



**Guaranteed Ride Home
Customer Satisfaction Survey**
Results for Fiscal Year 2006
Draft Report

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 2006

DATE: January 3, 2007

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AGENCY: The National Capital Region Transportation Planning Board (TPB) is the federally designated Metropolitan Planning Organization (MPO) for the region, and plays an important role as the regional forum for transportation planning. 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. The TPB became associated with the Metropolitan Washington Council of Governments (COG) in 1966. COG was established in 1957 by local jurisdictions to address regional concerns including growth, housing, environment, public health and safety, and transportation. Although the TPB is an independent body, its staff is provided by COG's Department of Transportation Planning.

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, coordination of an employer outreach program including telework, and marketing of alternative commute options.

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 2006 (July 1, 2005 through June 30, 2006). 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 without transportation in the event they need to get home due to an unexpected emergency or unscheduled overtime.

PUBLICATION:

The final adopted report will be published on the Commuter Connections website at www.commuterconnections.org under the Resources, 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 2006 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, <http://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 commuters who obtained a free ride home through the program received a survey response card for each ride taken. The accompanying cover letter (*see* Figure 1) informed commuters of the purpose and voluntary nature of the survey, and the postage-paid 9 x 4” self-mailing response card (*see* Figure 2) allowed for quick and easy submission of responses on the part of survey respondents. The questionnaire was modified to include two new questions for FY06; 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 with complete anonymity. However, 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.



Dear Commuter:

Thank you for using the Commuter Connections Guaranteed Ride Home (GRH) program in July. 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!

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 alternative means of transportation to get to work and for supporting the Guaranteed Ride Home program.

Happy Commuting!

COMMUTER CONNECTIONS

We'll get you home. Guaranteed.

Figure 1 | Sample cover letter sent with survey card

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 in 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) who 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.



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"/> Unscheduled Overtime <input type="checkbox"/> Personal Illness/ Family Emergency <input type="checkbox"/> Other _____ |
| 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. Comments: _____ _____ _____ |

1-800-745-RIDE • www.commuterconnections.org
We'll get you home. Guaranteed.

Figure 2 | Sample survey response card

Response Rates

Of the 2,846 surveys distributed in fiscal year 2006, 927 completed surveys were received. This was the fourth highest quantity of surveys distributed and the second highest number of survey returned since program inception.

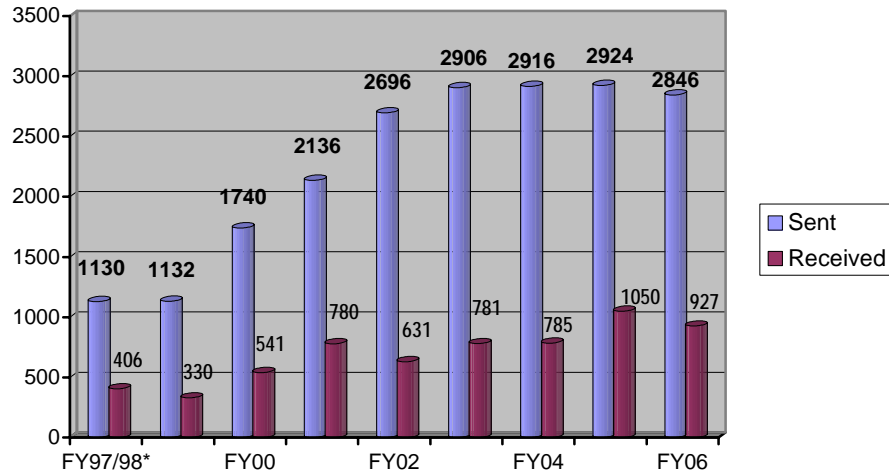


Figure 3 | Number of surveys sent and received since program inception

Response rates typically fluctuate from year to year, but did remain steady at about 27% over a two year period between FY03 and FY04. Response in FY05 increased significantly by nine percentage points to nearly 36% and decreased to a 33% response rate in FY06. The average response rate when comparing all years is 31%. The large drop in response rate for fiscal year 2002 surveys was due to postal service disruptions following September 11, 2001. The event resulted in the temporary closing of the Brentwood Post Office facility in Washington DC.

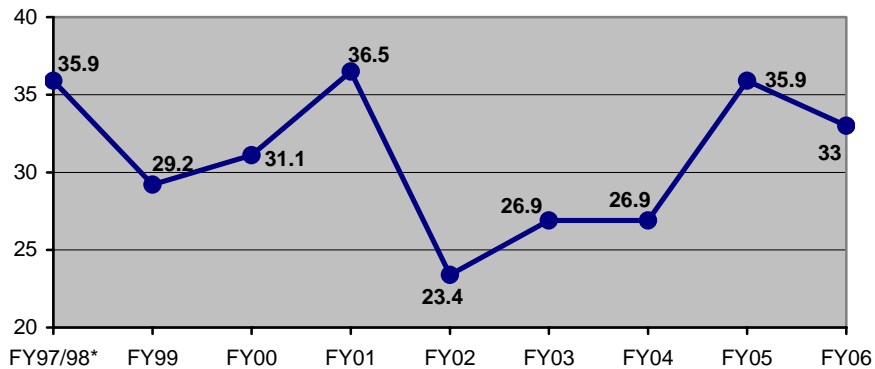


Figure 4 | Response rates in percentages over all fiscal years.

