Mary's County Maryland.

A "commuter insurance" program, GRH is designed to encourage ridesharing and transit use by providing a way home for qualifying commuters in the case of an unexpected personal/family illness or emergency, or unscheduled overtime when their normal alternative commute mode is not available. Many area workers who consider switching commute modes from Single Occupant Vehicles (SOV) to carpools, vanpools, and transit are concerned about being stranded at work if they need to leave before or after standard work hours unexpectedly. GRH eliminates this concern and encourages alternative methods of commuting.

Commuters working within the region who use alternative transportation methods 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 support air quality goals. The GRH program's Participation Guidelines and survey samples used during FY20 are provided in the Appendix of this report.

During FY20 there were 273 registered members of the Guaranteed Ride Home program in the Baltimore region. A total of 68 trips were taken and the number of unique members who took trips was 48 (18%). The average number of trips taken by each unique member was 1.4. An unprecedented 100 percent of the Baltimore survey respondents were pleased with the overall GRH service in FY20.

## **Survey Methodology**

The GRH Customer Satisfaction Survey collection period is ongoing throughout each fiscal year. All GRH customers who obtained a free ride home through the program during FY20 were provided the opportunity to participate in the survey. Emails with a survey link were sent the day following the GRH trip. A small portion of surveys were sent via U.S. Postal Service, as no email addresses were available.

The survey allows respondents to rate the GRH service and provide written feedback; see appendix. Note: some respondents did not answer all questions. As a result, response totals to some questions may not be equal to the total number of survey respondents.

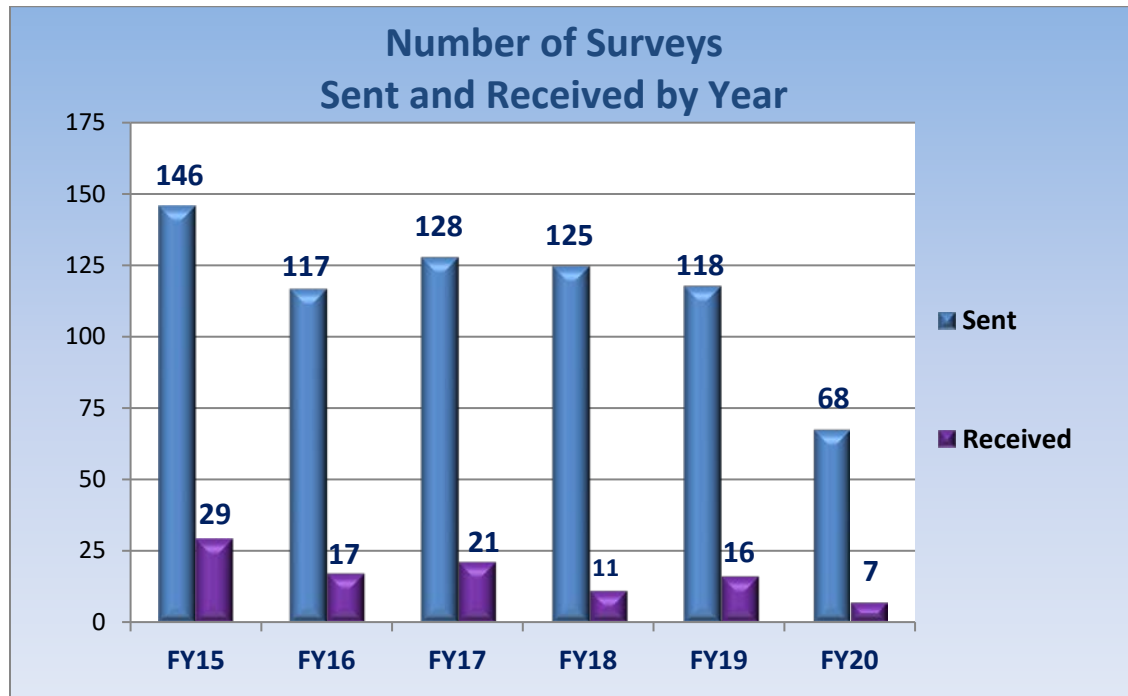
## Survey Design

The survey consists of five multiple-choice questions, one fill in the blank and an area for comments. Four questions provide insight into customer opinions regarding various operational functions of GRH and ask respondents to rate aspects of the service by selecting one of four responses “Poor,” “Fair,” “Good,” or “Excellent.” Another multiple-choice question asks the reason for the trip, and a fill in the blank question asks respondents to indicate their wait time. The comments area provides an open-ended forum to offer specific or general feedback, whether positive or negative.

The performance areas of GRH were addressed by four multiple-choice questions pertaining to: 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 contracted staff are employees of Diamond Transportation Services, Inc., which provides such services under arrangement with COG. Transportation service refers to the modes of transportation (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 transportation modes used for the GRH trips are selected by Diamond Transportation Services based on the type and severity of the emergency, distance traveled, availability, and customer preferences.

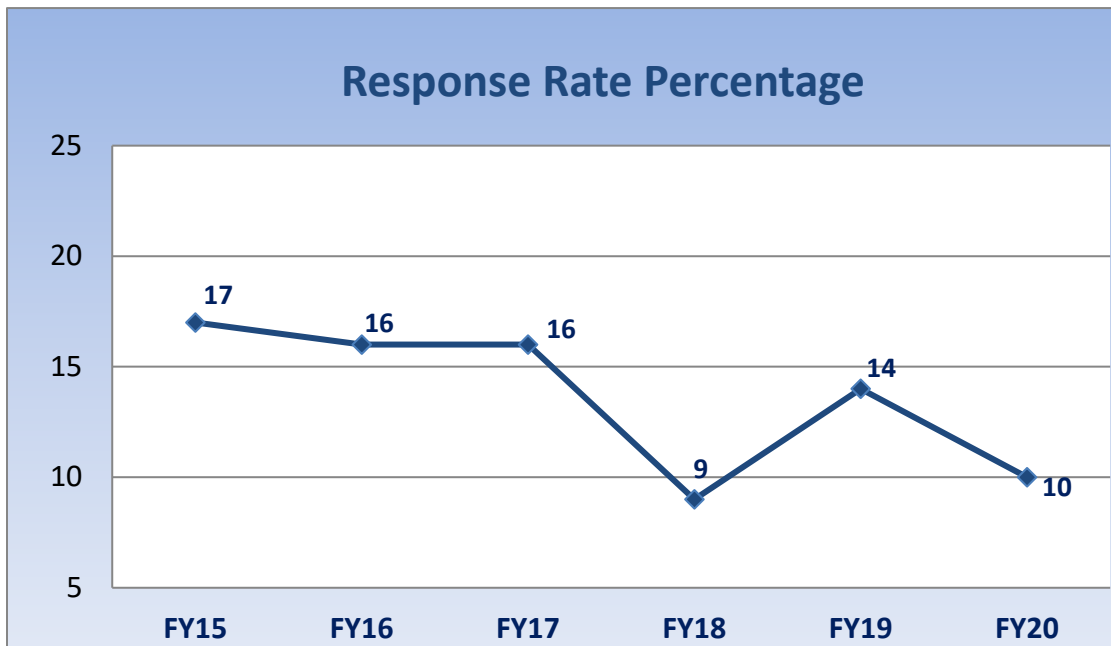
## Response Rates Number of Surveys Sent and Received

