COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

2025 GUARANTEED RIDE HOME PARTICIPANT SURVEY REPORT

DRAFT - March 2026

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1. Executive Summary

The 2025 Guaranteed Ride Home (GRH) Participant Survey examines how the Commuter Connections Regional Guaranteed Ride Home (GRH) program operated by the Metropolitan Washington Council of Governments (COG) influences travel behavior and supports the use of non–drive alone (non-single occupancy vehicle, or SOV) modes. The survey reached 1,056 commuters who work in the metropolitan Washington or Baltimore region who registered for or used GRH between March 2022 and April 2025. Results were weighted to represent the full GRH participant population.

Across both regions, GRH continues to serve as an important role enabling commuters to choose non-drive alone modes with confidence. The findings show that GRH contributes to reducing drive-alone commuting, supports continued use of transit and ridesharing, and remains a valued safety-net for unexpected emergencies or schedule changes.

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GRH INFLUENCE ON TRAVEL BEHAVIOR

Most GRH participants in the Washington, DC region were already non-SOV commuters before joining the program, yet GRH still played a meaningful role in reducing drive-alone travel.

- **Mode shift:** 18 percent of participants **started using a non-drive alone** mode after joining GRH, and three percent **increased their frequency of non-drive alone mode use**. Four out of five participants who drove alone pre-GRH and started using non-drive alone modes during-GRH said GRH had been important to their decision to make the switch.
- **Maintaining non-SOV use:** 79 percent of participants maintained their use of a non-drive alone mode. Many participants who maintained their non-drive alone mode during their enrollment in GRH said GRH was very important (56 percent) or somewhat important (29 percent) to their decision to continue using their non-drive alone mode. This highlights GRH's stabilizing impact: even if participants did not switch modes upon joining, **the program helped them stick with non-drive alone options.**
- **Average weekly non-drive alone days** increased from 3.1 pre-GRH to 3.9 during-GRH, showing **meaningful behavioral reinforcement**.

The small Baltimore sample (n=53) limits detailed subgroup analysis but shows similar patterns:

- **Maintaining non-SOV use:** 92 percent of participants maintained their use of non-drive alone modes when they joined the GRH program. The vast majority of those participants who maintained non-drive alone mode use said **GRH was somewhat or very important to their decision** (91 percent).
- **Frequency of using non-drive alone modes**: While participants were registered for GRH, 53 percent used non-drive alone modes five days per week while another nine percent did so four days per week.

MARKETING IMPACTS

Marketing and referrals continue to shape how commuters learn about GRH. These findings underscore the **value of employer partnerships and continued regional partnerships, coordination, and marketing**, especially for sustaining post-pandemic awareness.

- In the DC region:
  - The most common sources referring commuters to GRH were word of mouth (31 percent), employers/at work (17 percent), and other rideshare/transit organizations (eight percent).
  - Recall of GRH advertising rebounded to 58 percent, comparable to pre-pandemic levels.
  - One-third of registrants said they saw or heard the ads before they registered and that the advertising had encouraged them to do so.
- Similarly, in Baltimore, word of mouth (37 percent) and workplace channels (31 percent) were the leading sources of GRH information.

USE OF AND SATISFACTION WITH GRH TRIPS

Across both regions, participants highly value their GRH trips demonstrating that GRH serves its purpose to provide **crucial on-call service and support to commuters**. GRH provides commuters with peace of mind, flexibility for emergencies, and reassurance that transit or ridesharing is a viable commute choice.

- **Trip usage:** 34 percent of DC and 45 percent of Baltimore participants had taken at least one GRH trip.
- **Reasons for using GRH** were similar across regions: Illness of self, child, or another family member and unscheduled overtime.
- **Satisfaction** with GRH trips is extremely high—98 percent of DC GRH trip-takers and 90 percent of Baltimore GRH trip-takers were satisfied with their trips.
- Use of GRH trips skews to **participants with slightly longer commutes** than the general distribution of GRH registrants—65 percent of trip users have 30-mile plus commutes while just 55 percent of GRH registrants have commutes of 30 miles or more.
- **Wait times** averaged 20 minutes in the DC region and 30 minutes in Baltimore.

TAKEAWAYS

The 2025 results confirm that GRH remains an essential component of Commuter Connections' Transportation Demand Management (TDM) strategy. The program effectively reduces barriers to non-drive alone commuting by:

- Encouraging commuters to shift away from driving alone.
- Helping many commuters sustain their use of transit, carpooling, and vanpooling.
- Providing a reliable emergency option that increases confidence in using non-drive alone modes.
- Reaching commuters through employer networks and broad marketing channels.

Together, these findings demonstrate GRH's ongoing value in supporting regional goals for congestion mitigation, emissions reduction, and sustainable commuting.

2. Introduction

This report presents the results of a Guaranteed Ride Home (GRH) survey of 1,056 commuters who currently participate or who have participated in the Commuter Connections Regional Guaranteed Ride Home (GRH) program operated by the Metropolitan Washington Council of Governments (COG) for commuters who work in the metropolitan Washington or Baltimore region. COG, through the National Capital Region Transportation Planning Board (TPB), introduced the Commuter Connections GRH Program in 1997 to eliminate one barrier to using non-drive alone modes: commuters' fear of being without transportation in the case of an emergency. The program provides up to six free rides home per year in a taxi, rental car, public transit, or a combination of these modes in the event of an unexpected personal emergency or unscheduled overtime.

Commuter Connections undertook the survey described in this report for two purposes:

- To examine commute and demographic characteristics of commuters participating in GRH.
- To collect data needed to estimate reductions in vehicle trips, vehicle miles traveled, and emissions, based on commuters' participation in the GRH program.

This report focuses on the first objective. The second objective will be addressed in the 2026 TDM Evaluation, which will assess the impacts of GRH, and other Transportation Demand Management (TDM) programs administered by Commuter Connections.

This report is divided into three sections following this introduction:

- Section 3 – Description of the survey and sampling methodology
- Section 4 – Presentation of the survey results for metropolitan Washington
- Section 5 – Presentation of the survey results for Baltimore

Following these main sections are four appendices, including:

- Appendix A: Survey Questionnaire
- Appendix B: Respondent Alert Letters
- Appendix C: Disposition of Final Dialing Results
- Appendix D: Historic Results – Comparison on Key Questions

ABOUT THE RESULTS SECTIONS

The two survey results sections have similar content but present the results separately for the Washington and Baltimore regions. Percentages presented in the tables and figures show percentages weighted to the total applicant population as well as the raw number of respondents (e.g., n = __) to which the weighting factor was applied for that question. The results for each region are organized into topics:

- **Characteristics and Demographic of the Sample:** Home and work locations, annual household income, age, race/ethnicity.
- **Registration Information:** Registration status, year first registered, length of time registered, reasons why did not re-register.

- **GRH Information Sources**: How respondents heard about the program and effectiveness of GRH advertising.
- **Current Commute Patterns**: Work schedule, telework status, commute mode, carpool occupancy, and commute length.

Where relevant and when the data were available, survey results are compared for sub-groups of respondents and against data for past GRH surveys. These comparisons are presented in the appropriate sub-sections. **Appendix D: Historic Results – Comparison on Key Questions** presents comparisons of 2025 results with those of previous GRH surveys.

