



GUARANTEED RIDE HOME
CUSTOMER SATISFACTION SURVEY
BALTIMORE METROPOLITAN REGION
FINAL DRAFT REPORT

FY 2019 (JULY 2018 – JUNE 2019)

March 17, 2020

TABLE OF CONTENTS

PROGRAM BACKGROUND.....	1
SURVEY METHODOLOGY.....	2
SURVEY DESIGN.....	3
RESPONSE RATES.....	4
SURVEY RESULTS.....	6
COMPARISONS TO PREVIOUS FISCAL YEARS.....	13
WRITTEN RESPONSES.....	18
RECAP SUMMARY.....	22
APPENDIX	23

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. GRH was later expanded in FY 2011 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 unexpectedly need to leave before or after standard work hours. GRH eliminates this concern, and encourages carpooling/vanpooling, 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 support air quality goals. The GRH program's Participation Guidelines and survey samples used during FY 2019 are provided in the Appendix of this report.

During FY19 there were 357 registered members of the Guaranteed Ride Home program in the Baltimore region. The number of members who took trips during the fiscal year was 66 (18.5%). A total of 103 trips were taken, an average of 1.6 per member. The vast majority, 93 percent of the survey respondents were pleased with the overall GRH service in FY 2019.

Survey Methodology

The GRH Customer Satisfaction Survey collection period is ongoing throughout each fiscal year. The initial Baltimore region survey took place in FY15.

As in previous years, customers who obtained a free ride home through the GRH program during FY19 were provided the opportunity to participate in the survey. Emails with a survey link were sent the day following the GRH trip. A portion (13%) of surveys were sent via U.S. Postal Service, as no email addresses were available.

Both the hard copy and online surveys allow respondents to rate the GRH service and provide comments and suggestions; see appendix for samples. 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.

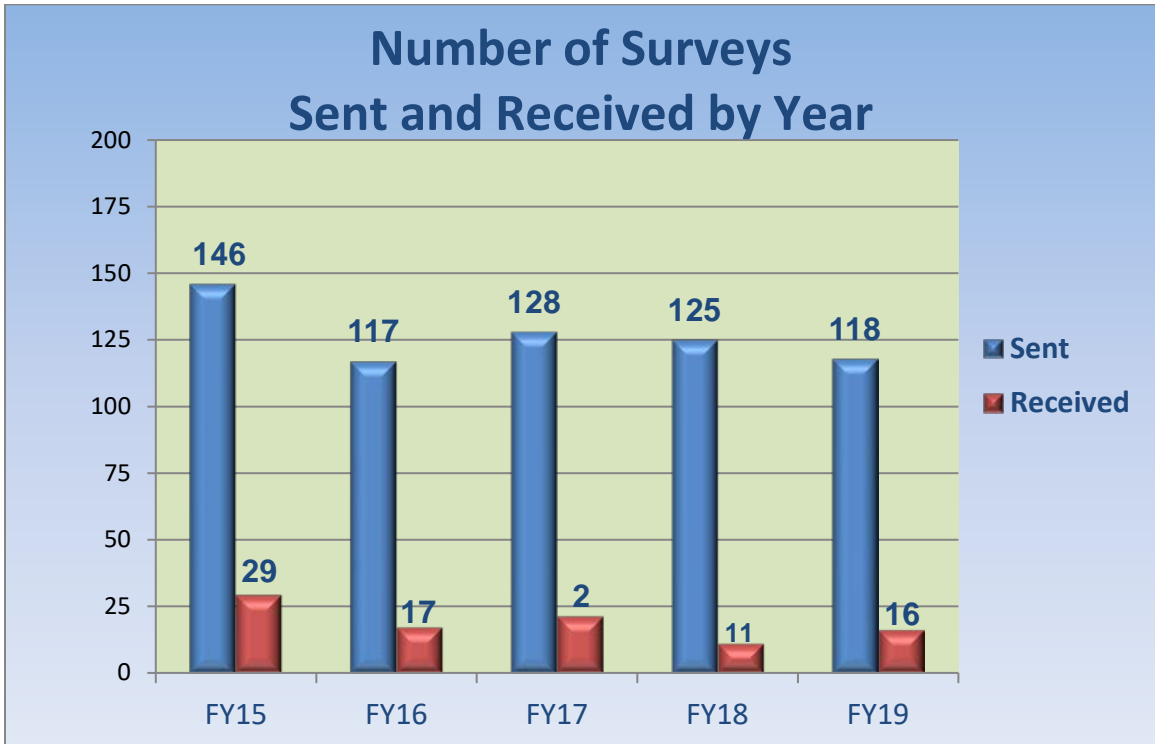
Survey Design

The FY 2019 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 (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 transportation modes used for the GRH trips are selected by Diamond Transportation Services based on the type and severity of the emergency, distance traveled, and customer preferences.