Of the 68 surveys distributed in fiscal year 2020, 7 completed surveys were received.



**Response Rates  
Percentage of Surveys Received**

The response rate percentage decreased to 10 percent.



## Survey Results

### Reservation Staff

#### Percentage of Responses Received

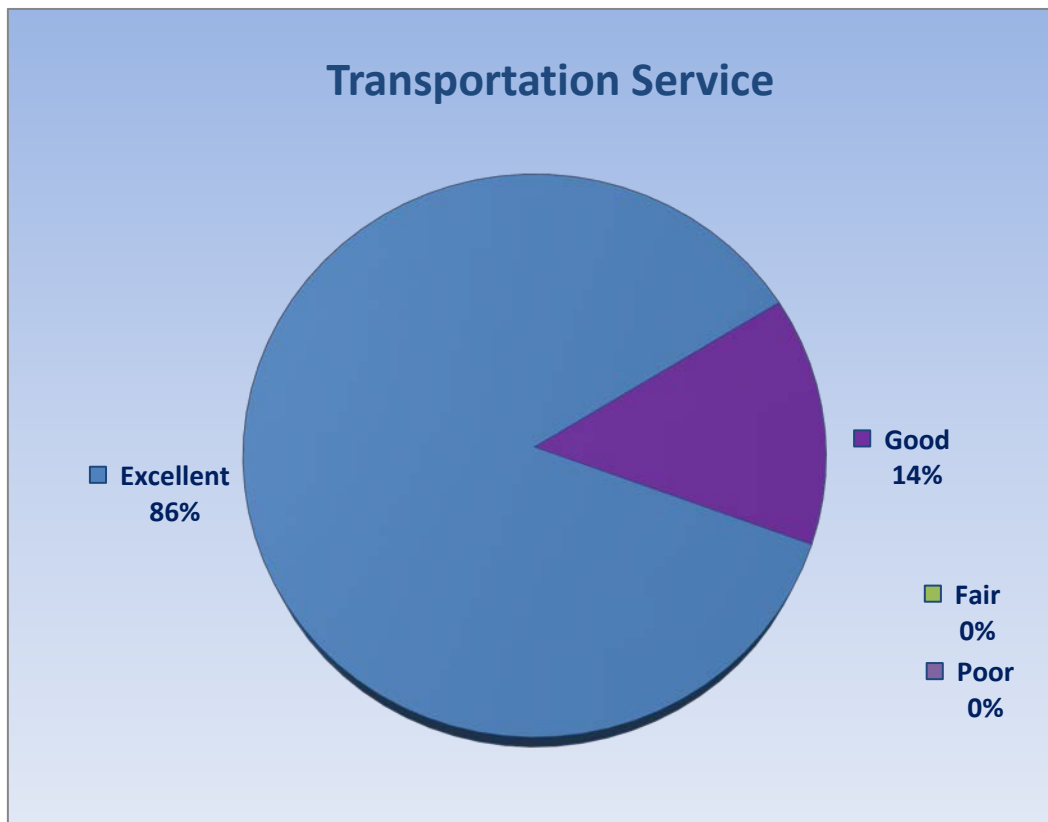
How would you rate the service you received from the GRH trip reservation staff?





**Transportation Service**  
**Percentage of Responses Received**

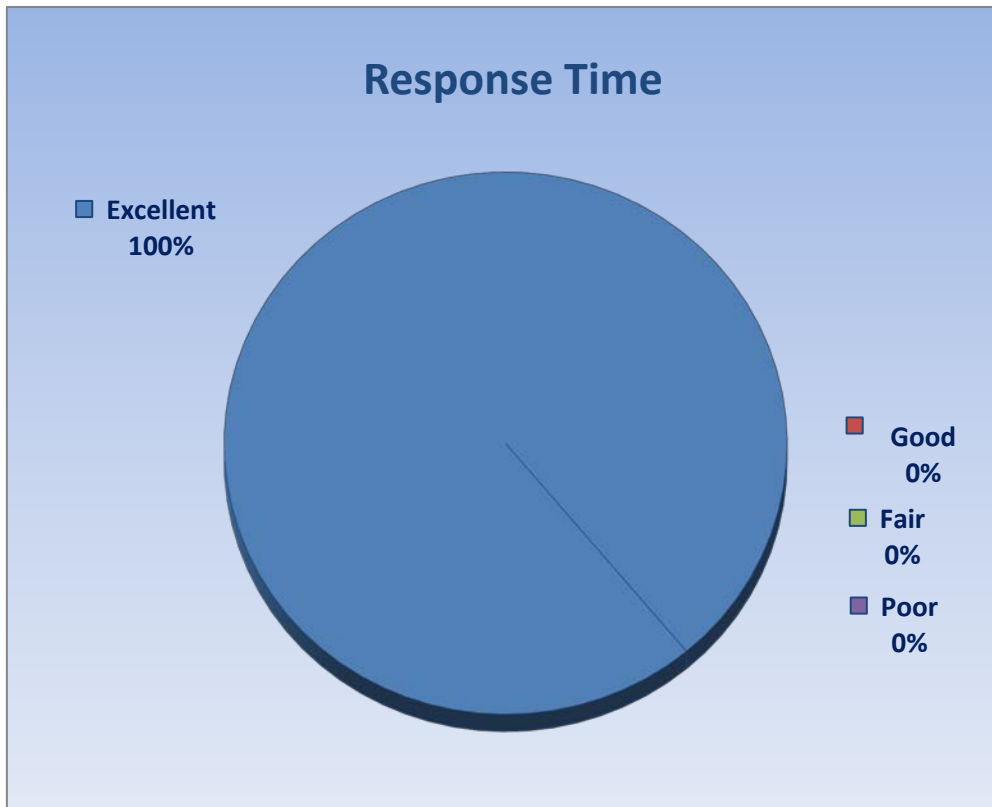
How would you rate the taxi or rental car service?