3. Survey and Sampling Methodology

SURVEY GOALS

The 2025 GRH survey is the ninth such survey; previous GRH surveys were conducted in 2001, 2004, 2007, 2010, 2013, 2016, 2019, and 2022. The survey is designed to examine three key research questions regarding potential travel changes that might be influenced or assisted by the GRH program. Specifically, the survey explores if and how the GRH program:

- Encourages commuters who drive alone to work to shift to non-drive alone modes.
- Encourages commuters who use non-drive alone modes to use these modes more days per week.
- Encourages commuters who use non-drive alone modes to use them for a longer period.

SAMPLE DATABASE

The set of eligible respondents for this survey included any commuter who registered for or participated in the GRH program between March 11, 2022, and April 3, 2025. Commuters who had active and valid registration status at the time of the survey were considered "current" or "active" registrants. Some commuters who had participated in the program during the sample period had let their registrations expire; these registrants were defined as "past" or "inactive" registrants. A very small percentage of commuters in the database never registered but participated in the program under a "one-time exception" rule that allows commuters who otherwise meet the program requirements to receive one GRH trip without prior registration.

In April 2025, the consultants received the GRH database from Commuter Connections for the designated survey period. To prepare the database for the survey, the consultants first cleaned and removed duplicate records for commuters who re-registered for the program and were given a new status code and a new record. Records with minor differences or spellings in name, but with the same telephone number or address also were designated as duplicate and the older record was removed. At the end of this database cleaning process, the database contained 6,658 records for the survey.

Consistent with previous GRH surveys since 2010, the survey was conducted by a combination of internet and telephone interview methods. Registrants or one-time-users who had provided an email address were first contacted through email and asked to complete the survey online. Applicants who provided only a telephone number were informed of the survey by postal mail, then contacted by telephone. For this reason, "past/inactive" and "current/active" participants were divided into internet and telephone access groups, resulting in four participant groups (**Table 1**).

Table 1: GRH Participants by Contact Method and GRH Program Status

PARTICIPANTS GROUP	NUMBER OF PARTICIPANTS IN DATABASE	PERCENT OF TOTAL
Telephone Administration	**486**	**8%**
Current (Active) Participants	173	3%
Past (Inactive) Participants	313	5%
Internet Administration	**6,172**	**92%**
Current (Active) Participants	2,959	44%
Past (Inactive) Participants	3,213	48%
TOTAL	**6,658**	**100%**

QUESTIONNAIRE DESIGN

The internet and telephone questionnaires collected data on the following major topics:

- Registration status
- Current commute patterns (as of taking the survey)
- Commute patterns before participating in GRH (shorthand in the report for this is "pre-GRH")
- Commute patterns while participating in GRH (shorthand in the report for this is "during-GRH")
- Influence of GRH on commute choices
- Use of other, non-GRH TDM services provided by Commuter Connections and other organizations
- Use of and satisfaction with GRH trips and the GRH program
- Use of social networking and travel/trip information applications
- Participant demographics

Versions of the questionnaire were developed for both the Washington, DC and Baltimore regions. All questions were included in each version of the survey. However, certain response options were specific to participants from each region (to provide mode options that were available in each region), and minor wording and format changes were made to the internet version for visual administration. A copy of the final internet questionnaire is presented in **Appendix A: Survey Questionnaire**.

SURVEY ADMINISTRATION

Commuter Connections staff sent survey invitations via email to those participants who had email addresses included in their registration information. The email included a personalized link to take the survey. Two reminder emails were sent to commuters who had not yet completed the survey. Participants without email addresses in the GRH system were mailed a postcard with a link/QR code for the internet survey, an individualized passcode to enter online, and a notice that they would be receiving a phone call from the survey team to participate in the survey if they did not complete the survey online. **Appendix B: Respondent Alert Letters** contains copies of postcards and emails.

Responses

Table 2 summarizes survey participation by region and survey administration method for the 2025 GRH survey. Overall, a total of 1,056 surveys were completed across the Metropolitan Washington and Baltimore regions. In the metropolitan Washington region, the survey was primarily administered via the internet, with 5,913 participants invited and 975 responses received, resulting in a response rate of 16 percent. Telephone administration yielded a smaller number of responses, with 28 responses from 453

invited participants, corresponding to a response rate of six percent. In the Baltimore region, internet administration also produced higher participation compared to telephone administration. A total of 49 responses were received from 259 invited participants through the internet survey, resulting in a 19 percent response rate. Telephone administration in the Baltimore region generated four responses from 33 invited participants, for a response rate of nine percent.

Table 2: Responses by Region and Administration Method

	NUMBER OF PEOPLE IN DATABASE	RESPONSES	RESPONSE RATE
METROPOLITAN WASHINGTON REGION	**6,366**	**1,003**	**16%**
Internet Administration	5,913	975	16%
Telephone Administration	453	28	6%
BALTIMORE REGION	**292**	**53**	**18%**
Internet Administration	259	49	19%
Telephone Administration	33	4	9%
TOTAL	**6,658**	**1,056**	**16%**

Telephone Outreach Detail

METHODS

Telephone interviews were conducted from WBA's telephone survey facility, using a CATI (computer-assisted telephone interviewing) system. Prior to beginning the full telephone survey effort, interviewers attended training sessions, covering the following topics:

- An explanation of the purpose of the study and the group to be sampled
- Verbatim reading of the questionnaire
- Review of the definition and instruction sheet to familiarize interviewers with the terminology
- Review of skip-patterns to familiarize interviewers with questionnaire flow
- Practice session on CATI systems in full operational mode

Telephone calls were made between September 19, 2025, and September 17, 2025, on weekdays from 5:00 p.m. to 9:00 p.m. EDT. Calls were first directed to the respondent's home phone number. If contact at home was unsuccessful, the respondent was called at work. Interviews were conducted while respondents were at work or at home, depending on their preferences.

All interviews were supervised by survey supervisors who were responsible for overseeing the CATI server, editing call-back appointment times, monitoring interviews, answering questions, and reviewing completed surveys. To ensure data quality, the survey supervisors conducted periodically random monitoring. Other quality assurance checks were done once the data was collected.

CALLING RESPONDENTS WITH EMAIL ADDRESSES

Commuter Connections received invalid/undeliverable email bounce backs for 158 participants. Because most of these participants had a valid telephone number, the project team attempted to reach them via telephone. Additionally, participants who had been contacted by email for the internet survey were called if they had not completed the online survey.

RESULTS

The telephone effort resulted in 28 completed interviews, all from the telephone-only sample group. The telephone survey had a refusal rate of 5.4 percent. An average of four call attempts were made for each completed interview. A disposition of telephone dialing results can be found in **Appendix C: Disposition of Final Dialing Results**.

WEIGHTING OF SURVEY DATA

After all interviews were completed, the data were weighted to align the survey results with the total population of GRH participants. The criterion used to weight the survey data was "type" of GRH participant: this variable denotes if the participant was a current or past participant. In previous GRH surveys, the total population counts for weighting current and past participants were equal to the counts in the original database count minus the number of participants who could not be contacted because their email, postal mail, and telephone contacts all were invalid or missing. Invalid sample points that had no valid contact information were removed from the datasets as follows:

- For metropolitan Washington, 66 invalid sample points were removed from the 2025 sample file, for a revised population of 6,606.
- For Baltimore, three invalid sample points were removed from the 2025 sample file, for a revised population of 293.