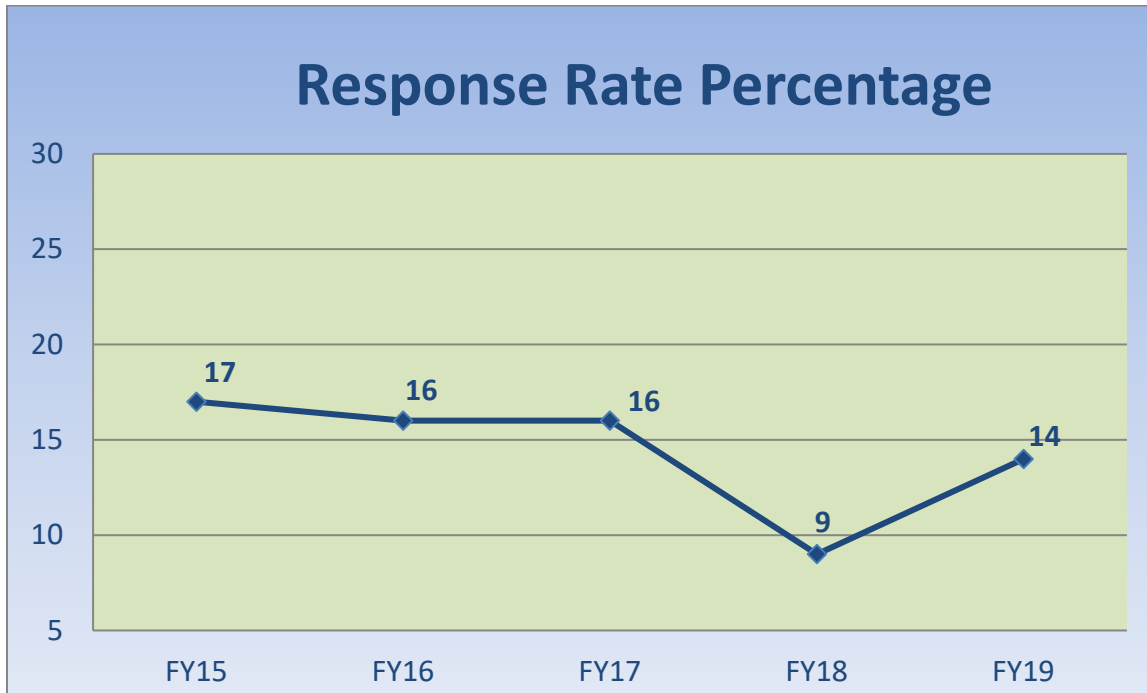
Response Rates
Number of Surveys Sent and Received

Of the 118 surveys distributed in fiscal year 2019, 16 completed surveys were received.



Response Rates
Percentage of Surveys Received

The response rate percentage increased sharply to 14 percent.



Survey Results

Reservation Staff

Percentage of Responses Received

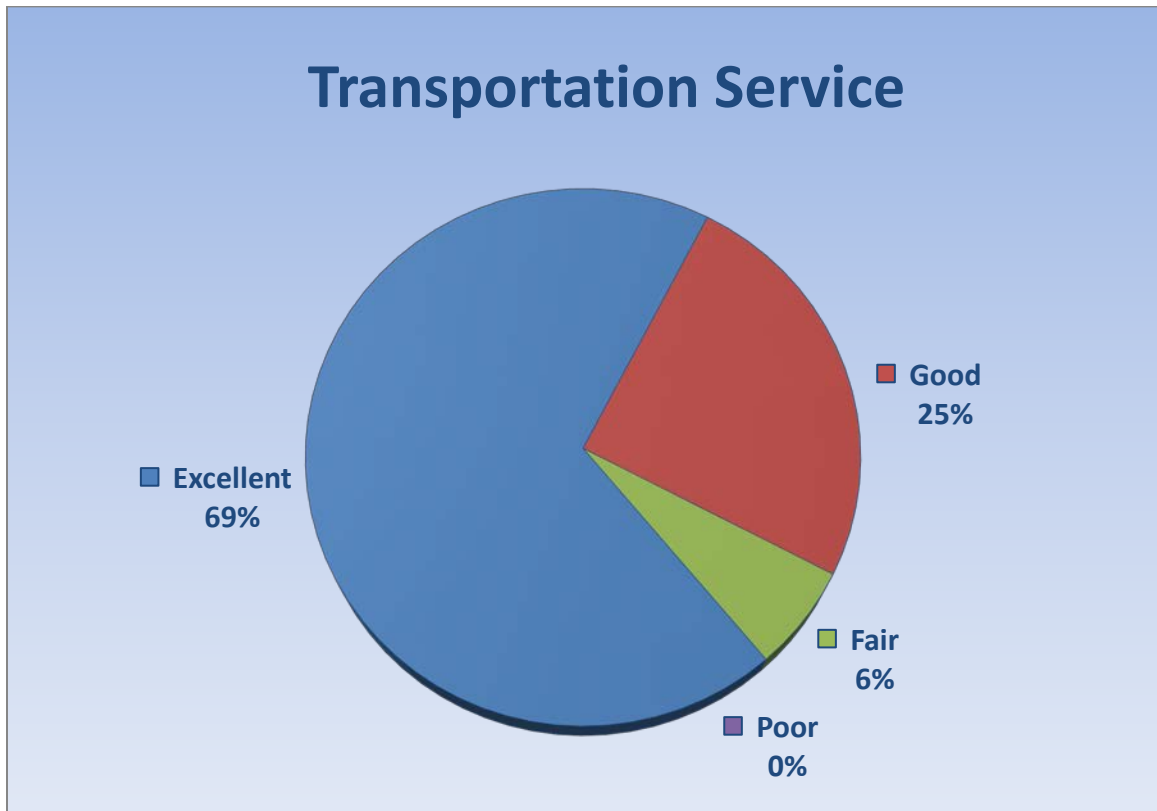
How would you rate the service you received from our GRH trip reservation staff?