**Response Time - Rating**

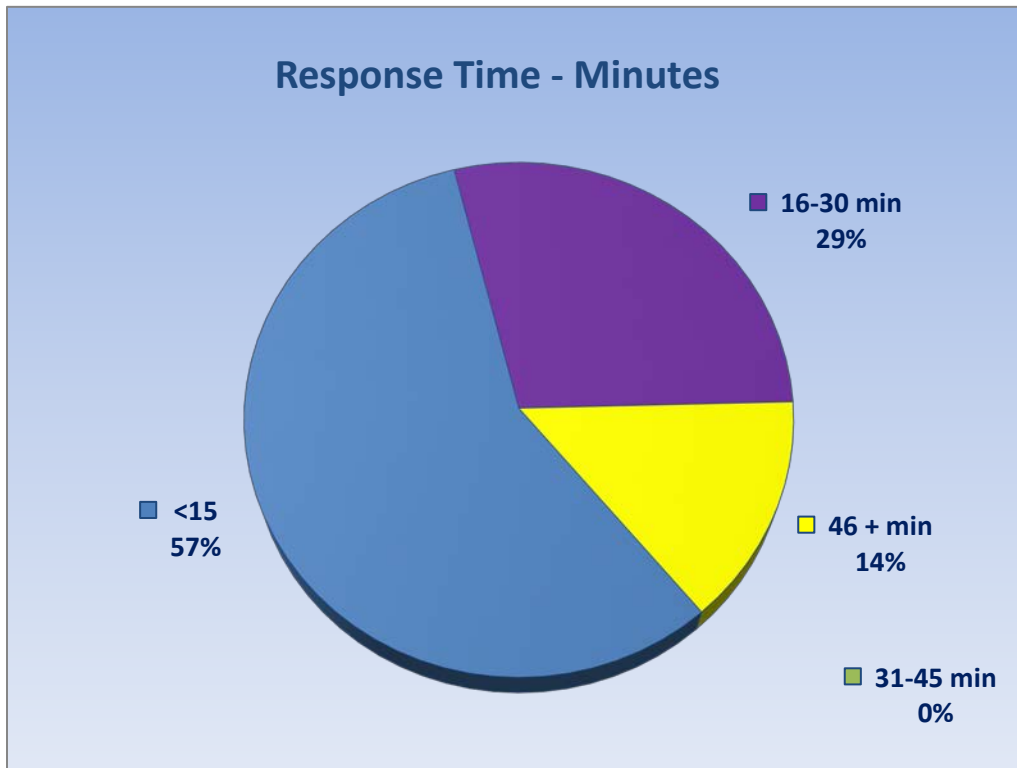
**Percentage of Responses Received**

How would you rate the response time?



**Response Time – Minutes**  
**Percentages of Responses Received**

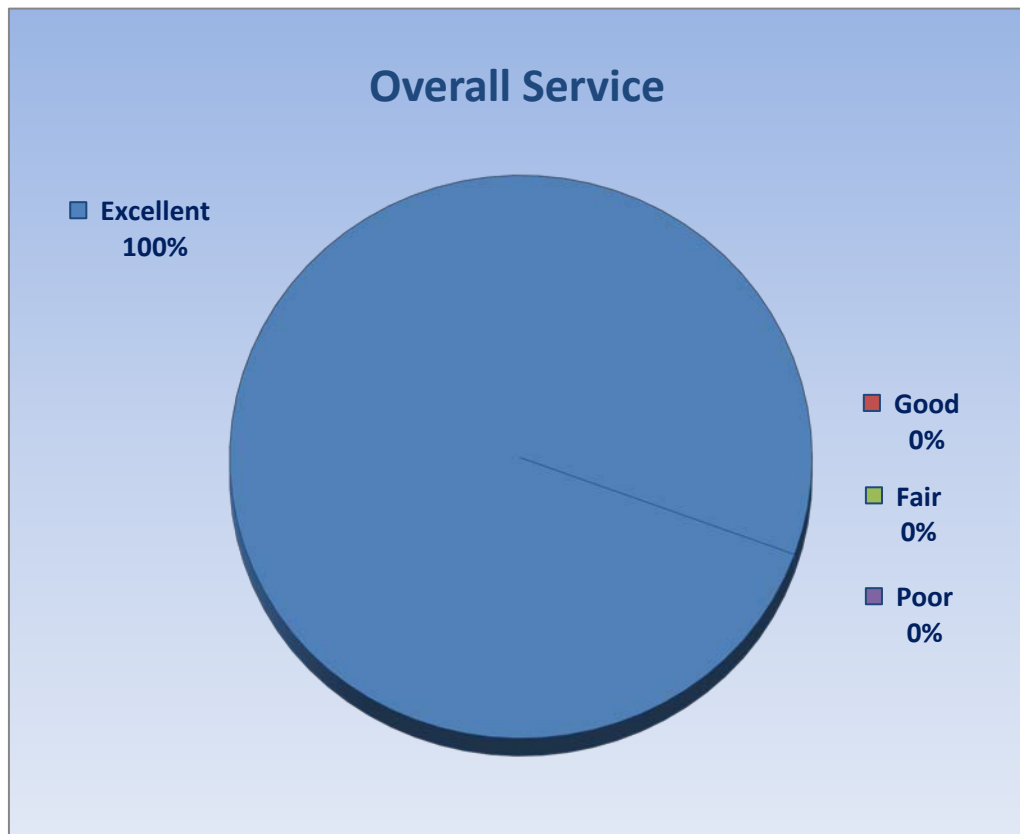
Approximately how many minutes did you wait for your ride?