Fiscal Year 2006 Survey Results

This section indicates survey results received from 927 respondents for fiscal year 2006. Upcoming sections of this report will provide a comparison of results with previous fiscal years (1997 through present). For further clarification of the “Survey Design,” see pages three and four for rationale behind each question, explanation of terms used, as well as an example of the survey response card that was used.

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

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

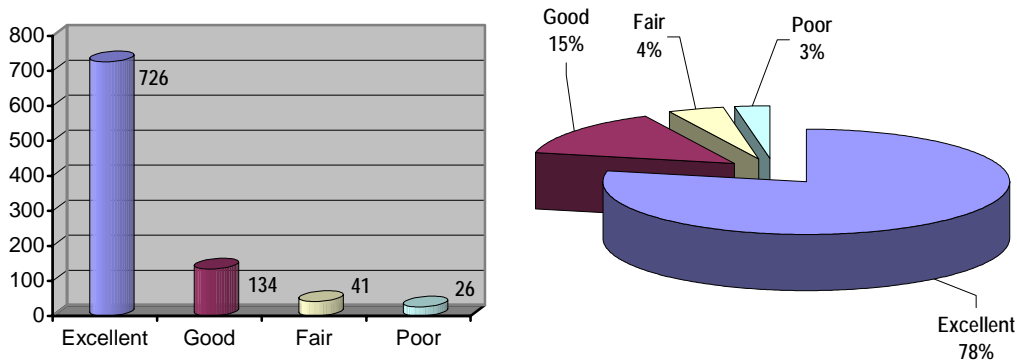


Figure 5 | Number and percentage of responses received

Transportation Service

How would you rate the taxi or rental car service?

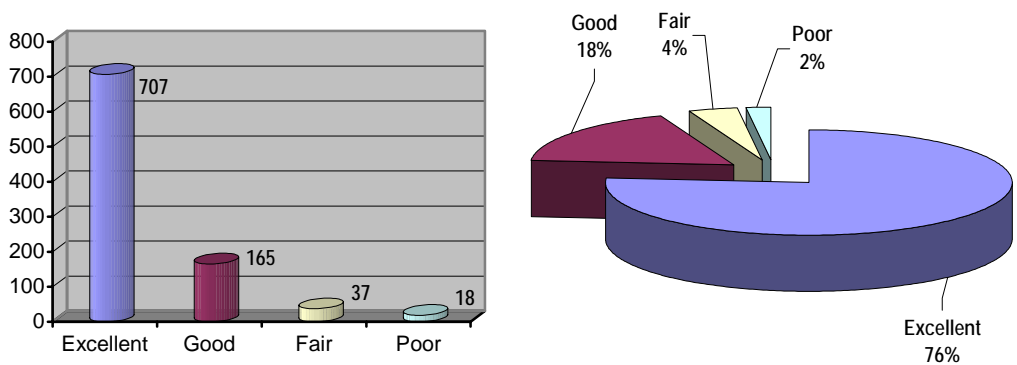


Figure 6 | Number and percentage of responses received

Response Time - Rating

How would you rate our response time?

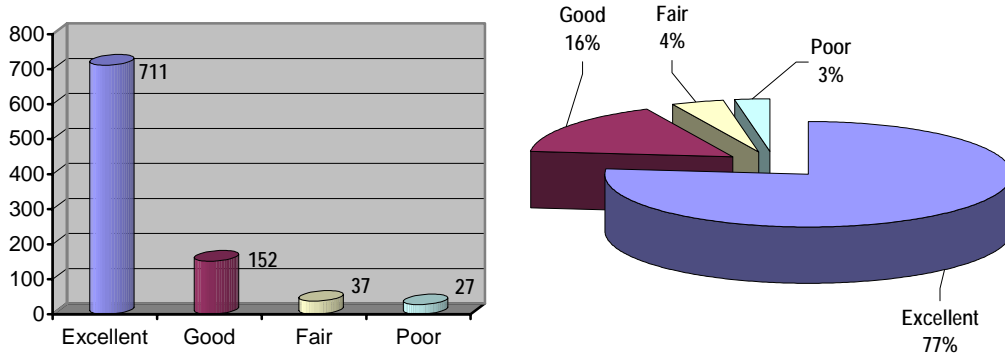
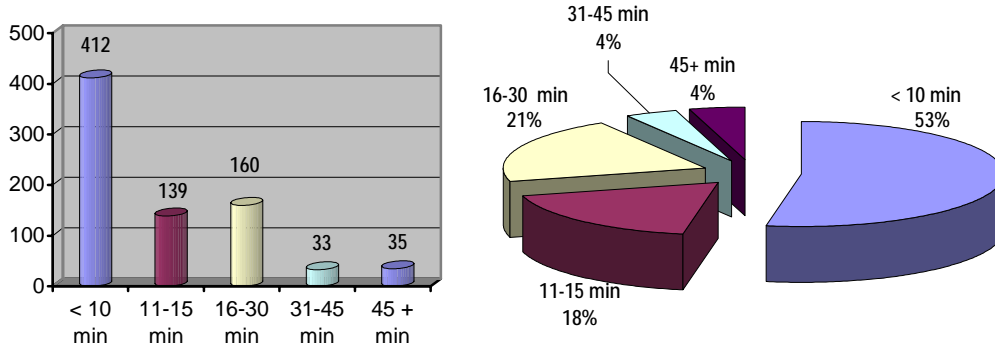