Transportation Service

Percentage of Responses Received

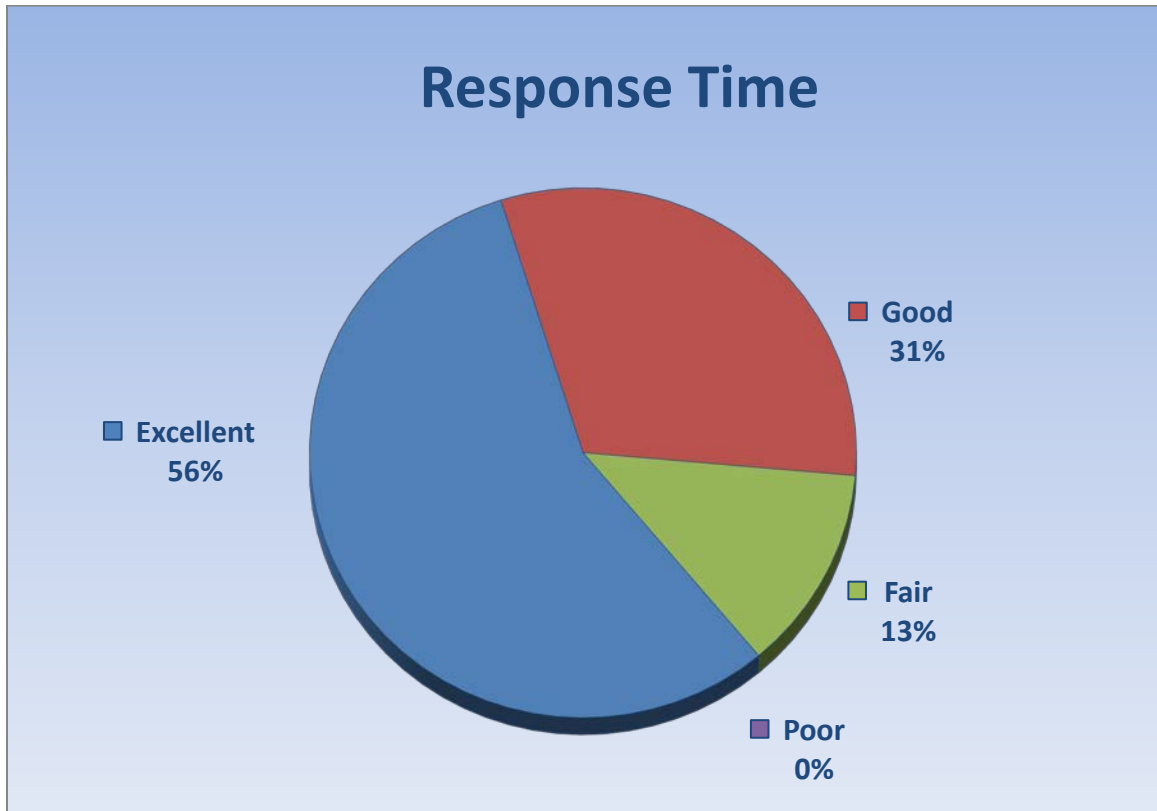
How would you rate the taxi or rental car service?



Response Time - Rating

Percentage of Responses Received

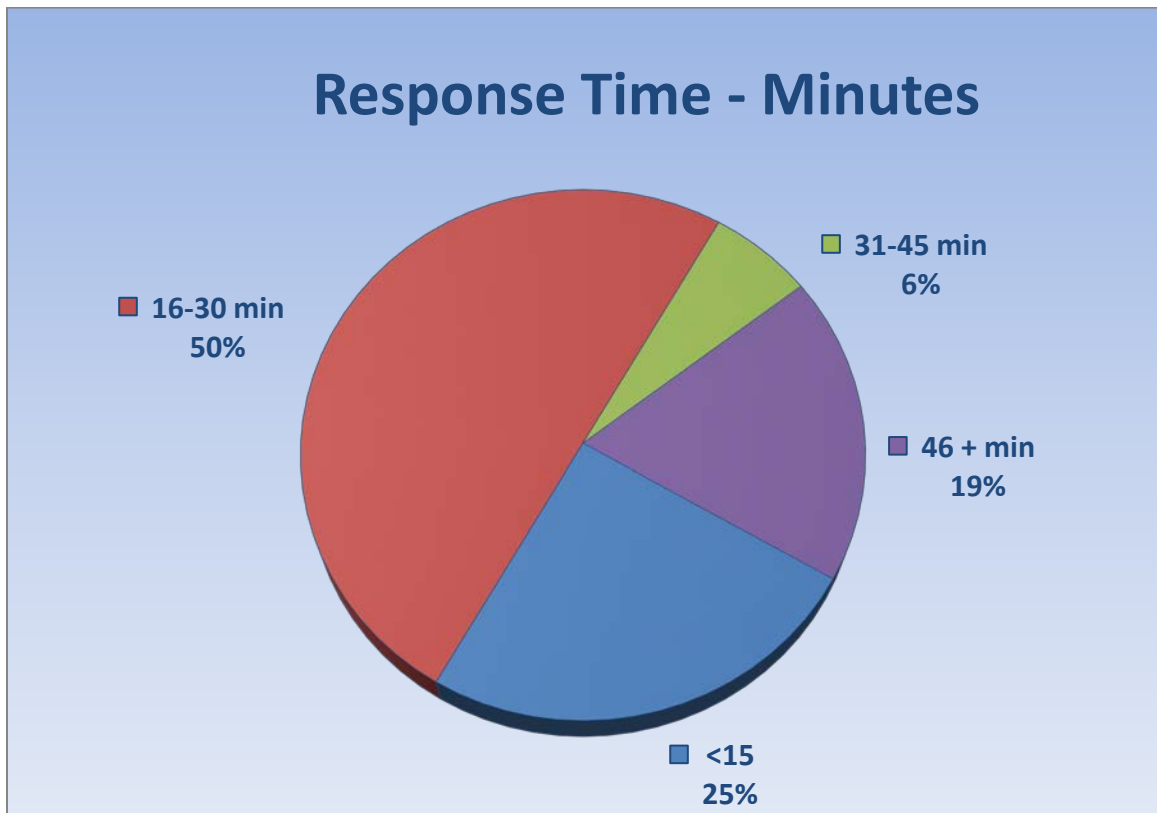
How would you rate the response time?



Response Time – Minutes

Percentages of Responses Received

Approximately how many minutes did you wait until your ride?



25% waited 15 minutes or less; 75% waited 30 minutes or less. The average wait time was 31 minutes.