From there, additional adjustments were made to the sample population:

- In 2025, for metropolitan Washington, 281 ineligible records (classified in the database as suspended, rejected, or canceled) and 25 duplicate records were removed, further revising the population to 6,300. The 40 non-working participants who completed the survey represented four percent of the total respondents, a considerably lower share than in the 2022 GRH survey, when non-working respondents accounted for about 8.7 percent of the total DC respondents.
- In 2025, for Baltimore, three ineligible records (classified in the database as suspended, rejected, or canceled) and one duplicate record were removed, further revising the population to 289. The three non-working participants who completed the survey represented six percent of the total Baltimore respondents.

Table 3 shows the relationship between the respondents and the revised participation group for the weighting variable. As anticipated, the respondents group contained a higher proportion of current participants and a lower proportion of past participants, when compared to the adjusted database population group. The differences between these groups were statistically significant for metropolitan Washington, thus were weighted to realign participant responses to the population groups (note that for Baltimore with the small sample size of n=53, current and past participants were combined into a single group for weighting).

Table 3: Distributions for Respondents and Total Database Population (Adjusted)

	RESPONDENTS		ADJUSTED DATABASE POPULATION	
	n	PERCENTAGE	n	PERCENTAGE
Metropolitan Washington				
Current Participants	573	57.13%	3,309	52.52%
Past Participants	430	42.87%	2,991	47.48%
Total – Metropolitan Washington	**1,003**	**100.00%**	**6,300**	**100.00%**
Baltimore				
Current and Past Participants	**53**	**100.00%**	**289**	**100.00%**

Level of Confidence for Analysis

The level of confidence for the study was calculated using the finite population correction factor, an approach used when the sample size is large relative to the total population. 1,056 responses were collected (1,003 from metropolitan Washington and 53 from Baltimore) from a population of 6,589 (including non-working participants but excluding duplicate records and records with no valid contact option) resulting in an overall margin-of-error at the 95 percent confidence level of ± 2.8 percentage points. Excluding the non-working respondents, the overall margin-of-error at the 95 percent confidence level is ± 2.9 percentage points (1,003 responses out of an estimated population of 6,012). However, all of the analysis in this report is reported by region, so the margins-of-error by region are:

- The metropolitan Washington margin-of-error at the 95 percent confidence level is ± 2.8 percentage points (1,003 responses out of a population of 6,300).
- The Baltimore margin-of-error at the 95 percent confidence level is ± 12.2 percentage points (53 responses out of a population of 289).

CONTEXT FOR METROPOLITAN WASHINGTON SAMPLE

For analytic purposes this was statistically comparable to the ± 2.5 percentage point margin-of-error for the 2022 survey and the ± 2.0 percentage point margins-of-error for the 2019 and 2016 surveys. However, it is useful to note that the total 2025 estimated GRH working population for metropolitan Washington of 6,012 was just 52.4 percent of the 2022 database population of 11,476 that served as the sample frame for the 2022 GRH survey. Additionally, the distribution between current and past registrations was substantially different in 2025 than in 2022. In 2025, the metropolitan Washington GRH database was comprised of 52.2 percent current and 47.5 percent past registrants, while in 2022, current registrations accounted for only 14.7 percent of the total. Notably, the 2022 survey was conducted mid-pandemic, when telework was more prevalent than during the post-pandemic 2025 survey. This change did not affect the sampling methodology for the 2025 survey, and the total of 1,003 responses was sufficient for a level of analysis that was comparable to that from the 2022 survey, but the shift in current and past registrations reflects a notable change in the use of the program since 2022.

CONTEXT FOR BALTIMORE SAMPLE

The Baltimore sample is relatively small, with 53 responses out of an adjusted database population of 289. The margin-of-error for this sample is relatively high, at ± 12.2 percentage points at the 95 percent confidence level. This small sample size precludes certain analyses, including of certain sub-groups—therefore, not all analyses that are included for metropolitan Washington are included in the Baltimore section. However, given that the sample makes up 18.3 percent of the adjusted database population,

which is well over 10 percent of the population, it is valid to draw conclusions with the understanding of the large margin-of-error.

4. Survey Results – Washington, DC

CHARACTERISTICS OF THE SAMPLE

Home and Work Locations

In the 2025 survey, more than half (53 percent) of GRH respondents lived in Virginia (**Table W-4**). About four in ten (40 percent) lived in Maryland. Six percent of respondents lived in the District of Columbia and one percent lived in another state. The distribution by work state/district was considerably different. About six in ten (57 percent) worked in the District of Columbia, 24 percent worked in Virginia, and 19 percent worked in Maryland.

Table W-4: Respondent Home and Work State/District

	HOME STATE/DISTRICT			WORK STATE/DISTRICT		
	2019 n = 2,066	2022 n = 1,370	2025 n = 1,003	2019 n = 2,066	2022 n = 1,370	2025 n = 1,003
District of Columbia	2%	2%	**6%**	64%	63%	**57%**
Maryland	41%	38%	**40%**	15%	16%	**19%**
Virginia	55%	57%	**53%**	21%	21%	**24%**
Other	2%	3%	**1%**	0%	0%	**0%**

Table W-5 shows the share of respondents by home county/jurisdiction within Maryland and Virginia. Prince William County, Virginia, had the highest representation of any county/jurisdiction (12 percent), including the District of Columbia (six percent). Home state/district distribution has remained stable over the past six years, with a slight increase in those living in the District of Columbia. Work state/district distribution has fluctuated more, as the percentages of those who worked in Maryland and Virginia both grew, while the share who worked in the District of Columbia has declined.

Table W-5: Respondent Home County/Jurisdiction (Virginia and Maryland)

COUNTY/JURISDICTION	PERCENTAGE OF TOTAL RESPONDENTS	COUNTY/JURISDICTION	PERCENTAGE OF TOTAL RESPONDENTS
VIRGINIA (n=539)		**MARYLAND (n=397)**	
Prince William County	12%	Montgomery County	9%
Fairfax County	11%	Howard County	5%
Stafford County	10%	Anne Arundel County	4%
Loudoun County	5%	Charles County	4%
Fredericksburg	1%	Frederick County	3%
Other VA Counties	14%	Other MD Counties	15%
Total – Virginia	**53%**	**Total - Maryland**	**40%**

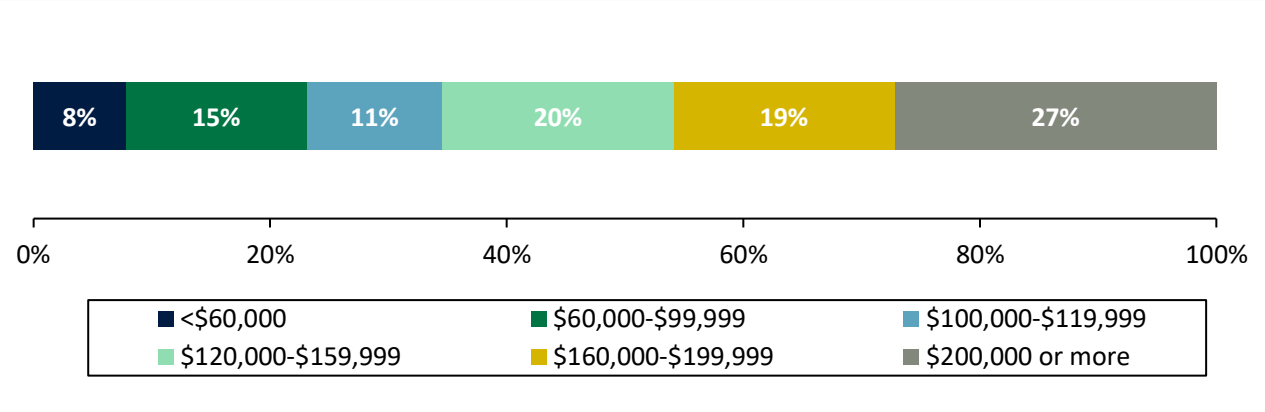
Demographics

The survey asked respondents four demographic questions: gender, income, age, and race/ethnicity. Forty-nine percent of respondents were female, 44 percent were male, and six percent selected other or preferred not to answer. Details of other characteristics are presented in this section.