Figure 7 | Number and percentage of responses received

Response Time - Minutes

Approximately how many minutes did you wait until your ride?



This was a newly added question for FY06. Average response wait was 16 minutes and 92% stated wait time of 30 minutes or less.

Figure 8 | Numbers and percentages of responses received

Overall Service

Overall, how would you rate our GRH service?

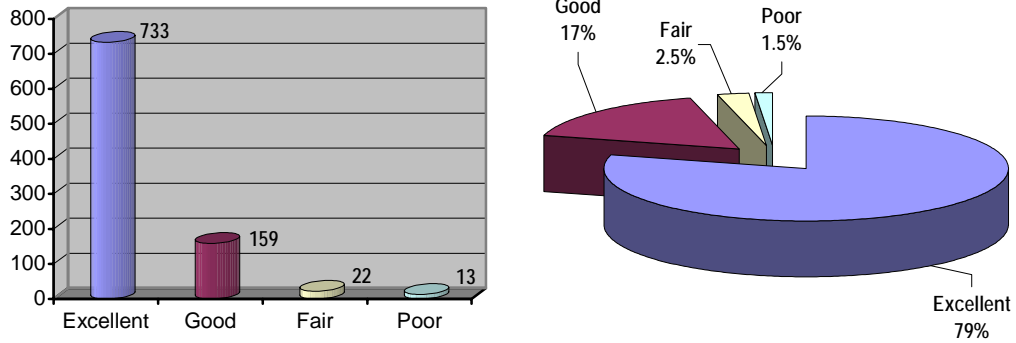


Figure 9 | Numbers and percentages of responses received

Excellent/Good vs. Fair/Poor: All Questions

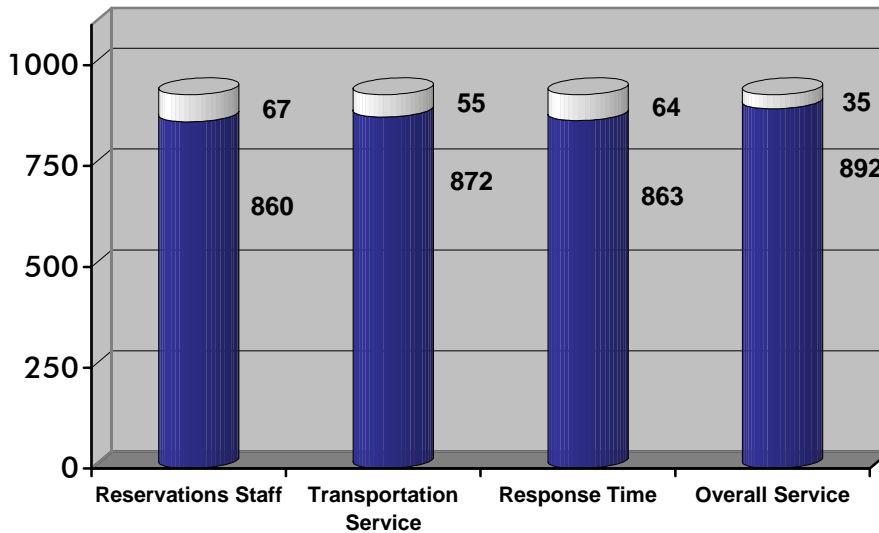


Figure 10 | Number of responses based on combined satisfaction levels

This chart emphasizes the overwhelming positive ratings (excellent & good) compared to the negative ratings (fair & poor). For example, 872 of respondents gave the Transportation Service a positive rating, noted in the darker area, compared to merely 55 dissatisfied respondents shown on top of the bar in the lighter color.

Reason for Trip

What was the reason for your GRH Trip?