Overall Service

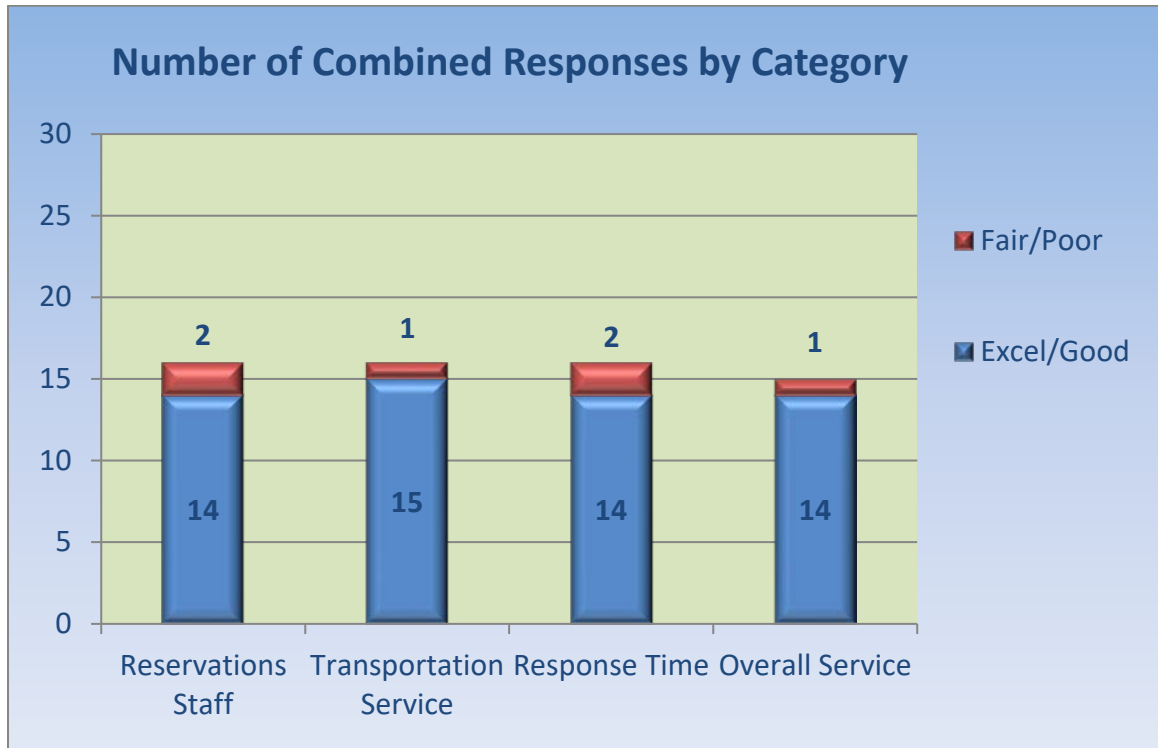
Percentages of Responses Received

Overall, how would you rate our GRH service?



Excellent/Good vs. Fair/Poor: All Questions

Number of Responses Based on Combined Satisfaction Levels

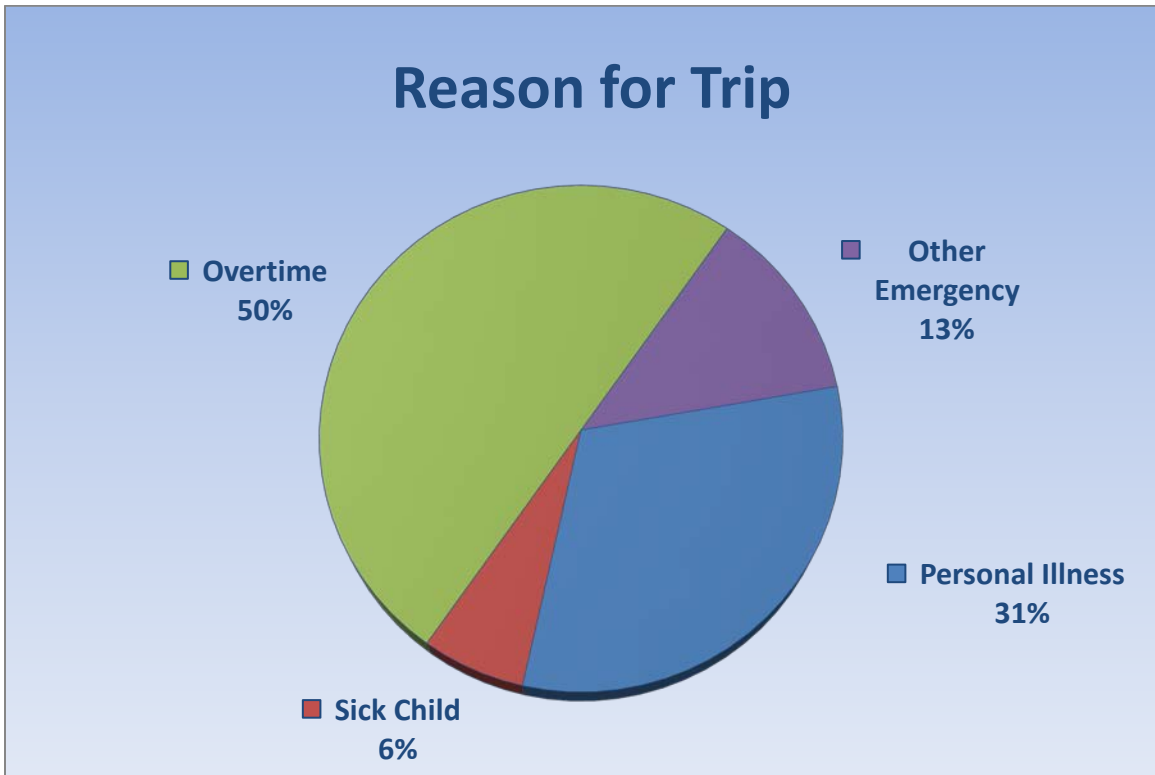


This chart emphasizes the overwhelming favorable ratings (excellent & good) compared to the less favorable ratings (fair & poor). For example, in the Reservation Staff column, 14 respondents gave the category a favorable rating of either Excellent or Good, noted in the blue area. In contrast, only 2 respondents, shown on top in red, rated the Reservation Staff with a less favorable “Fair or Poor” response.