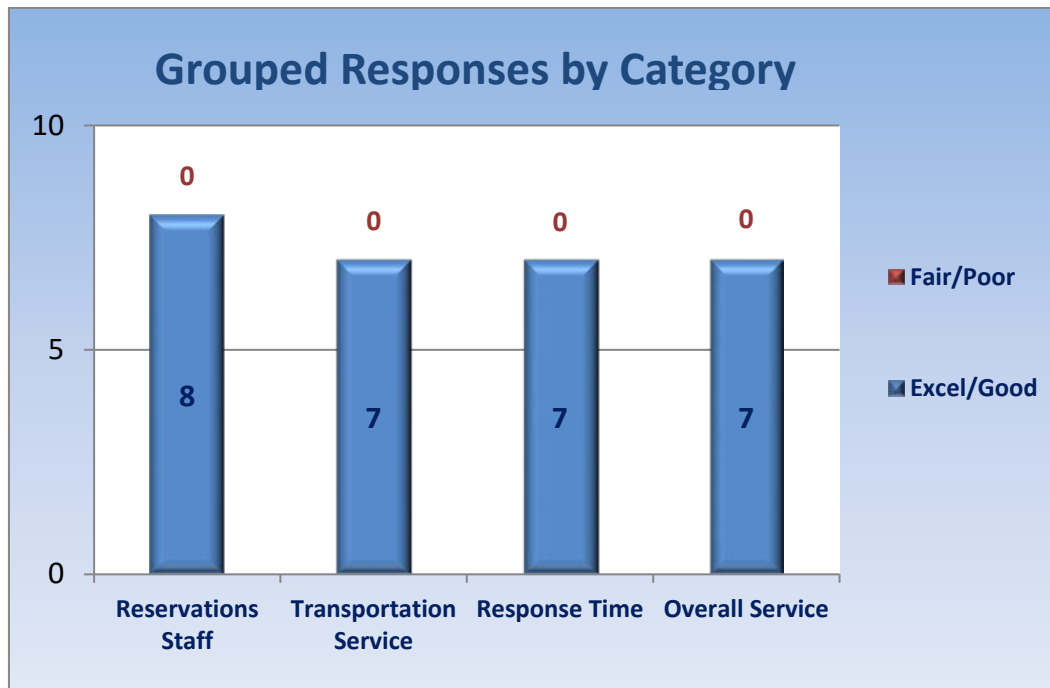
57% waited 15 minutes or less; 86% waited 30 minutes or less. The average wait time was 28 minutes.

**Percentages of Responses Received  
Overall Service**

Overall, how would you rate the GRH service?



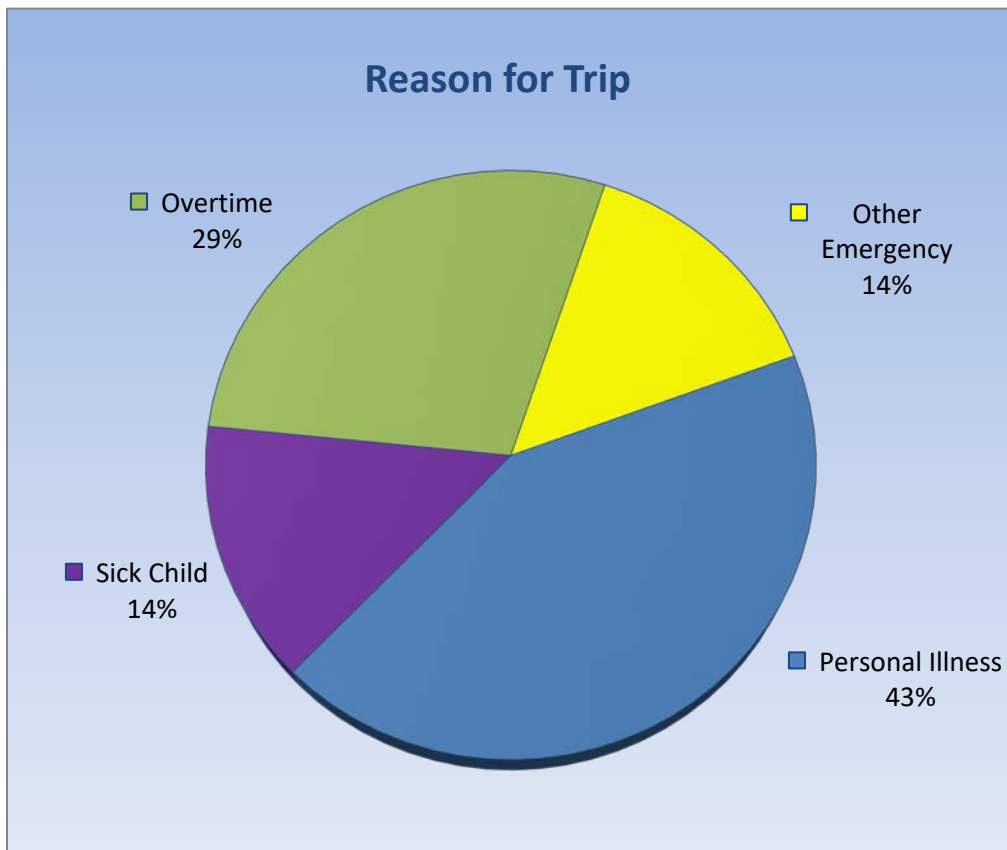
**Excellent/Good vs. Fair/Poor: All Questions**  
**Number of Responses Based on Combined Satisfaction Levels**



This chart emphasizes the number of favorable ratings (excellent & good) compared to the less favorable ratings (fair & poor). For example, in the Reservation Staff column, 8 respondents gave the category a favorable rating, noted in blue. In contrast, no respondents rated the Reservation Staff with an unfavorable "Fair or Poor" response.

**Reason for Trip**  
**Percentages of Responses Received**

What was the reason for your GRH Trip?