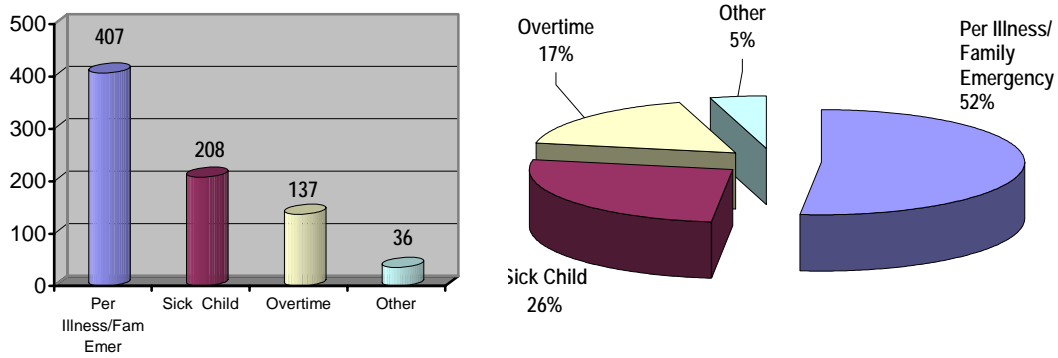


Figure 11 | Numbers and percentages of responses received

Reason for Trip

Excellent/Good Rating: Overall Satisfaction Category

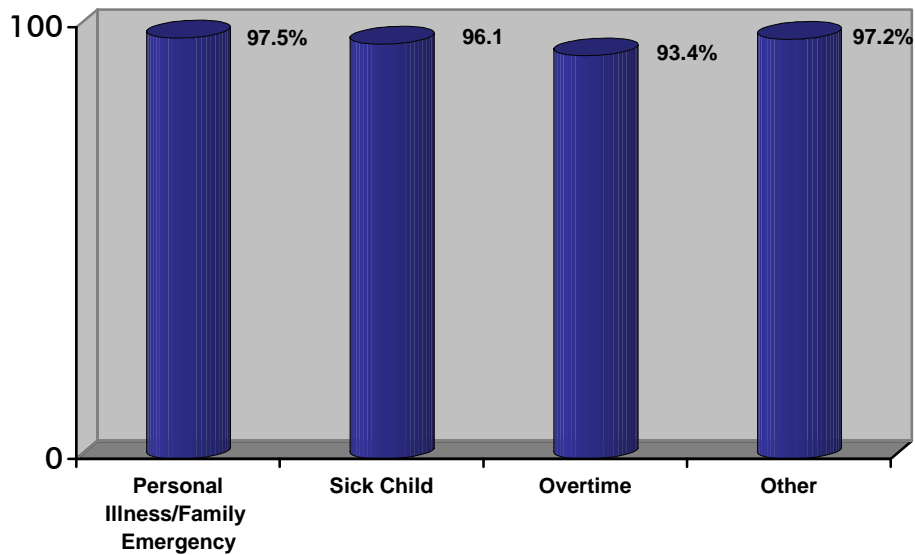


Figure 12 | % of positive responses to overall GRH service by reason for trip

This bar graph indicates that regardless of the reason for taking a GRH trip, overall satisfaction with the GRH program remains extremely high. The least satisfied group were those who used the service for overtime. Whereas the other categories are not statistically different from one another by any significant level.

Written Responses

In addition to the multiple-choice questions, survey respondents were provided a blank area to provide written comments. This open ended comments area generated mostly compliments. Other written responses included suggestions, complaints, as well as a few unclassified comments as well. This feedback is valuable for assessing customer attitudes regarding specific service areas, and overall comments to gauge the general pulse of the program. Written responses were provided by 554, or 60% of the 927 returned survey cards in FY06. Written responses were up dramatically from FY05 or 41% of survey participants provided them. Representing 70% of the total written responses, compliments outweighed the complaints in FY06 by a 3.73 to 1 margin.

Many respondents provided feedback that fell into more than one category. For example, a respondent wrote that *“Your service was great but the taxi needed to be cleaner and the driver more polite.”* This response included both a complaint and compliment and was recorded in both categories. Therefore, the number of responses attributed in each category will add up to more than the total number of surveys that had a written response.

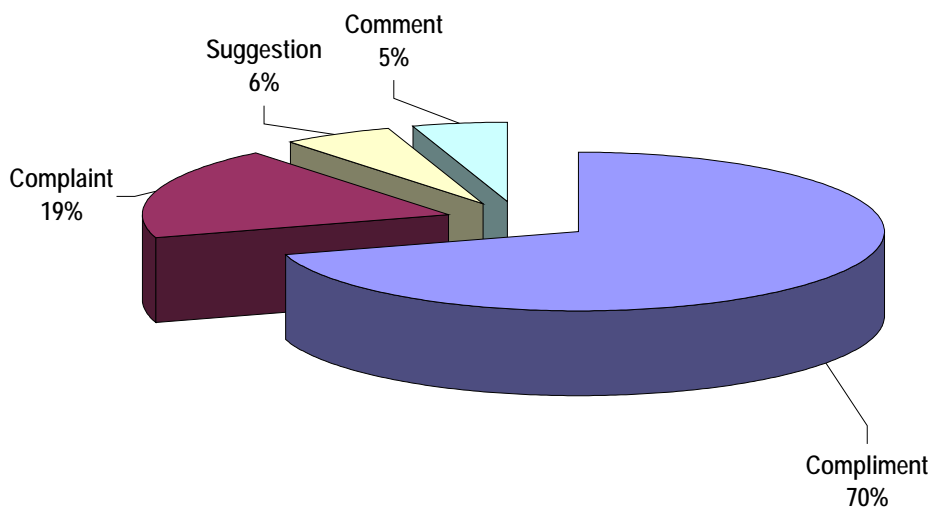


Figure 13 | Percentage of written responses

Compliments

With 440 compliments, positive feedback was by far the most common type of written response. The overwhelming majority, 86% 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.