Reason for Trip

Percentages of Responses Received

What was the reason for your GRH Trip?

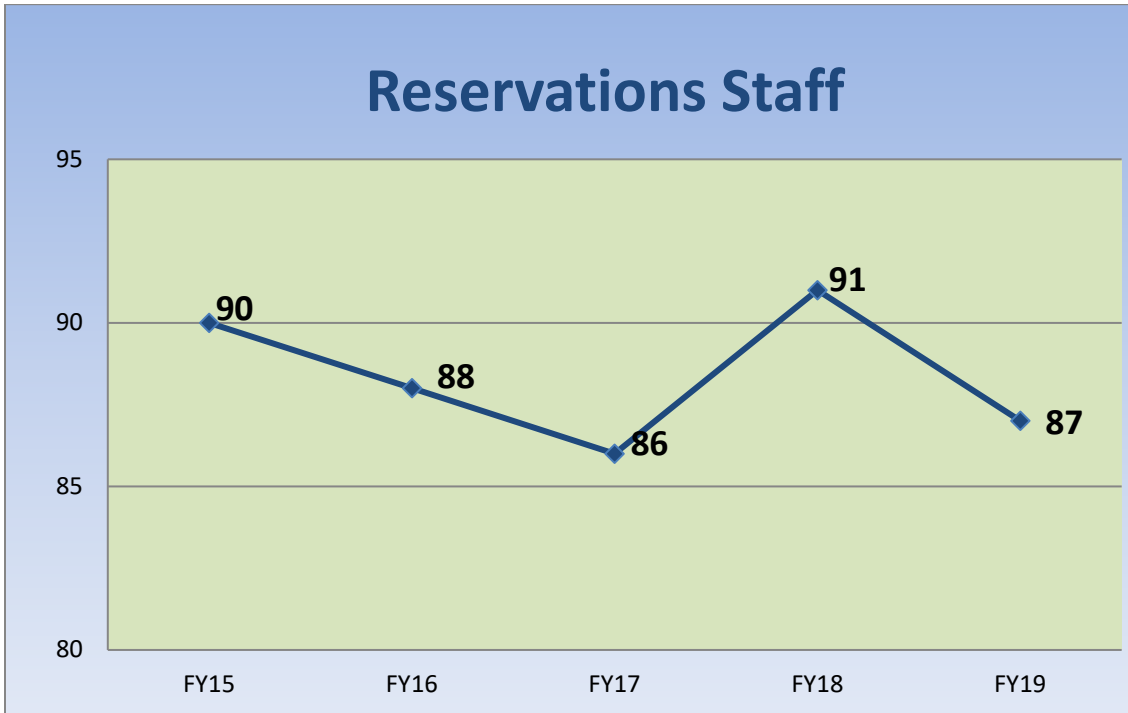


At 50%, Overtime was the most common reason given for using GRH.

Comparison to Previous Fiscal Years

Reservations Staff

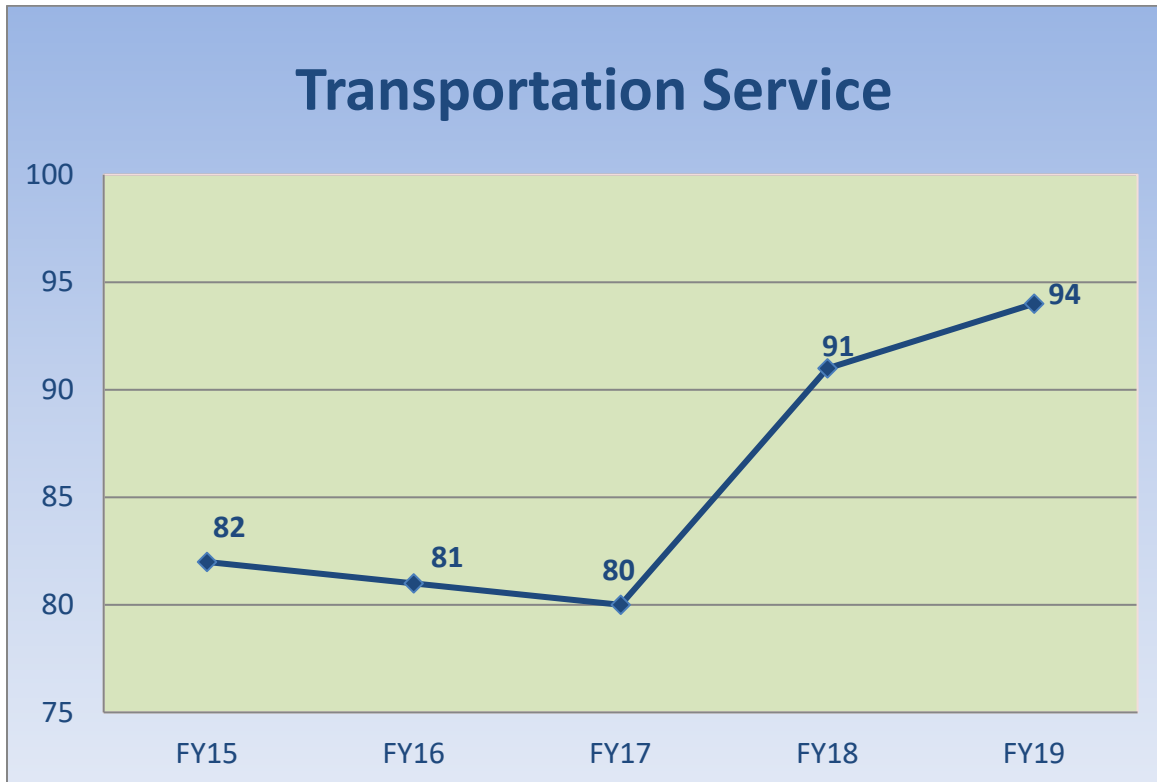
How would you rate the service you received from our GRH trip reservations staff?



