



FINAL DRAFT
M E M O R A N D U M

To: Commuter Connections Subcommittee

From: Douglas Franklin
Senior Marketing Manager, COG/TPB

Date: March 18, 2025

Re: GRH FY2024 Customer Satisfaction Survey Baltimore Region

The intent of this correspondence is to communicate the status of the Guaranteed Ride Home (GRH) FY2024 Customer Satisfaction Survey Results for the Baltimore Region.

The adopted FY2024 Commuter Connections Work Program (CCWP) called for COG/TPB staff to produce a report based on findings of the GRH Customer Satisfaction Survey for the Baltimore Region. The report is based on analysis of data from survey response collected for GRH trips taken during fiscal year FY2024; period of performance from July 1, 2023 through June 30, 2024. The purpose of the survey is to gauge the level of satisfaction from those who have used the program within the Baltimore metropolitan region.

A total of five survey responses were received during the fiscal year. Due to the lack of a substantial number of responses to the GRH FY2024 Customer Satisfaction Survey Baltimore region, it was determined that no analysis or report was warranted.

Should you have further questions or need additional information, please feel free to contact me at 202 962-3792, or at dfranklin@mwkog.org.

cc: D. Sheehan, COG/TPB