Samples of actual compliments from FY06:

- *“Very professional staff. Excellent driver. Excellent response time. Did not have to wait. I felt so sick the last thing I wanted to do was worry about how to get home and GRH took care of me! Thanks!”*
- *“This is truly an excellent service offer to the people that carpool. Outstanding!”*
- *“This service is a life saver. Without this, I would think twice about public transportation.”*
- *“This is a great service. I am recommending it to all my co-workers and friends!”*
- *“The GRH program is the “best” thing anyone in the Wash DC Metro area can depend on to get us home!” =)*
- *“GRH is really an ace in the hole for a commuter. I have recently encouraged two of my co-workers to join.”*
- *“Commuter Connections has never let me down.”*
- *“Thanks! It’s been great to have the comfort of knowing you are just a call away.”*
- *“Please continue this program. It gives one a sense of comfort to know they won’t be stranded if they use mass transit.”*
- *“I’ve signed up for GRH but never thought I’d use it. Then I suddenly got sick at work and CC got me home. I made one call and had a taxi waiting in ten minutes. Thank you, thank you, thank you!”*
- *“I will continue to recommend this service to people. For those that I have recommended, they love it. It’s always good to know you have a back up plan.”*
- *“I couldn’t be happier. Everything worked out smoother than I could imagine - thank you very much for saving the day!”*
- *“Woman who answered my call was outstanding – friendly, efficient, and very easy to work with.”*
- *“Absolutely brilliant. I was so sick and had no way home. Thanks for everything.”*
- *“Child accidentally locked herself out of home. Excellent service. GRH is an excellent connection. Thanks.”*

Complaints

A total of 118 complained about their experience with the GRH service. Of respondents who lodged a complaint, 38 or 32% also gave a compliment. The majority of complaints, 71% centered on the Taxi/rental car service and subsequent response time. It should be noted however that more compliments were given about the Taxi/rental car service and subsequent response time compared to the quantity of negative comments in those areas. Another common type of complaint relates to reservations staff. Often this comes about when the staff has to ask some probing questions to determine whether one qualifies for the trip. Most commuters understand this as one of the necessary steps of the program, while some are defensive and put off by this process. Unfortunately without these safeguards more commuters would abuse the programs rules and take advantage of the free service. To keep costs down, the reservation staff may also lean the commuter toward 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. These recommended suggestions sometimes do not sit well with commuters who perceive their situation as one of vital importance. The staff however must differentiate between a “common emergency” and a “crisis emergency” when making such judgments. An example of a crisis emergency would be a life threatening situation for a family member while a common emergency may be when the commuter doesn’t feel well and goes home sick.

Complaints centered on the service received from the taxi cab providers included some confusion about where to pick up the taxis and problems with identifying which taxi was part of the GRH program. Additional issues included the attitude of the drivers, cab cleanliness, and the lack of knowledge the cab drivers had of the GRH program. Unfortunately, many of the taxi companies do a poor job of communicating the program to their drivers and some taxi drivers do not possess common sense customer service skills. 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.

Sample of actual complaints from FY06:

- *“There was some apparent miscommunication between the dispatcher and the taxi driver. However, I appreciate GRH. Thank you for being there.”*
- *“Driver needs to stay off of cell phone. At one point he was holding cell phone in on hand and writing with the other in traffic on I-95. Very unsafe situation.”*
- *“For bad weather, the cab could have had better tires on it. Overall - Good experience!”*
- *“Your service was great but the taxi needed to be cleaner and the driver more polite.”*
- *“On the phone wait time was way too long. I appreciate and am thankful for the service, don't know how I would have gotten to my child without it!”*
- *“Operator could have been a little friendlier. Made me feel I had not exhausted all other alternatives which I had. This was the first time I had used the service in 11 years of commuting.”*
- *“Woman answering and making arrangements could have been more pleasant.”*
- *“Cab driver was at the wrong side of the street. I don't remember if he had the wrong address or what?”*

Comments and Suggestions

Comments and suggestions were received by a combined 68 respondents, representing just 12% of all written responses. Comments & suggestions covered a wide variety of topics.