Percentage of Responses with Favorable Ratings (Excellent and Good)

Transportation Service

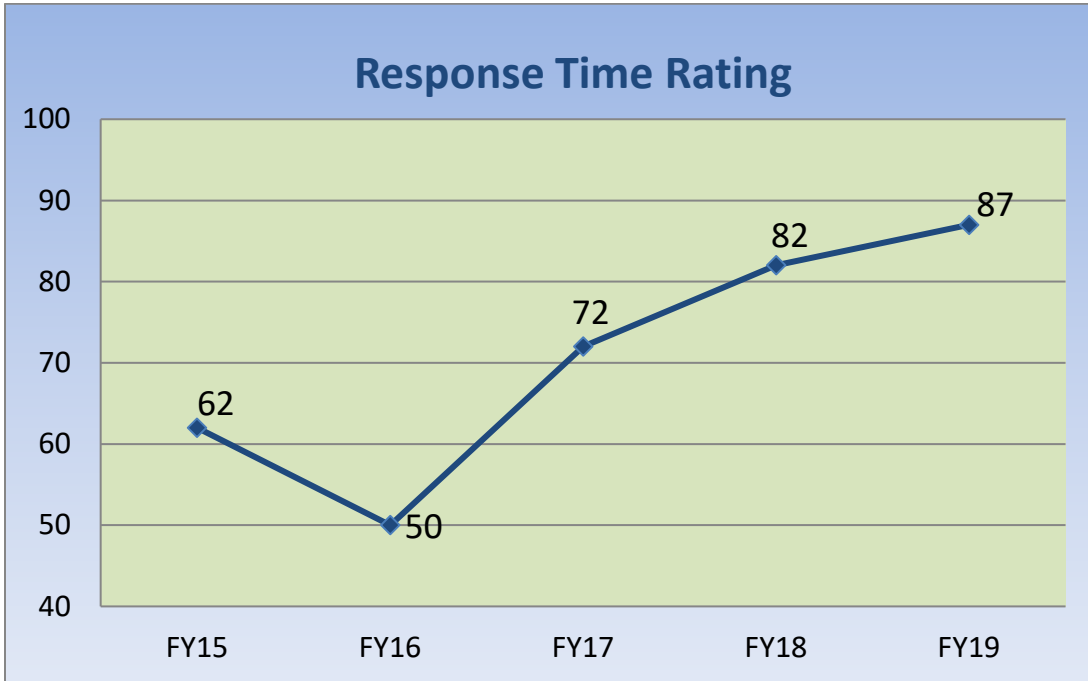
How would you rate the taxi or rental car service?



Percentage of Responses with Favorable Ratings (Excellent and Good)

Response Time

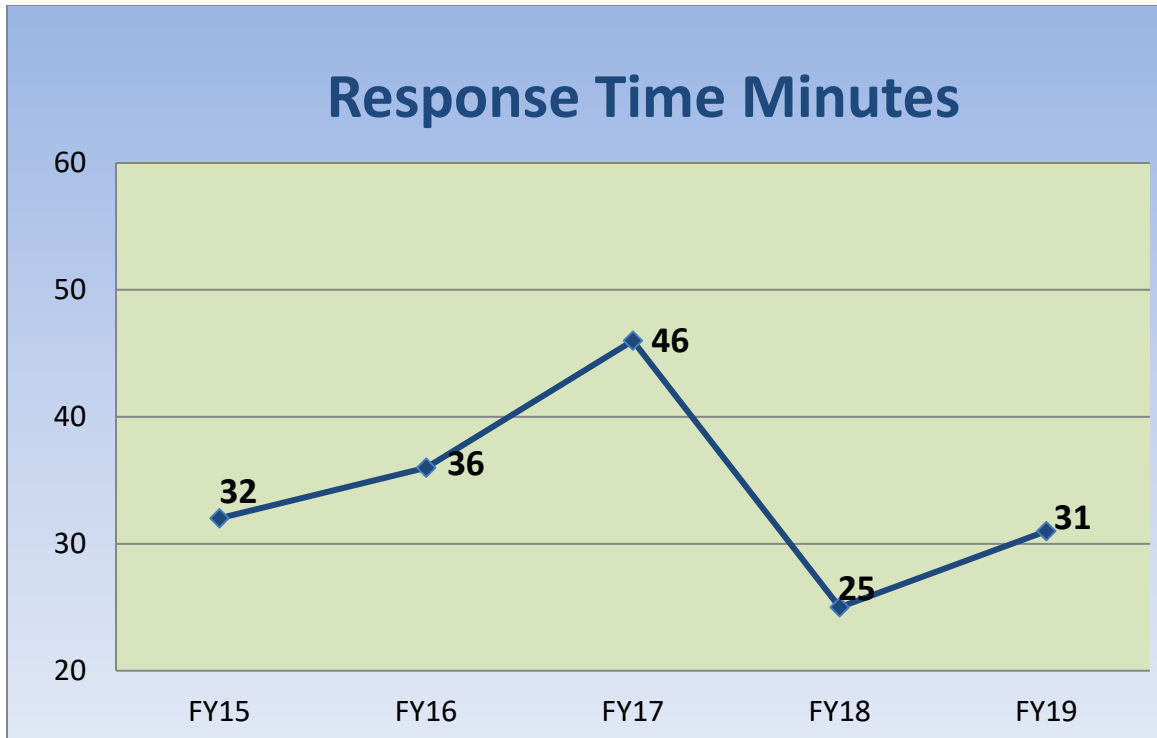
How would you rate our response time?