INCOME

Figure W-1 presents the distribution of respondents' annual household income. Respondents were generally affluent—66 percent of respondents had household incomes of $120,000 or more, and 27 percent had incomes of $200,000 or more.

Figure W-1: Respondent Annual Household Income

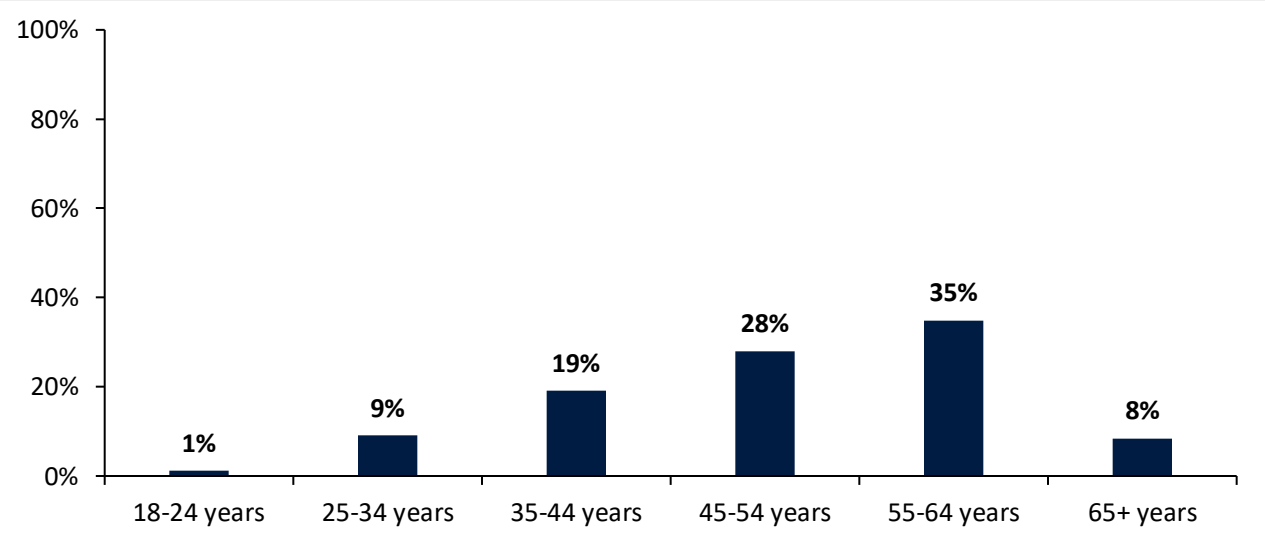


n=842

AGE

GRH participants were clustered in the middle and older age brackets (**Figure W-2**). Forty-six percent were between the ages of 35 and 54 years old, and 43 percent were 55 years or older. Only ten percent of respondents were under the age of 35.

Figure W-2: Respondent Age Distribution



n=941

RACE/ETHNICITY

Non-Hispanic white respondents and non-Hispanic Black respondents represented the two largest race/ethnicity group categories of GRH survey respondents, making up 58 percent and 21 percent

respectively (**Table W-6**). Asian respondents accounted for about one in ten and Hispanic respondents represented six percent of respondents.

Table W-6: Race/Ethnicity

RACE/ETHNICITY	PERCENT OF RESPONDENTS (n = 889)
Non-Hispanic white	58%
Non-Hispanic Black	21%
Asian	10%
Hispanic	6%
Other/mixed	4%

REGISTRATION INFORMATION

Registration Status

As noted earlier, the GRH database population was divided into categories by their registration status. To facilitate respondents' understanding of survey questions, all respondents were asked if they were currently registered for the GRH or if their registration had ended. Over two-thirds (69 percent) of respondents said they were currently registered (**Table W-7**). The remaining approximately one-third (31 percent) said they had been registered in the past but were not participating at the time of the survey. No respondents self-identified as one-time exception users.

Table W-7: Registration Status as Self-Defined by Respondent During Survey Interview

REGISTRATION STATUS (SELF-DEFINED)	PERCENT OF RESPONDENTS (n = 963)
Current registrants	69%
Past registrants	31%
One-time exceptions	0%

A major function of the survey was to compare commute modes from before participants registered for GRH to the time they were in the program; thus, the survey asked numerous questions relating to "before" and "while" participating in GRH. In the analysis, respondents' registration status could be defined by their actual database status—or by their perception of their status, which could be different than the actual status. The respondent-perceived status, self-defined in the survey interview, was used in the interview to ensure that respondents were asked questions that would make sense to them. However, some respondents perceived their registration status as different from what was shown in the GRH database.

In 2025, 89 percent of GRH respondents whose database status was current/active correctly identified their status as current (**Table W-8**). The remaining 11 percent said they were no longer registered for the program, although their registration was actually current (meaning they had registered or re-registered less than one year earlier). Some of these respondents might have made a commute change since their last registration date that would make them ineligible for GRH, such as starting to telework full-time or reducing their use of non-drive alone modes to less than twice per week. Because these respondents perceived themselves as no longer registered, they were treated in the survey interview as "past

registrants." Conversely, 12 percent of respondents whose registrations had expired thought they were still registered. It is possible these respondents did not realize they needed to re-register each year, so assumed they were still eligible for the program. These respondents were treated as "currently registered" in the survey and throughout the report.

While the 2025 results suggest some eligibility confusion on the part of respondents, they represent an improvement in respondents' understanding of their actual GRH status compared with the 2022 results. In 2022, only 68 percent of respondents whose database status was current/active correctly identified their status as current and 28 percent of respondents whose registration had expired thought they were still registered.

Table W-8: Registration Status Defined by Respondent Compared with Database Status (2022-2025)

ACTUAL REGISTRATION STATUS	REGISTRATION STATUS SELF-DEFINED BY RESPONDENT	
	CURRENT	PAST
2025 GRH Survey		
Current registrants (n = 699)	89%	**11%**
Past registrants (n = 264)	**12%**	88%
2022 GRH Survey		
Current registrants (n = 280)	68%	**32%**
Past registrants (n = 1,087)	**28%**	78%

Year of Registration

Respondents were asked the year they first joined the GRH program—for context, the GRH program began in 1997 and the 2025 survey was distributed to anyone who registered for or participated in the GRH program between March 11, 2022, and April 3, 2025. Sixty percent said they first registered before 2020 (**Figure W-3**). Eight percent of respondents could not remember when they registered, and they are not included in the base for the distribution shown in **Figure W-3**—however, it is likely many of them would have registered at least several years ago.