Sample of actual comments & suggestions from FY06:

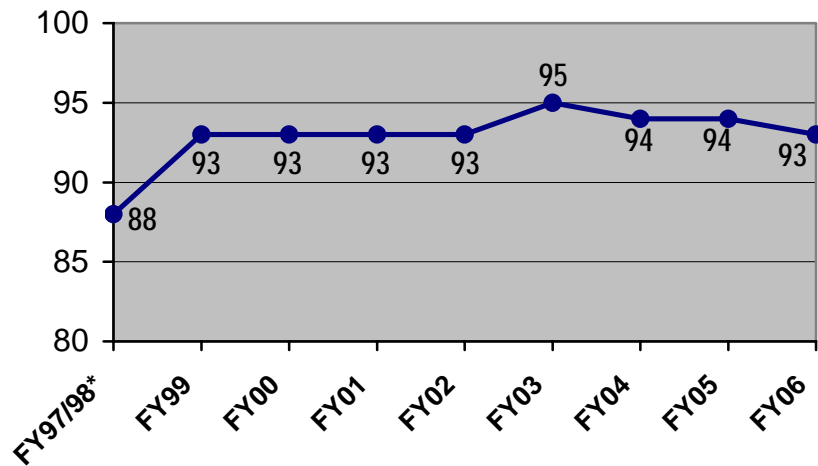
- *“For proven personal illness, the program should offer a ride to hospitals, clinics, etc. I was sick and had a hard time going to a hospital on my own. No one able to help at 5pm w/traffic.”*
- *“Great service. Thank you very much. But they need to confirm pickup address before coming out. My company has 4 building numbers in a 2 block radius and twice they've gone to the wrong building or wrong street.”*
- *“Please provide ride with the name and cab number because DC has many cab services and it was very hard to identify the cab service GRH was using many cabs were passing and I was flagging the wrong cab by mistake until I called back and got the cab number.”*
- *“The requirement to call before the end of the workday is impractical. I did not know then that I could not make the last train and my options at 9:30 pm would have been no different.”*
- *“Excellent program. Should be able to have more than 4 rides a year. Maybe 6.”*
- *“Make it web-based also.”*

Comparison to Previous Fiscal Years

Reservations Staff

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

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings

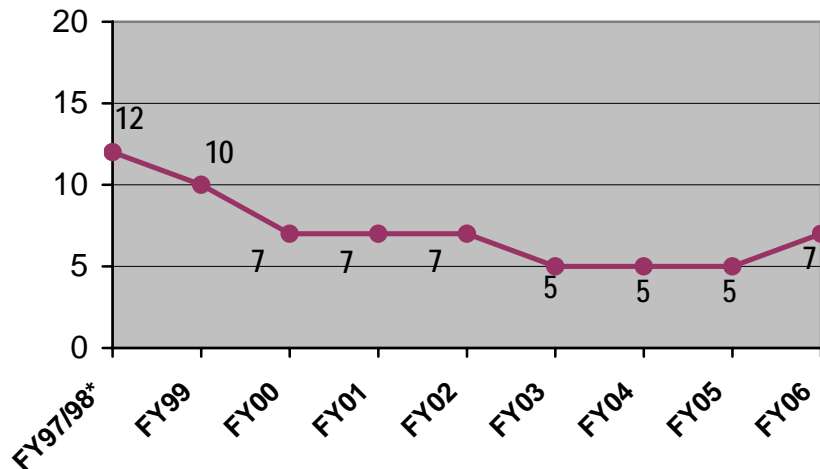


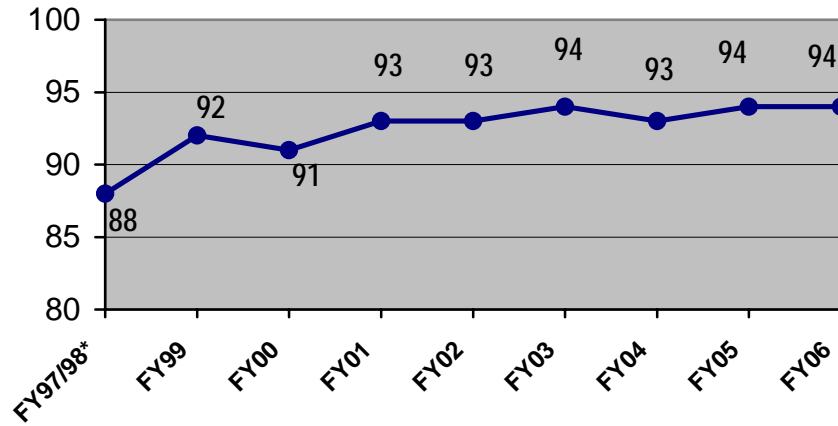
Figure 14 | Percentages of responses received for Question One over all fiscal years

* 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

How would you rate the taxi or rental car service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings

