

2016

STATE OF THE COMMUTE

“At-a-Glance” Survey Section



From the Metropolitan Washington DC Region

National Capital Region Transportation Planning Board

Metropolitan Washington Council of Governments

Guaranteed Ride Home

This is a “At-a-Glance” section from the 2016 State of the Commute (SOC) Report showing key figures and tables for the Commuter Connections Guaranteed Ride Home (GRH) program. To view the full report, go to www.commuterconnections.org.

Awareness of Regional Guaranteed Ride Home (GRH)

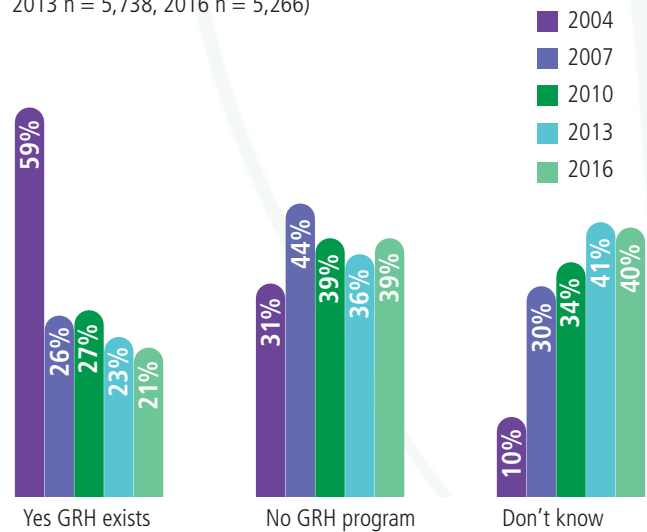
Since 1997, Commuter Connections has offered Guaranteed Ride Home to eliminate alternative mode users’ fear of being without transportation in the case of an emergency. The program provides free rides in a taxi or rental car in the event of an unexpected personal emergency or unscheduled overtime.

Awareness of Regional GRH Program by Primary Commute Mode

Current Primary Mode	2016 SOC	2013 SOC	2010 SOC	2007 SOC	2004 SOC
Drive alone (2016 n = 3,577)	19%	21%	27%	26%	61%
Carpool/vanpool (2016 n = 283)	25%	29%	39%	29%	66%
Bus (2016 n = 288)	20%	34%	32%	22%	52%
Metrorail (2016 n = 634)	23%	23%	31%	26%	55%
Commuter train (2016 n = 62)	57%	70%	67%	56%	55%

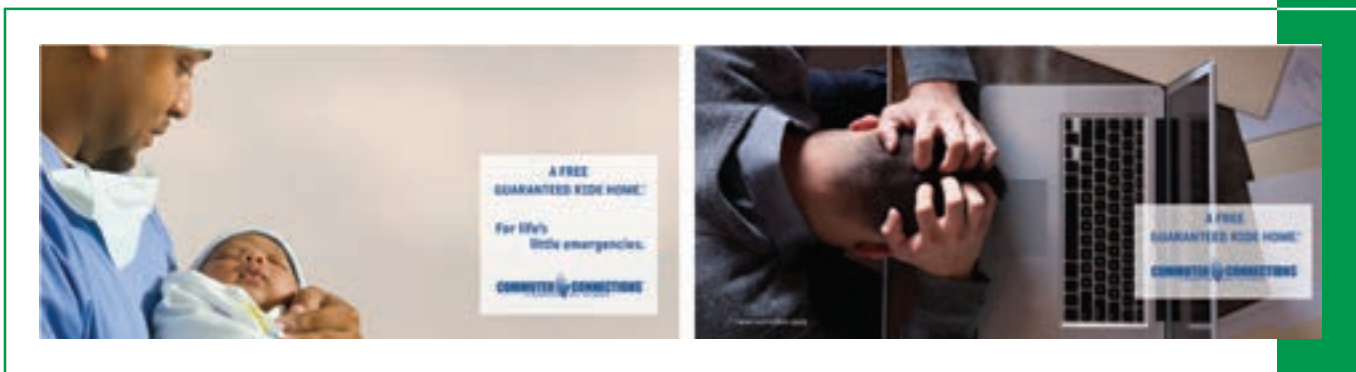
Awareness of Regional GRH Program 2004, 2007, 2010, 2013, 2016

(2004 n = 6,867, 2007 n = 6,071, 2010 n = 6,084, 2013 n = 5,738, 2016 n = 5,266)



Survey respondents who did not work at home all the time were asked if they knew of a regional GRH program available for commuters who rideshare or use public transportation. Two in ten (21%) thought there was such a program, 39% said there was no such program, and the remaining 40% were unsure. Awareness of GRH in 2016 was slightly less than was found in the 2010 and 2007 SOC surveys. But awareness was considerably lower than the awareness in 2004, when 59% of respondents said a regional GRH program existed.

Awareness of regional GRH was strongly tied to respondents’ awareness of Commuter Connections; 29% of commuters who said they had heard of Commuter Connections knew a regional GRH program existed, compared with only 7% of commuters who did not know Commuter Connections.





Awareness of GRH by Commute Mode – Respondents who rode a commuter train to work were much more likely than were other commuters to know about GRH. But carpoolers/ vanpoolers also had higher than average awareness of the program.

Awareness of GRH by Home and Work Location – The next table to the right displays awareness of GRH services by respondents’ home and work areas. Respondents who lived in the Outer Ring demonstrated higher awareness of GRH than did either Middle Ring or Inner Core residents. An opposite pattern was clear for work location; respondents who worked in the Inner Core area were more likely to know about GRH than were respondents who worked in either the Middle Ring or Outer Ring sub-areas.

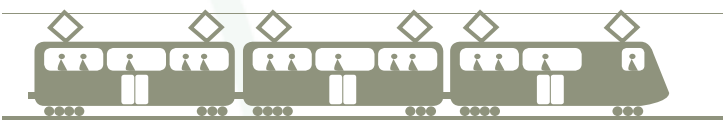
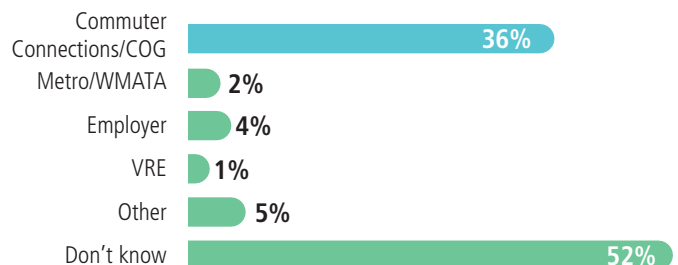
GRH Program Sponsor – Respondents who said they believed there was a regional GRH program were asked who sponsored this service. More than one-third (36%) said Commuter Connections or COG/Council of Governments sponsored the program. This was higher than the 28% who mentioned Commuter Connections as the sponsor in the 2013 SOC survey. Small shares of respondents mentioned other sponsors.

Awareness of Regional GRH Program by Home and Work Area

Location – Ring Designation	Percentage
Home Location	
Inner Core (n = 1,476)	17%
Middle Ring (n = 1,495)	20%
Outer Ring (n = 2,295)	26%
Work location	
Inner Core (n = 2,345)	24%
Middle Ring (n = 1,705)	19%
Outer Ring (n = 1,199)	18%

Awareness of Who Sponsored Regional GRH Program

Of Respondents who said a Regional GRH Program Existed (n = 1,259)



57% of commuters who use a commuter train know there is a regional GRH program.



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