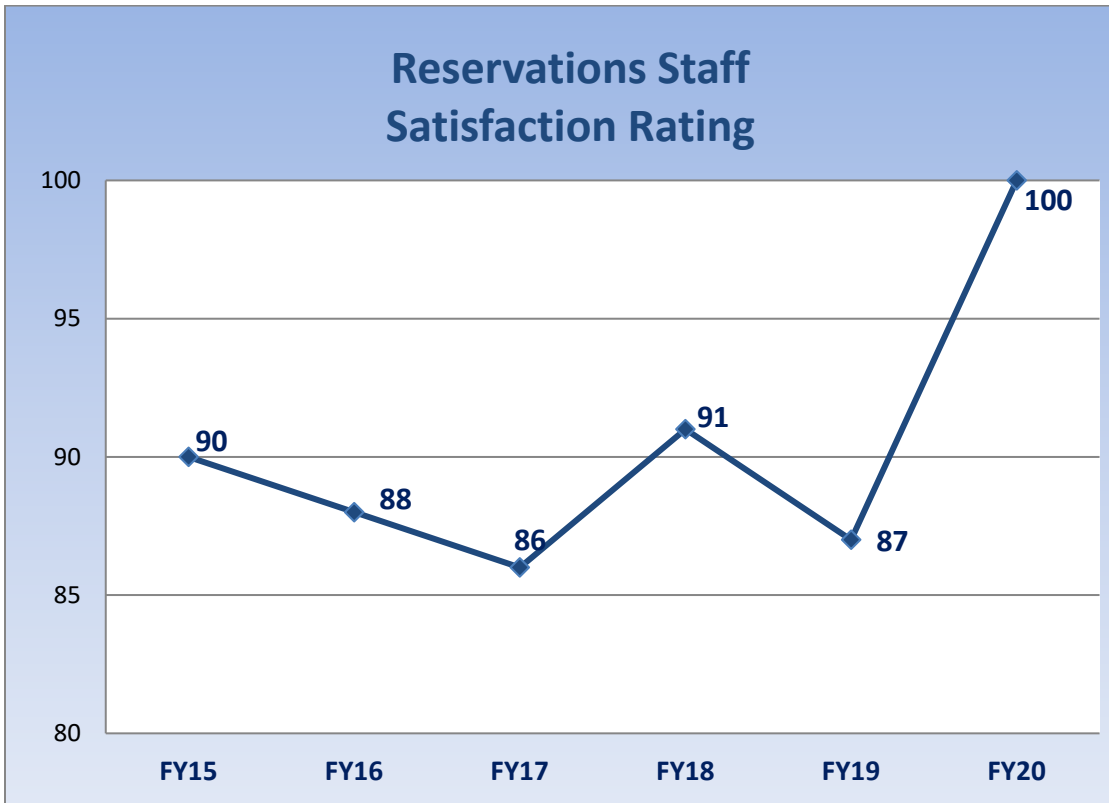


At 43%, Personal Illness was the most common reason given for using GRH.

**Comparison to Previous Fiscal Years  
Reservations Staff**

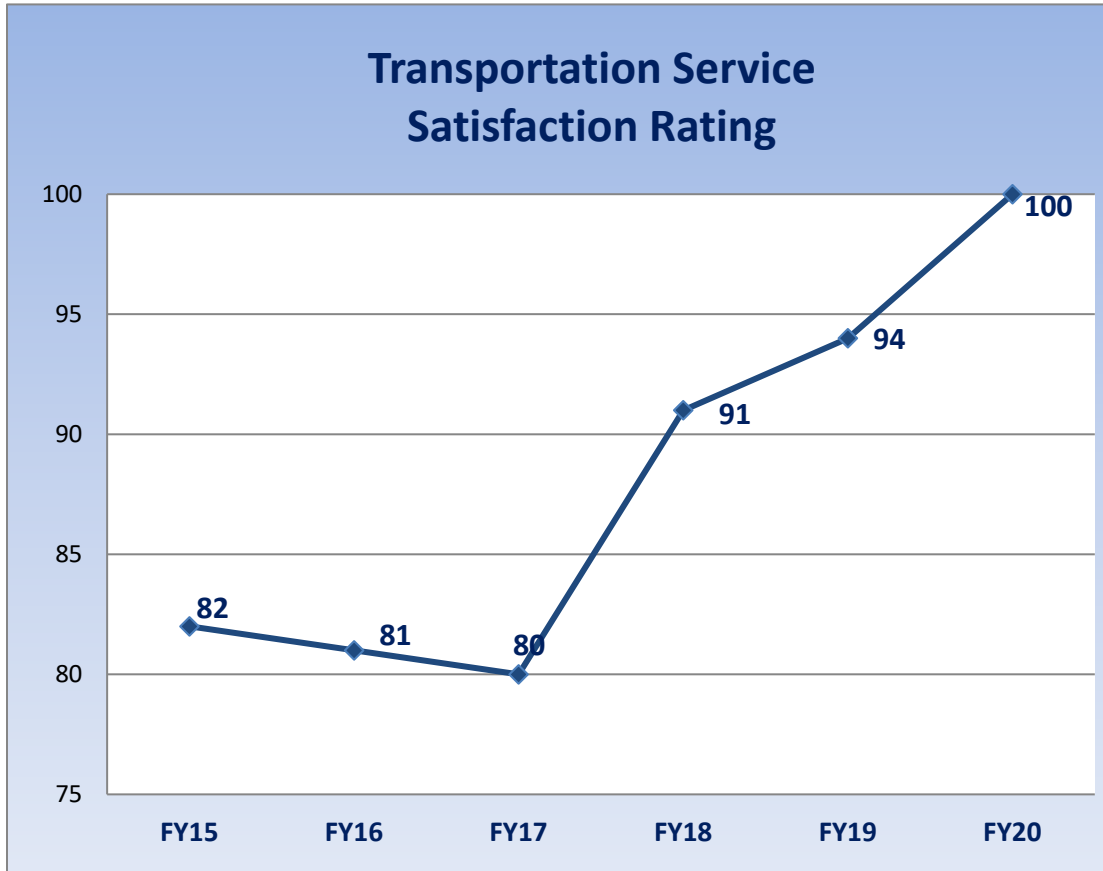
How would you rate the service you received from the GRH trip reservations staff?

Percentage of Responses with Favorable Ratings (Excellent and Good)



## Transportation Service

How would you rate the taxi or rental car service?