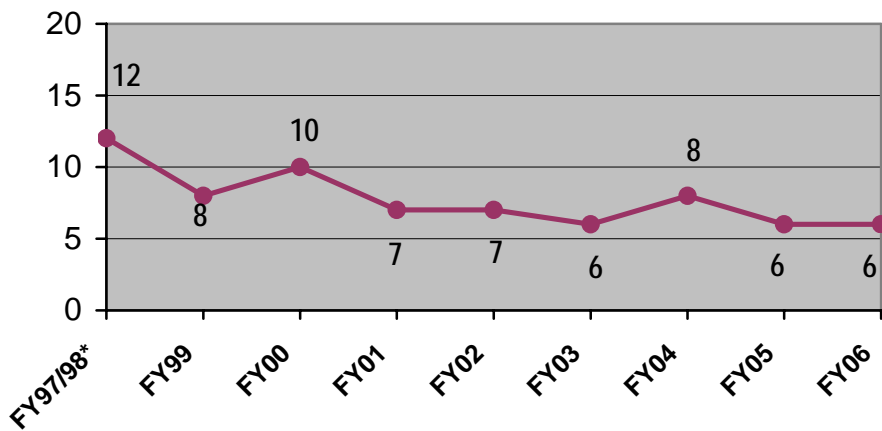


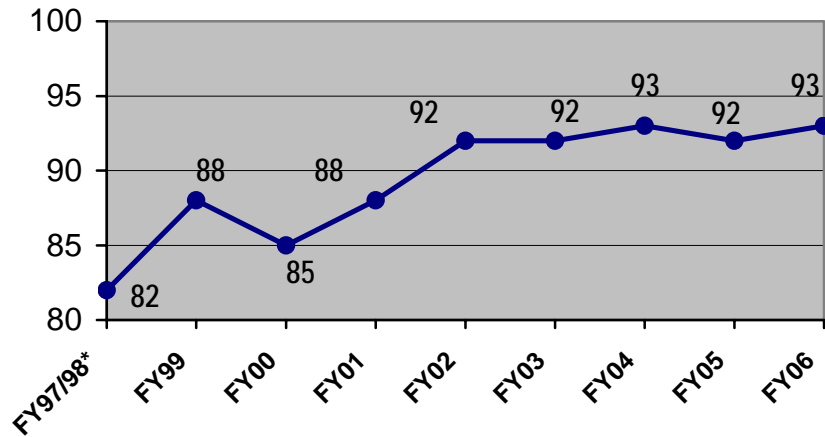
Figure 15 | Percentages of responses received for Question Two over all fiscal years

* 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

How would you rate our response time?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings

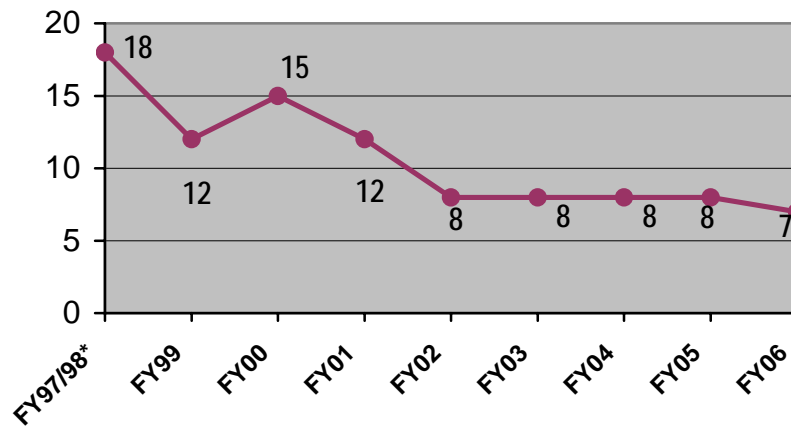


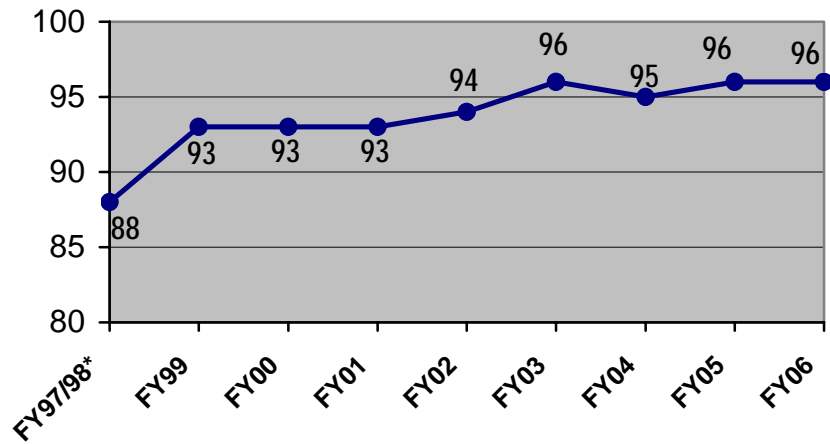
Figure 16 | Percentages of responses received for Question Three over all fiscal years

- 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.

Overall Service

Overall, how would you rate our GRH service?