Percentage of Responses with Favorable Ratings (Excellent and Good)

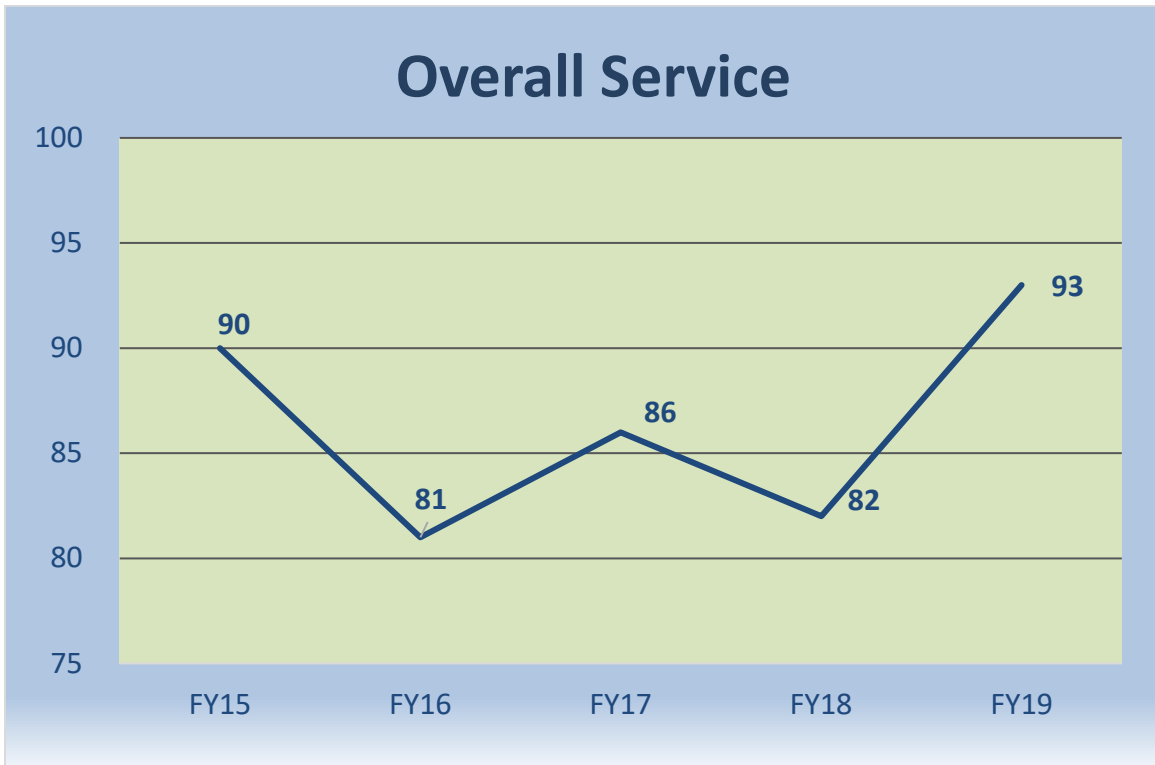
Response Time – Minutes

Average Response Time - Minutes



Overall Service

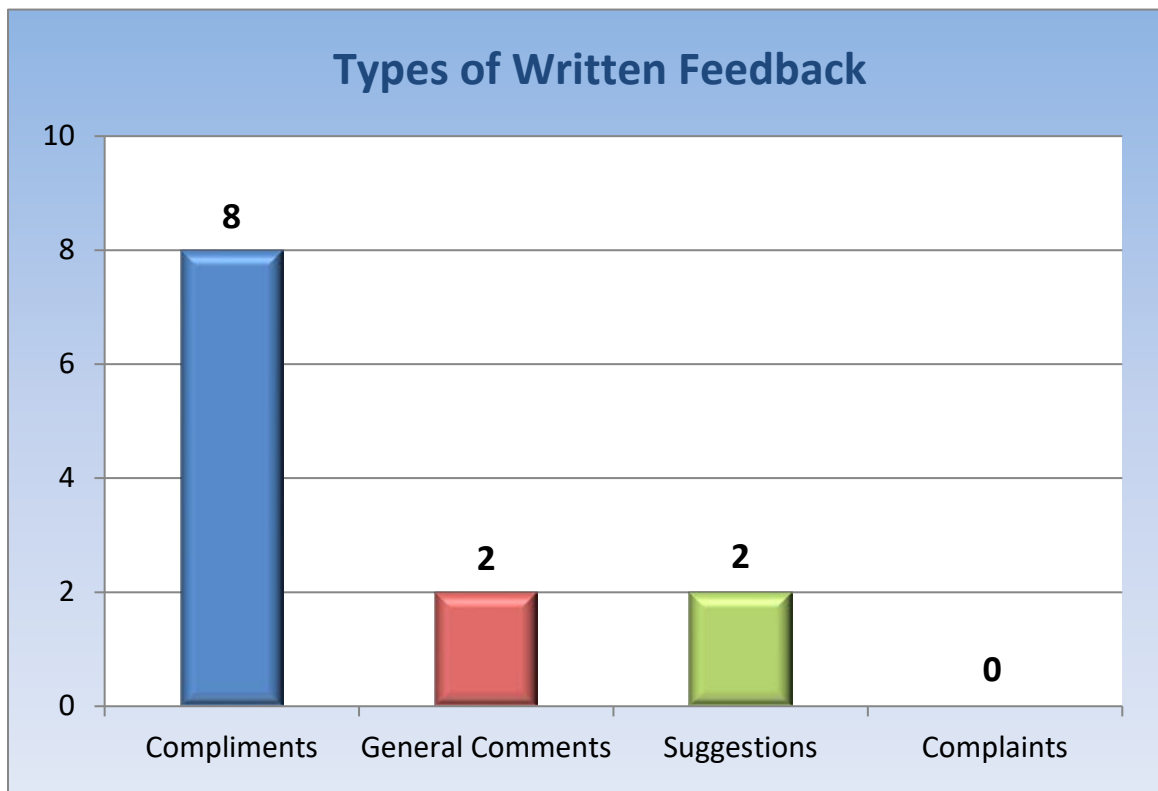
Overall, how would you rate our GRH service?