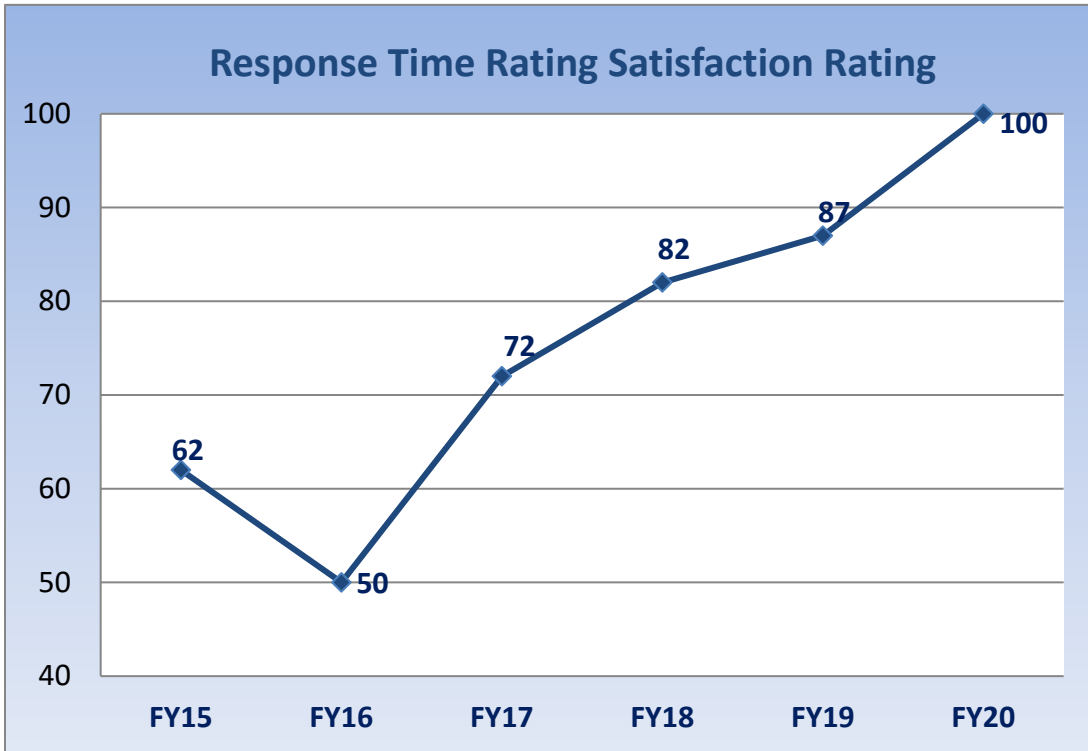


Percentage of Responses with Favorable Ratings (Excellent and Good)



## Response Time

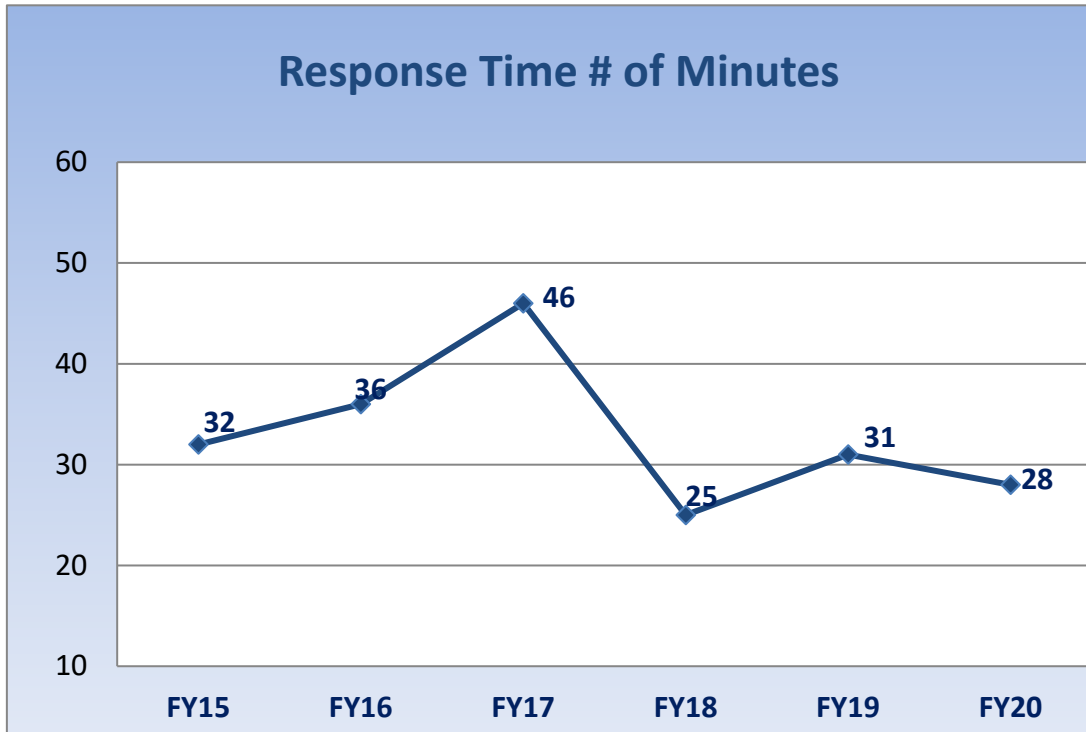
How would you rate the response time?



Percentage of Responses with Favorable Ratings (Excellent and Good)