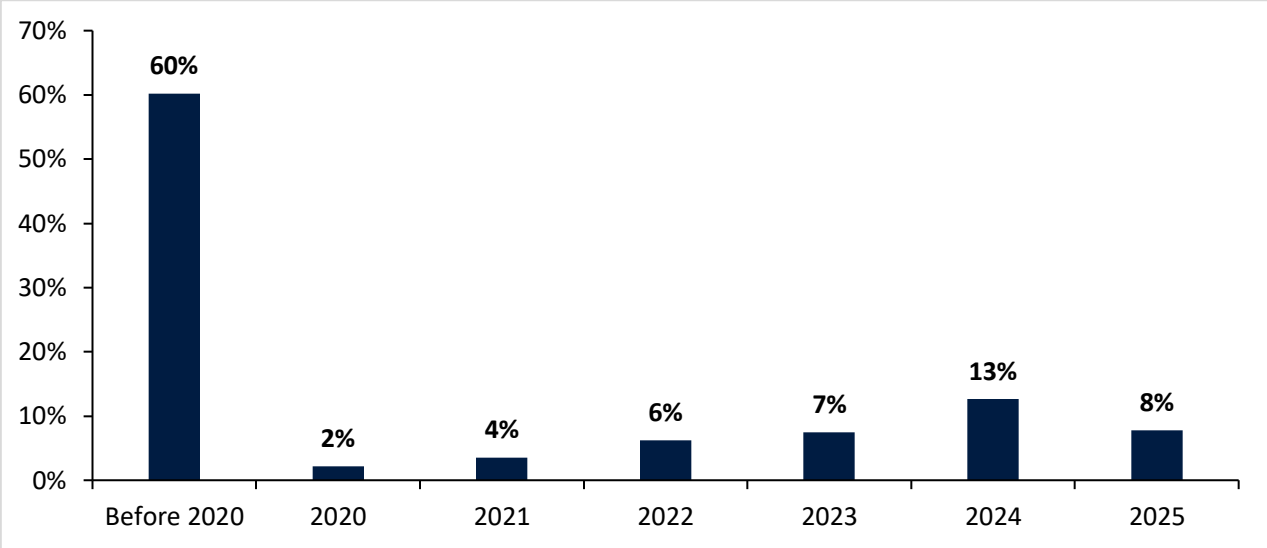
Only two percent of all respondents said they signed up in 2020, when many employers paused onsite operations and shifted workers to work from home/telework. Surveys conducted by COG and other organizations during 2020 and 2021 have shown that as many as 65 percent of all regional workers were working from home in 2020.[1] Registration has been increasing in post-pandemic years, with 14 percent of respondents having registered in 2024. To be eligible for the GRH program, commuters must commute to an outside work location and use a non-drive alone mode at least two days per week; GRH registrants who shifted to full-time telework would not be able to register for GRH.

Teleworking has continued post-pandemic, but at lower rates. The 2025 regional State of the Commute (SOC) survey found that in 2025, nearly half of workers teleworked at least some of their workdays, including 13 percent who teleworked full-time. In contrast, in 2022, 65 percent of the region's workers teleworked at least some of their workdays, including 37 percent who teleworked full-time. GRH registration (as recalled by survey participants) has slowly recovered since 2020—the most popular year

[1] Commuter Connections, *Washington DC Metropolitan Region Guaranteed Ride Home (GRH) Program 2022 GRH Applicant Survey Technical Survey Report. Washington D.C., 2022*. https://www.mwcog.org/documents/2022/09/20/commuter-connections-guaranteed-ride-home-survey-report--commuter-connections-ridesharing/

as recalled by survey participants was 2024, when 13 percent reported registering. Eight percent reported registering in 2025, though it should be noted that the survey was conducted in September and October 2025, thus registration figures for 2025 included only registrants who joined GRH between January 1 and September 15.

Figure W-3: Year Respondents First Registered for GRH Program

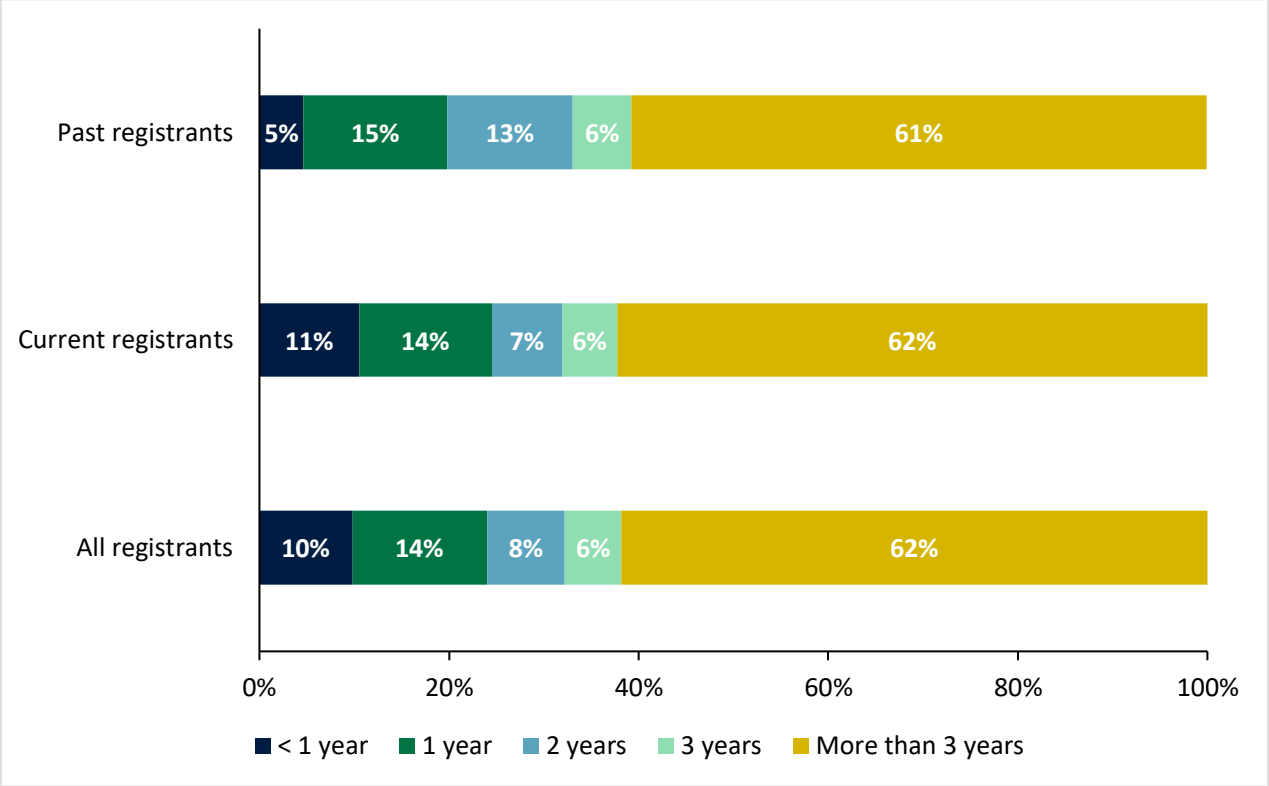


n=924

Time Participating in GRH

About three quarters (76 percent) of registrants participated (or had been participating) in the GRH program for two or more years at the time of their survey response, including 62 percent who had been participating for more than three years (**Figure W-4**). On average, respondents had been registered for about three years at the time of the survey. There is no notable difference in the registration duration for current/active and past registrants, both around 36 months, except that past registrants are less likely to have been registered for less than one year (because they would have had to join and leave the program in a short span of time).

