

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

2019

STATE OF THE COMMUTE

“AT-A-GLANCE” SURVEY SECTION

FROM THE
WASHINGTON DC
METROPOLITAN REGION

National Capital Region
Transportation Planning Board

Metropolitan Washington
Council of Governments



GUARANTEED RIDE HOME

 National Capital Region
Transportation Planning Board

 Metropolitan Washington
Council of Governments



This is a “At a Glance” section from the 2019 State of the Commute (SOC) Report shows key figures and tables on Guaranteed Ride Home in the Washington, DC metropolitan region.

To view the full report, go to www.commuterconnections.org

Awareness of Regional Guaranteed Ride Home Program

Since 1997, Commuter Connections has offered Guaranteed Ride Home (GRH) 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.

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. Sixteen percent thought there was such a program, 25% said there was no such program, and the remaining 59% were unsure. Awareness of GRH has been steadily dropping since 2010, when 27% of respondents said they knew of a regional program.

Awareness of regional GRH was strongly tied to respondents’ awareness of Commuter Connections; 27% of commuters who said they had heard of Commuter Connections knew a regional GRH program existed, compared with only 4% of commuters who did not know Commuter Connections.

Awareness of GRH by Commute Mode – GRH awareness was highest among respondents who carpooled/vanpooled and those who rode a commuter train to work. Almost three in ten ridesharers, 26% of commuter rail riders, and 20% of bus riders knew that a regional GRH program existed. Among commuters who drove alone, only 14% knew of GRH. Program awareness among bikers/walkers and Metrorail riders was similar to that for drive alone commuters.

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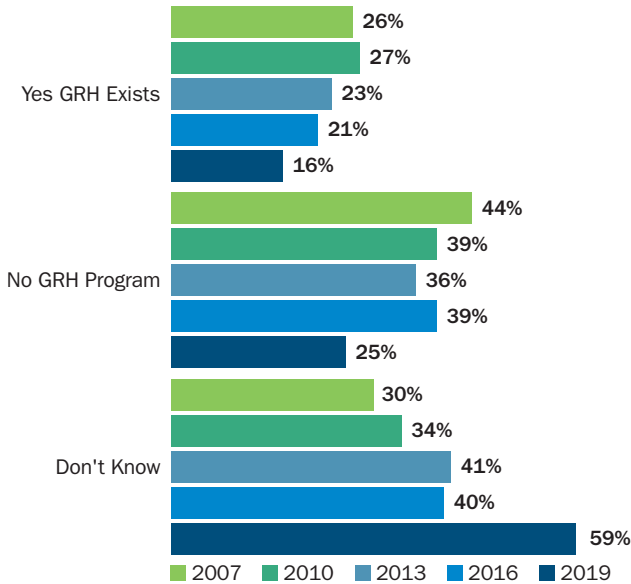
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Awareness of Regional GRH Program – 2007 to 2019

(2007 n = 6,071, 2010 n = 6,084, 2013 n = 5,738, 2016 n = 5,266, 2019 n = 7,974)



Awareness of Regional GRH Program by Home and Work Area

LOCATION - RING DESIGNATION	PERCENTAGE
HOME LOCATION	
Inner Core (n = 2,170)	13%
Middle Ring (n = 2,380)	15%
Outer Ring (n = 3,424)	20%
WORK LOCATION	
Inner Core (n = 3,804)	16%
Middle Ring (n = 2,781)	16%
Outer Ring (n = 1,330)	12%

Awareness of Regional GRH Program by Primary Commute Mode

CURRENT PRIMARY MODE	2007	2010	2013	2016	2019
Drive alone (2019 n = 5,083)	26%	27%	21%	19%	14%
Carpool/vanpool (2019 n = 380)	29%	39%	29%	25%	29%
Commuter train (2019 n = 146)	56%	67%	70%	57%	26%
Bus (2019 n = 588)	22%	32%	34%	20%	20%
Bike/walk (2019 n = 302)	15%	26%	16%	16%	17%
Metrorail (2019 n = 1,180)	26%	31%	23%	23%	14%

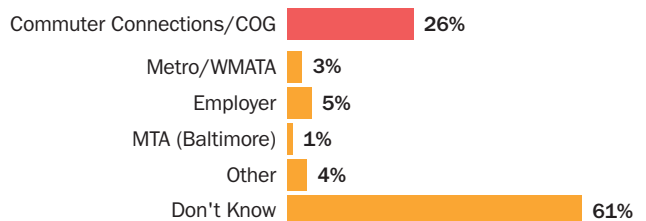
GRH Program Sponsor – Respondents who said they believed there was a regional GRH program were asked who sponsored this service. Six in ten (61%) said they did not know who operated the program. One-quarter (26%) said Commuter Connections or COG/Council of Governments sponsored the program. This was lower than the 36% who mentioned Commuter Connections as the sponsor in the 2016 SOC survey. Small shares of respondents mentioned other sponsors.

Awareness of GRH by Home and Work Location –

Respondents who lived in the Outer Ring demonstrated higher awareness of GRH (20%) than did either Middle Ring (15%) or Inner Core (13%) residents. An opposite pattern was clear for work location; respondents who worked in the Inner Core (16%) and Middle Ring (16%) areas were more likely to know about GRH than were respondents who worked in the Outer Ring (12%) sub-area.

Awareness of Who Sponsored Regional GRH Program

Of Respondents who said a Regional GRH Program Existed (n = 1,500)





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777 NORTH CAPITOL STREET NE, SUITE 300
WASHINGTON, DC 20002 – 4290
WWW.MWCOG.ORG