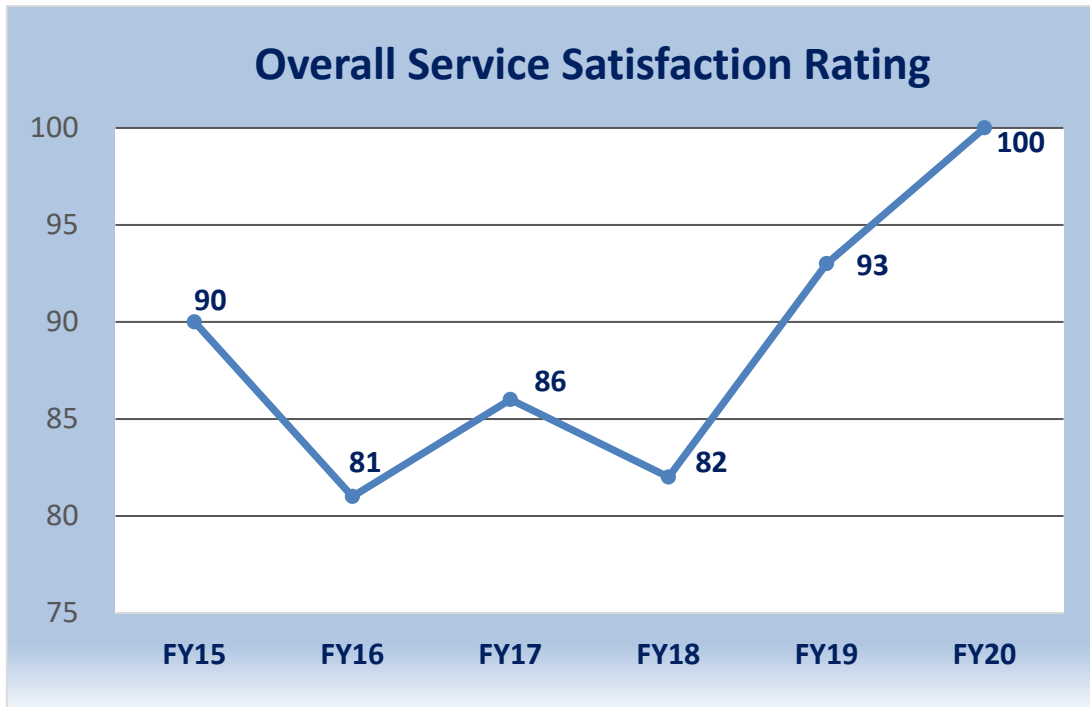
## Response Time - Minutes

Average Response Time - Minutes



## Overall Service

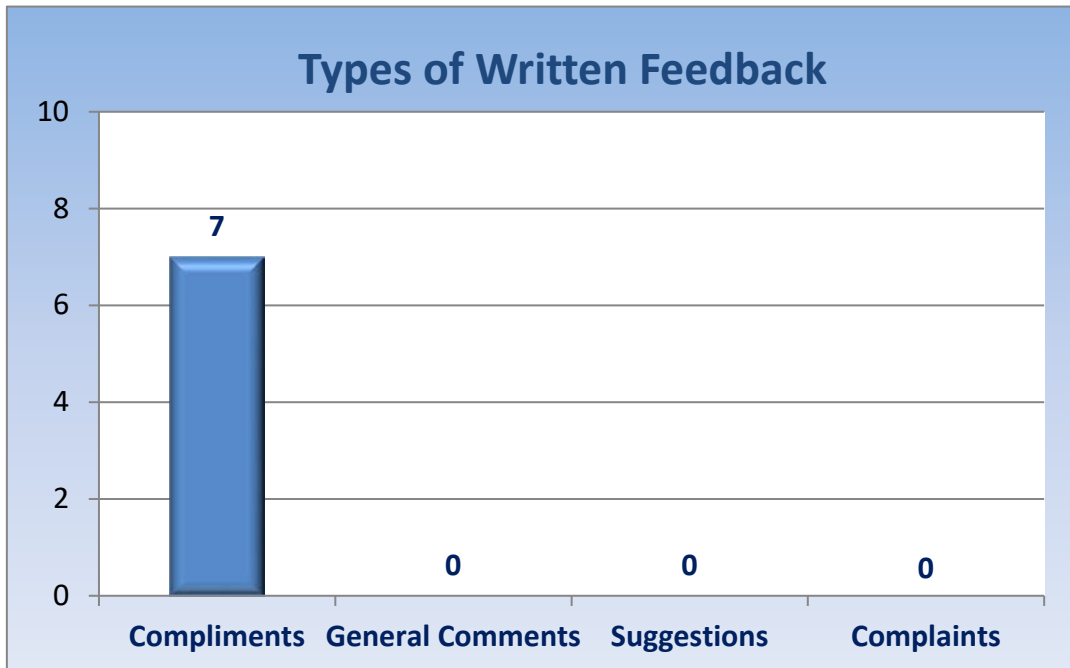
Overall, how would you rate the GRH service?



Percentage of Responses with Favorable Ratings (Excellent and Good)

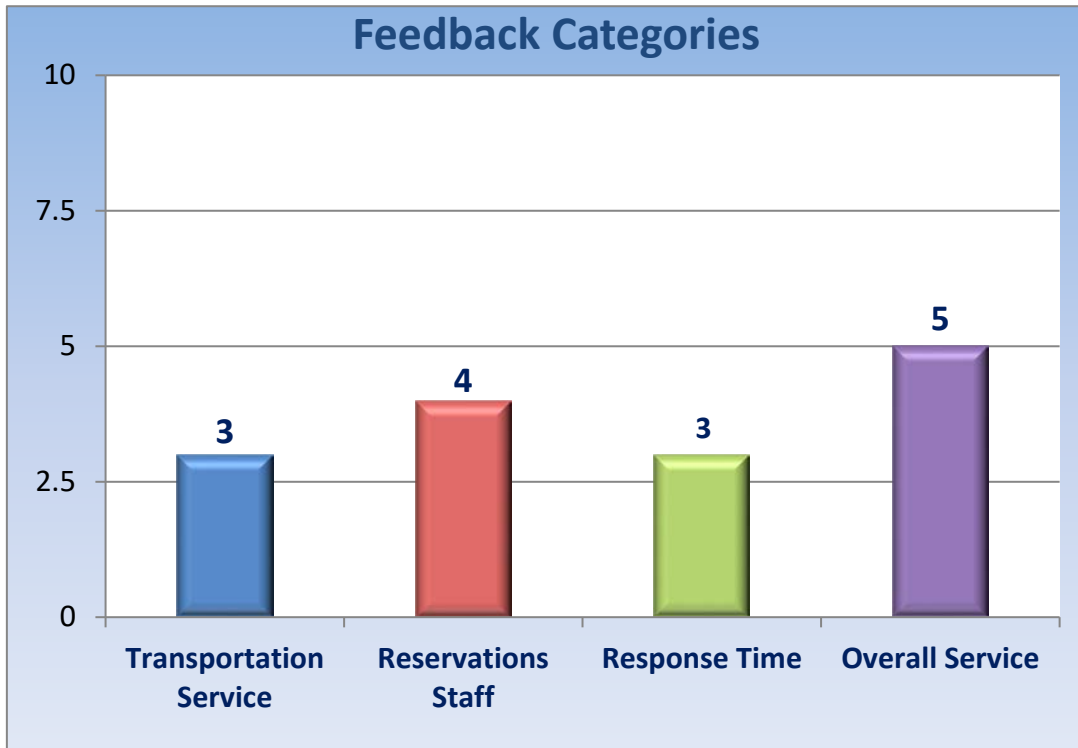
## Written Responses

Feedback is valuable for assessing customer attitudes regarding specific service areas and helps to gauge the general pulse of the program. The survey offered the opportunity to provide open-ended written comments. The types of responses may include compliments, complaints, suggestions, or comments. The total number of respondents who provided written comments was 7 out of 7 returned surveys, 100 percent. In FY20, only compliments were received.