Figure W-4: Length of Time Registered in GRH Program by Self-defined Registration Status



All registrants n = 810, Current registrants n = 650, Past Registrants n = 160

Reasons for Not Re-Registering

Past registrants were asked why they did not re-register for GRH when their registration expired. **Table W-9** presents common reasons. Respondents forgetting to re-register or not getting around to it (mentioned by 13 percent) or having forgotten about needing to re-register (mentioned by 13 percent) were two of the most common reasons past registrants did not re-register. These were also common reasons mentioned in past GRH surveys, suggesting that registrants need to be reminded to re-register.

Some respondents' reasons for not re-registering for GRH stemmed from a lack of awareness of the registration process, with five percent saying that they did not re-register because they did not receive a notification to do so. Some respondents also encountered technical challenges related to maintaining their account, with four percent reporting issues with the Commuter Connections website or resetting their password.

Fifteen percent said they did not re-register because they retired or are no longer working. Another six percent did not re-register because they moved out of the area. Six percent of respondents did not re-register because they were no longer eligible for the program because they transitioned to fully remote work.

Table W-9: Reasons Past Registrants Did Not Re-Register

REASONS PAST REGISTRANTS DID NOT RE-REGISTER	PERCENT OF PAST REGISTRANTS
Retired/Not working	15%
Didn't know I had to re-register/it had expired	13%
Forgot about it/To re-register	13%
New job/Job location changed	10%
Moved out of the area	6%
Never used it	6%
Working from home/100% telecommuting (not specific)	6%
Didn't receive a reminder/Notification to re-register	5%
Problem re-registering on the website/Locked out of my account/Password issues	4%
Not commuting/Commuting as much (not specific)	4%
Driving personal vehicle to and from work now	3%
Stopped using mass transit/Public transportation (not specific)	3%
Working from home due to COVID-19	2%
Program is too restrictive/Said I lived too far away/One time tried to use was told I didn't qualify/Denied a ride home	2%
Not easy to use/Too much paperwork/Too many validations to use the program/Need to make arrangements in advance	2%
Net: Other	9%

n=203, multiple responses accepted

Participation in Other GRH Programs

Two percent of registrants indicated they had participated in another GRH program prior to joining Commuter Connections. Eighty-eight registrants said they participated in a program offered by their employer, forty-four said the program was offered by a "county or city government," five said VRE offered the program, and ten registrants said other sponsors offered the program.

GRH INFORMATION SOURCES

How Participants Heard About GRH

Table W-10 shows how participants heard about the GRH program between 2010 and 2025. In 2025, 31 percent of participants learned of the program by word of mouth—a similar rate as in previous years, and the top source of GRH information since 2010. There has been notable growth from employers/workplaces as a source of GRH information since 2010—from eight percent in 2010 to 17 percent in 2025—demonstrating the value of Commuter Connections' and other TDM providers' employer outreach programs. This is the third triennial survey in a row where employers/workplaces ranked second in how participants heard about GRH. Outreach from other rideshare or transit organizations ranked the highest it ever has, coming in third at eight percent, demonstrating the positive impact of regional partnerships, coordination, and marketing.

In recent years, Commuter Connections has placed lower emphasis on legacy media (e.g., sending direct mail/postcards) and has focused more on digital outreach. As such, radio as a source of GRH information has decreased over time. Notably, in 2025, advertisements were cited by the highest share of participants since 2010—this includes signs at park and rides, road signs, ads on television, and other unspecified ads, representing a blend of legacy and digital media success.

Eight percent of respondents did not remember how they learned of GRH. As previously noted, 60 percent of participants first registered for GRH before 2020, so given the years that had passed, it is not surprising that some could not recall the information source—and this is the lowest share of respondents in a GRH survey not remembering their GRH information source since before 2010.

Table W-10: How Participants Learned About GRH (2010-2025)

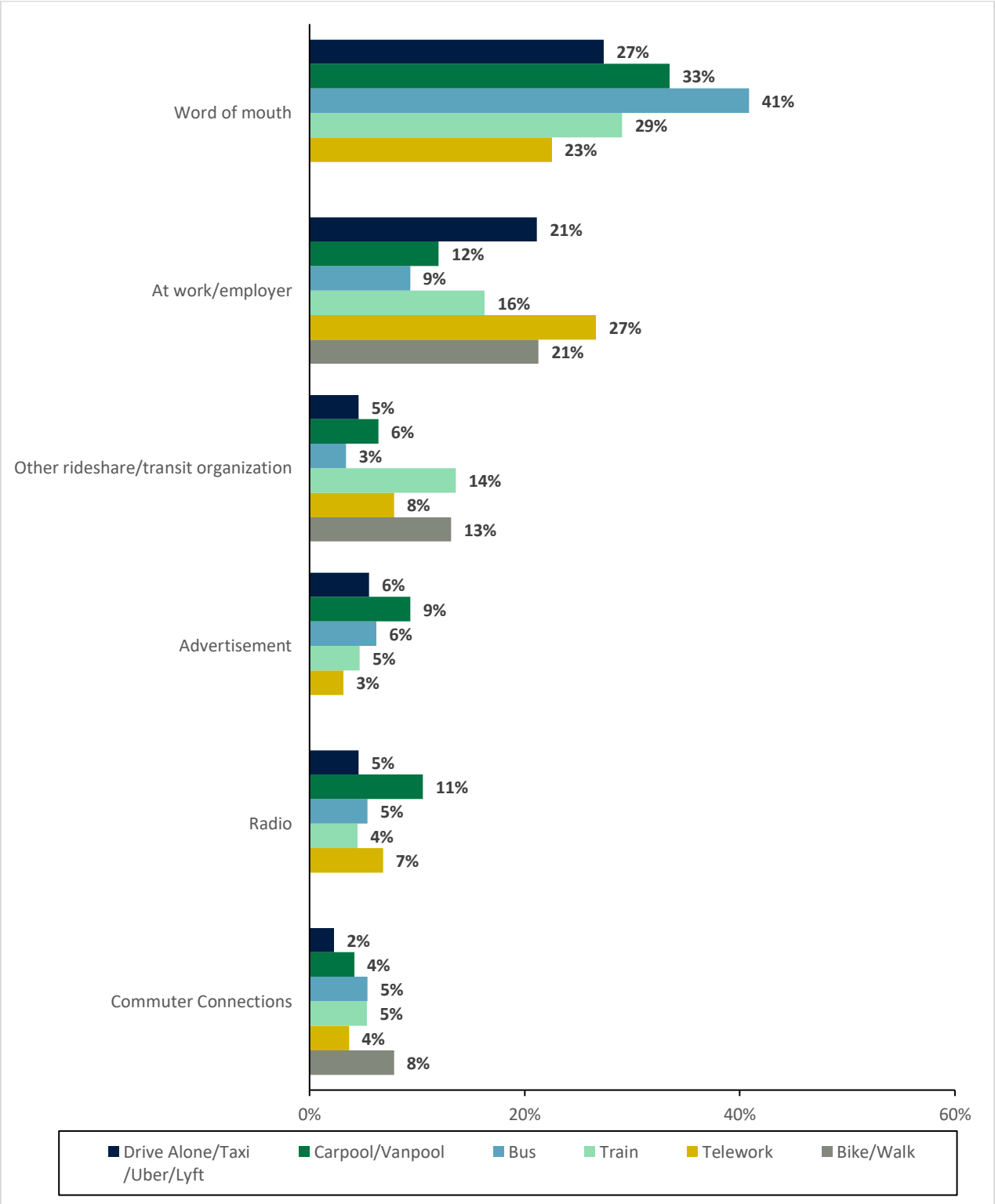
INFORMATION SOURCE	2010 GRH (n = 1,032)	2013 GRH (n = 2,374)	2016 GRH (n = 2,171)	2019 GRH (n = 2,066)	2022 GRH (n = 1,149)	2025 GRH (n = 732)
Word Of Mouth	35%	31%	30%	30%	29%	**31%**
At Work/Employer	8%	9%	9%	12%	15%	**17%**
Other Rideshare/Transit Organization	2%	5%	4%	4%	4%	**8%**
Internet/Social Media	14%	9%	11%	8%	4%	**7%**
Advertisement	3%	2%	4%	2%	3%	**6%**
Radio	12%	12%	10%	9%	7%	**6%**
Commuter Connections	2%	3%	4%	3%	3%	**4%**
Bus/Train	4%	5%	4%	5%	2%	**3%**
Brochure/Promo Materials/ Newspaper/Newsletter	4%	3%	3%	3%	2%	**3%**
Direct Mail/Postcard	3%	2%	<1%	3%	2%	**2%**
Net: Other	2%	5%	3%	3%	3%	**10%**
Don't Know/Cannot Recall	13%	20%	20%	21%	11%	**9%**