Percentage of Responses with Favorable Ratings (Excellent and Good)

Written Responses

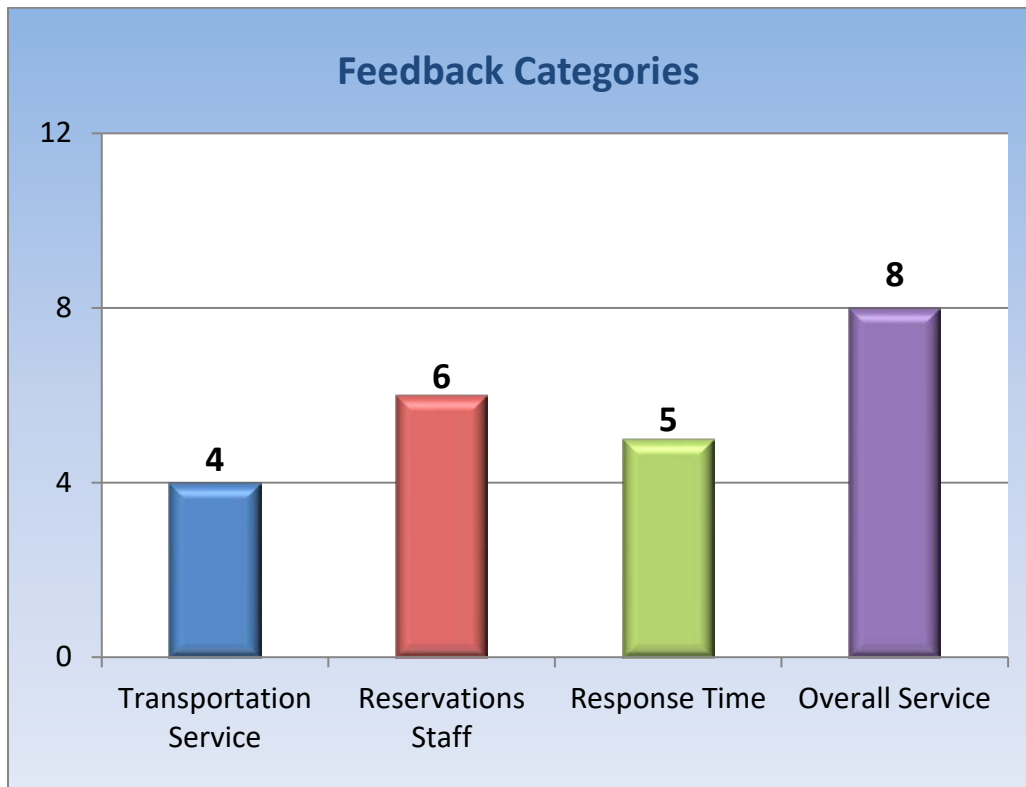
In addition to the multiple-choice questions, survey respondents were offered the opportunity to provide open-ended written comments. The types of open-ended written responses included compliments, suggestions, and comments. The total number of respondents who provided written comments were 12 out of 16 returned surveys, 75 percent. Feedback is valuable for assessing customer attitudes regarding specific service areas and helps to gauge the general pulse of the program.



The majority of feedback given were compliments.

Written Feedback Categories

The feedback category with the most mentions within the written comments pertained to the Overall Service provided. About 40 percent of respondents mentioned two or more categories within their comments, therefore the numbers below add up to far more than the number of respondents who provided comments. For example, a written comment could mention both the reservations staff and the response time.



Compliments

Of the 12 written comments, two-thirds (66.7%), contained compliments, Four times that of other types of comments. Most respondents provided a short statement of appreciation or a brief note.

Compliments from FY19:

- *Good experience.*
- *Pleased overall.*
- *Thank you for this service.*
- *Thanks for the ride.*
- *The drivers are always very friendly and quick to respond.*
- *It is a relief to know that this service is available when riding the bus downtown.*

Complaints

Of 12 written comments, none* were classified as a complaint.

*Note: the below FY19 comment was not classified by the respondent as a complaint, yet reads like one.

Payment process to service provider (Enterprise) in this instance seems to be broken. Vendor did not have proper account information. Resulted in a delay of 20+ minutes at the facility without resolution.

Baltimore Region FY19 Recap Summary

Of the 118 surveys distributed in fiscal year 2019, 16 were completed, representing a 14 percent response rate. At 50 percent, Overtime was the reason most stated for using the GRH service in the Baltimore region. The vast majority, 93 percent of survey respondents were pleased with the Overall GRH service. Written responses were received from 75% of survey participants. No comments were classified as a complaint. The average wait time was 31 minutes, and 75 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, 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.

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"/>	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"/>	
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				7. Your name: (optional) _____
					8. Comments _____ _____ _____

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

Survey Response Table

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

WASHINGTON METROPOLITAN AREA GUARANTEED RIDE HOME PROGRAM PARTICIPATION GUIDELINES

Guidelines are subject to change without notice. Call 1-800-745-7433 or visit www.commuterconnections.org for current Participation Guidelines.

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 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, 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, 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 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.
12. 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.

01/19/16