### Written Feedback Categories

The feedback category with the most mentions within the written comments pertained to the Overall Service provided. Respondents frequently mentioned more categories within their comments, therefore the numbers below add up to far more than the number of respondents who provided comments.



## Compliments

All written comments contained compliments in FY20. Most respondents provided a short statement of appreciation or a brief note.

Compliments from FY20:

- *The Reservation staff was so helpful in calling back and letting me know when my ride would be arriving. I thank her for her excellent customer service.*
- *Staff was excellent. took care of me and setup everything. called me back if there were any issues and called me fri afternoon to ensure my safe arrival at home. great staff and very personable.*
- *It was a very pleasant experience*
- *I could not have been happier with the attention after the cab service did not answer the call an uber was sent to my location*
- *Great Customer Service*
- *Thank you for this service.*
- *Thank you.*

## **Baltimore Region FY20 Recap Summary**

Of the 68 surveys distributed in fiscal year 2020, 7 were completed, representing a 10 percent response rate. At 43 percent, Personal Illness was the reason most stated for using the GRH service in the Baltimore region. A first for GRH in either region, 100 percent of survey respondents were pleased with the Overall GRH service. In fact, all four categories were rated at 100 percent favorability, with three of four having 100 excellent. Written responses were received from 100% of survey participants, all of which contained compliments, and none contained a complaint. The average wait time was 28 minutes, and 86 percent 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 May 2019. 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, DC 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!**

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](http://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](http://www.commuterconnections.org).

Happy Commuting!

**COMMUTER CONNECTIONS**

**We'll get you home. Guaranteed.**



## Sample Survey Response Card



**COMMUTER CONNECTIONS.**  
A SMARTER WAY TO WORK



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 10532 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE





**METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS**  
COMMUTER CONNECTIONS  
777 N CAPITOL ST NE STE 300  
WASHINGTON DC 20077-0637



**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"/>
2. How would you rate the taxi or rental car service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you rate our response time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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			

6. What was the reason for your GRH trip?

Sick Child       Overtime

Personal Illness       Other Emergency

7. Your name: (optional)


\_\_\_\_\_

8. Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1-800-745-RIDE • [www.commuterconnections.org](http://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

## Survey Response Table

Survey Questions	Responses	FY14	FY15	FY16	FY17	FY18	FY19	FY20
GRH Trip Reservations Staff	Excellent	68%	52%	53%	62%	55%	62%	100%
	Good	20%	38%	35%	24%	36%	25%	0%
	Fair	9%	10%	12%	9%	9%	13%	0%
	Poor	3%	0%	0%	5%	0%	0%	0%
Transportation Service	Excellent	57%	41%	44%	30%	36%	69%	86%
	Good	21%	41%	37%	50%	55%	25%	14%
	Fair	12%	4%	13%	10%	0%	6%	0%
	Poor	10%	14%	6%	10%	9%	0%	0%
Response Time	Excellent	48%	34%	31%	29%	46%	56%	100%
	Good	27%	28%	19%	43%	36%	31%	0%
	Fair	12%	17%	31%	14%	0%	13%	0%
	Poor	13%	21%	19%	14%	18%	0%	0%
Overall GRH Service	Excellent	57%	45%	50%	57%	55%	73%	100%
	Good	28%	45%	31%	29%	27%	20%	0%
	Fair	10%	7%	6%	5%	9%	7%	0%
	Poor	5%	3%	13%	9%	9%	0%	0%

## Participation Guidelines Guaranteed Ride Home Program Washington/Baltimore Metropolitan Areas

1. Commuters must be officially registered with Commuter Connections before using the Guaranteed Ride Home service. However, 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 officially register before additional trips are granted. 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. 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.
2. Commuters must call Commuter Connections or submit their request online through their Commuter Connections account and receive authorization from Commuter Connections prior to using the GRH service. Commuter Connections will issue an authorization number 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.
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 may contact Commuter Connections to re-register and update their registration information or request re-registration through the Commuter Connections website.
5. The GRH program may only be used in cases of unexpected personal or family emergency, an 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 doctor, urgent care center, emergency room or hospital 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 office or building closings and/or evacuations, natural and/or man-made disasters. If any of the above-unqualified cases should lead to a qualifying reason, the trip will be denied due to its underlying cause.
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 following areas in the Washington, D.C. or Baltimore, MD regions. These areas include: the District of Columbia, the Maryland counties of Anne Arundel, Baltimore, Calvert, Carroll, Cecil, Charles, Frederick, Harford, Howard, Montgomery, Prince George's, and St. Mary's; the City of Baltimore, and the Virginia counties of Arlington, Fairfax, Loudoun, and Prince William; and the City of Alexandria as well as all cities within the aforementioned counties.
9. Eligible commuters can live anywhere inside the areas listed in Guideline #8 or in any of the following areas: Allegany, Caroline, Dorchester, Kent, Queen Anne's, Talbot or Washington counties 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 registered 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, transportation network company (TNC), 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/TNC, Commuter Connections will pay for all charges, excluding gratuity, to the destination. The commuter is responsible only for tipping the taxi/TNC driver. Cancellation on the part of the commuter of a GRH trip may count as one of the four annual trips.
12. If a transit option is used for part of the GRH trip, the commuter will be mailed a transit reimbursement voucher form. The transit reimbursement voucher must be completed and 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.  
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.

Updated: 1/21/2020