Multiple responses accepted

GRH REFERRAL SOURCE BY PRE-GRH MODE

Figure W-5 shows referral source to GRH by the commute modes registrants used before joining GRH (pre-GRH mode). Word of mouth was cited at the highest rate by people who were riding the bus pre-GRH (41 percent), followed by 33 percent of people who had been carpooling/vanpooling pre-GRH. Participants who had been teleworking, driving alone, or biking/walking before GRH heard about GRH through work/their employer at higher rates (21-27 percent) than did people using other non-drive alone modes (9-16 percent). Advertisements reached the highest share of carpoolers/vanpoolers (nine percent) compared to users of other modes (between three and six percent). Commuters who biked or walked to work pre-GRH reported hearing about GRH at a slightly higher rate than did users of other modes, possibly because of the predominance of Bike to Work Day promotion and other Commuter Connections programs and events.

Figure W-5: How Respondents Learned About GRH by Pre-GRH Primary Mode



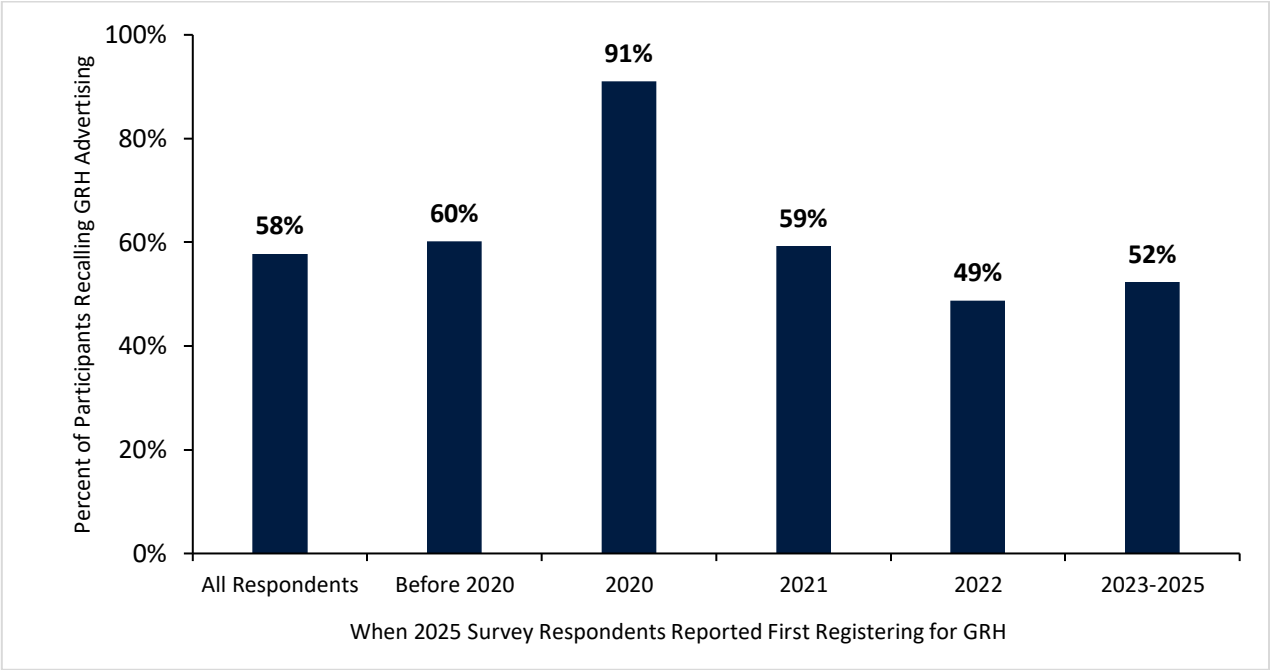
Drive Alone/Uber/Lyft/Taxi n = 126, Carpool/Vanpool n = 113, Bus n = 148, Train n = 191, Telework n= 84, Bike/Walk n= 15*, Other n=6*, multiple responses accepted
*Number of responses is less than 50

GRH Advertising

HEARD OR SAW GRH ADVERTISING

Among all registrants who remembered the year when they first registered GRH program, recall of GRH advertising (having heard, seen, or read any advertising about GRH) was highest among those who reported first registering in 2020 (**Figure W-6**). The vast majority (91 percent) of these registrants said they had heard or seen advertising, while recall declined among more recent registrants. Approximately half of participants (52 percent) who registered between 2023 and 2025 reported having heard or seen GRH advertising. Overall, in the 2025 survey, 58 percent of registrants said they recalled GRH advertising—higher than the recall from the 2022 survey (44 percent), and similar to the rates of recall from 2019 (58 percent), 2016 (58 percent), and 2013 (57 percent) GRH surveys.