Excellent and Good Combined Ratings



Poor and Fair Combined Ratings

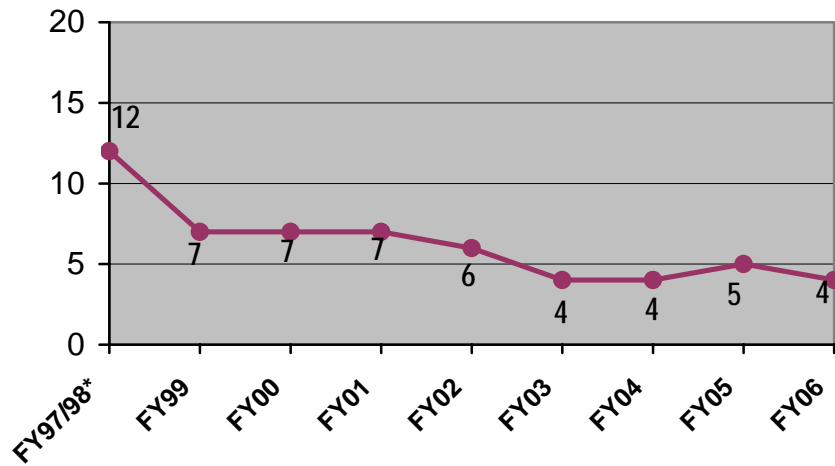


Figure 17 | Percentages of responses received for Question Four over all fiscal years

* 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 2,846 surveys distributed in fiscal year 2006, 927 completed surveys were received. The vast majority, 96% of the survey respondents were satisfied with the overall GRH service. Written responses were entered on 60% of the 927 returned survey cards. Compliments made up 70% of the written responses. Good or above ratings were given by 93% of the respondents for all specific categories. Average response wait was 16 minutes and 92% waited 30 minutes or less.

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 staff members at the contractor so that improvements can be made. Although other matters to improve the level of service are out of COG's direct control, they are communicated to the president of the specific taxi company in question.

Appendix

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

| Survey Questions | Responses | FY97/98 | FY99 | FY00 | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 |
|-----------------------------------------------------------------------------------|-----------|---------|------|------|------|------|------|------|------|------|
| How would you rate the service you received from our GRH trip reservations staff? | Excellent | 62% | 66% | 70% | 74% | 76% | 78% | 78% | 78% | 78% |
| | Good | 26% | 27% | 23% | 19% | 17% | 17% | 16% | 16% | 15% |
| | Fair | 6% | 5% | 4% | 4% | 4% | 4% | 3% | 3% | 4% |
| | Poor | 6% | 5% | 3% | 3% | 3% | 2% | 2% | 2% | 3% |
| How would you rate the taxi or rental car service? | Excellent | 59% | 66% | 65% | 70% | 69% | 70% | 70% | 73% | 76% |
| | Good | 29% | 26% | 26% | 23% | 24% | 24% | 23% | 21% | 18% |
| | Fair | 6% | 5% | 6% | 4% | 4% | 4% | 6% | 4% | 4% |
| | Poor | 6% | 3% | 4% | 3% | 3% | 2% | 2% | 2% | 2% |
| How would you rate our response time? | Excellent | 58% | 60% | 65% | 70% | 73% | 74% | 75% | 75% | 77% |
| | Good | 24% | 28% | 20% | 18% | 19% | 18% | 18% | 17% | 16% |
| | Fair | 9% | 6% | 10% | 7% | 3% | 4% | 5% | 5% | 4% |
| | Poor | 9% | 6% | 5% | 5% | 5% | 4% | 3% | 3% | 3% |
| Overall, how would you rate our GRH service? | Excellent | 61% | 68% | 69% | 73% | 78% | 79% | 78% | 78% | 78% |
| | Good | 27% | 25% | 24% | 20% | 16% | 17% | 17% | 18% | 18% |
| | Fair | 7% | 5% | 4% | 5% | 3% | 3% | 3% | 4% | 4% |
| | Poor | 5% | 2% | 3% | 2% | 3% | 1% | 1% | 1% | 1% |
| Totals | Excellent | 60% | 65% | 67% | 72% | 73% | 75% | 75% | 76% | 79% |
| | Good | 26% | 27% | 23% | 20% | 19% | 19% | 19% | 18% | 17% |
| | Fair | 7% | 5% | 6% | 5% | 4% | 4% | 4% | 4% | 2.5% |
| | Poor | 7% | 4% | 4% | 3% | 4% | 2% | 2% | 2% | 1.5% |

* 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

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

1. Commuters must call Commuter Connections and receive authorization from Commuter Connections prior to using the 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.
2. Commuters must be officially registered with Commuter Connections before using the 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.
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.
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 acts of God.
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 holidays and unplanned Federal Government office closings. GRH TRIPS MUST BE TAKEN BEFORE 10:00 P.M. Holidays include: New Year's Eve, New Year's Day, Martin Luther King's Birthday, 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 Stafford, 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, Carroll, Cecil, Charles, Harford, Howard, Queen Anne's, St. Mary's, or Washington counties, the City of Baltimore, and any point along the Upper Eastern Shore in Maryland; and Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah, Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester in Virginia; and Berkley, 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 is made by 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 or all 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.

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), 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.