Figure W-6: Heard or Saw GRH Advertising (by Year Respondents Reported First Registering for GRH)

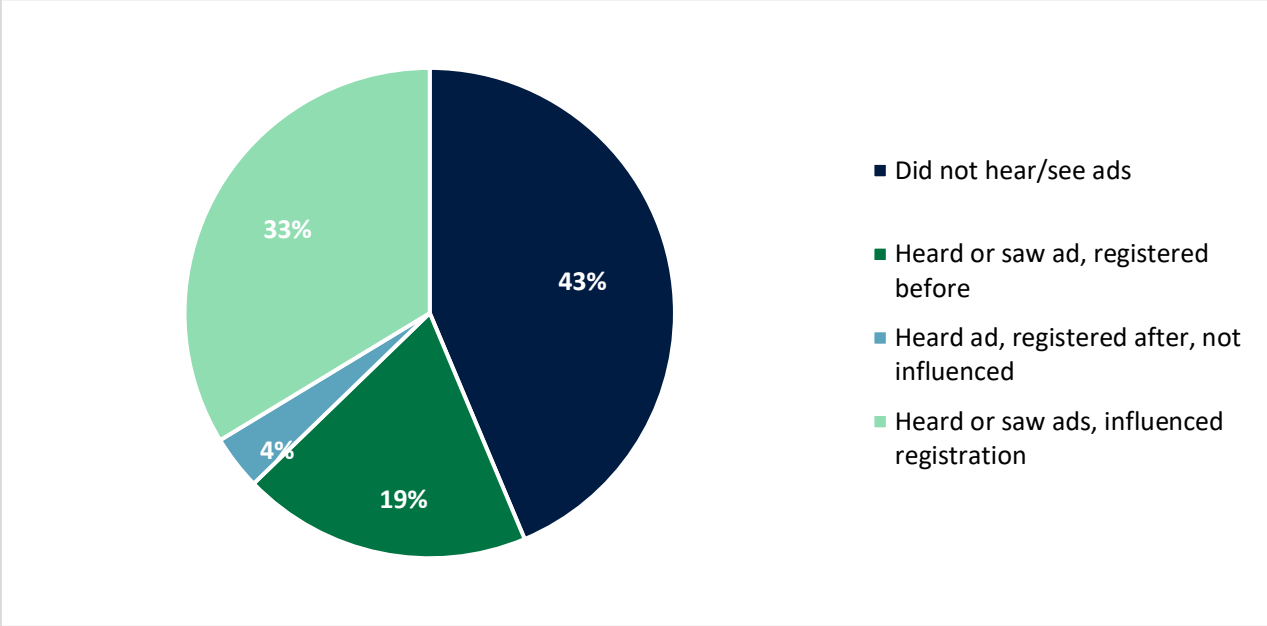


n=718

INFLUENCE OF ADS ON GRH REGISTRATION

Registrants were asked if they had registered for GRH before they encountered the ads and if the ads had influenced them to register for GRH. **Figure W-7** shows overall ad exposure and ad influence. One-third of (33 percent) of registrants said they saw or heard the ads before they registered and that the advertising had encouraged them to do so. This indicates the advertising was instrumental in both informing and persuading a portion of registrants to join the program. Less than half (43 percent) of registrants did not see or hear the ads at all. Nineteen percent saw or heard ads but had already registered for GRH. And four percent said they saw or heard the ads before they registered but that the ads did not influence them.

Figure W-7: GRH Advertising – Ad Exposure and Ad Influence



n=772

CURRENT COMMUTE PATTERNS

The survey queried participants about their commuting for three time periods to determine any changes respondents had made in response to the GRH program:

- **Current** – Commuting patterns at the time of the survey.
- **During-GRH** – Commuting patterns during the time the respondent participated in GRH.
  - For one-time exception users and past registrants, this asked about their commute habits when they were registered for GRH/participated in the program.
  - For current registrants, the current period commute information is used, and they were not asked this question.
- **Pre-GRH** – Commuting patterns at the time just before the respondent registered for GRH (current and past registrants) or heard about GRH (one-time exception users).

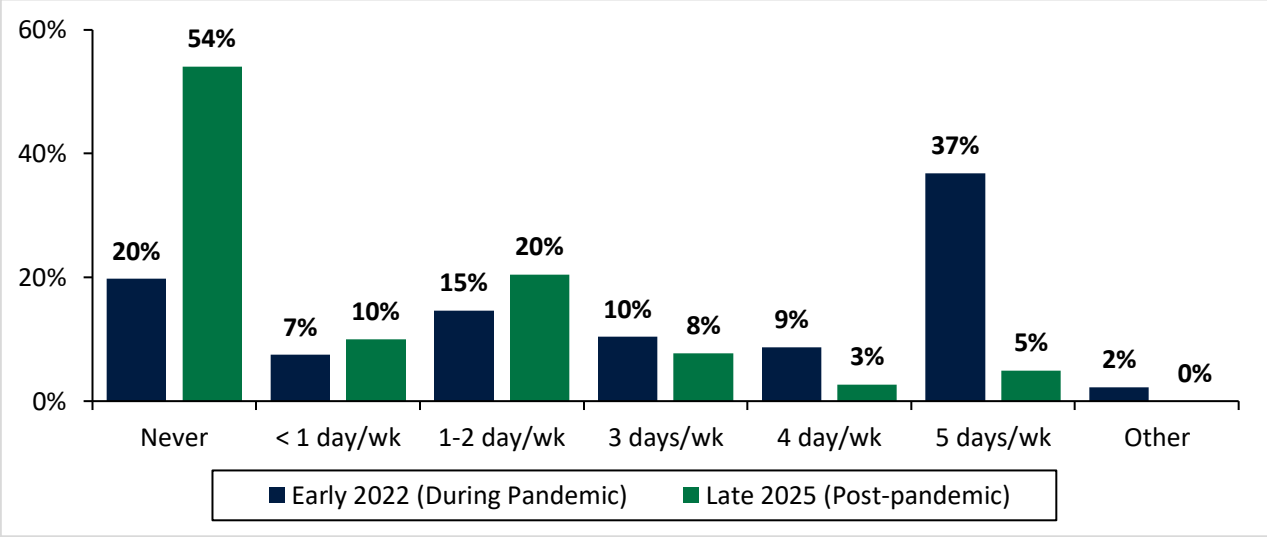
Work Schedule

The majority (79 percent) of registrants in 2025 worked full-time, while 19 percent worked a compressed schedule in which they worked a full-time schedule in fewer than five days. Out of the total respondents, 13 percent worked a 9/80 compressed schedule, with one weekday off in alternate weeks and six percent worked a 4/40 schedule, with one weekday off each week. These registrants were classified as working a five-day week for purposes of commute mode, with either one or one-half weekdays off each week. Out of the total number of registrants, a small minority (two percent) reported working part-time.

Telework Trends

To capture trends in remote work during and after the Covid-19 pandemic, the survey asked how often respondents teleworked at the time of the survey and how often they teleworked in early 2022, while the pandemic was ongoing. In the 2025 survey, 31 percent of respondents were teleworking one to four days per week at the time of the survey and five percent were teleworking full-time (**Figure W-8**). Fifty-four percent were not teleworking at all. In the 2022 survey, twenty percent of respondents reported that they never teleworked, with 15 percent of respondents teleworking one to two days per week. Post-pandemic, the trend shifted in favor of less frequent teleworking. Moreover, five percent of respondents reported teleworking five days a week, compared to 37 percent of respondents in 2022. It is likely that these respondents are past registrants, as in order to participate in GRH, commuters must be using non-drive alone modes at least twice a week.

Figure W-8: Telework Frequency – Early 2022 (During pandemic) and Late 2025 (Post-pandemic)

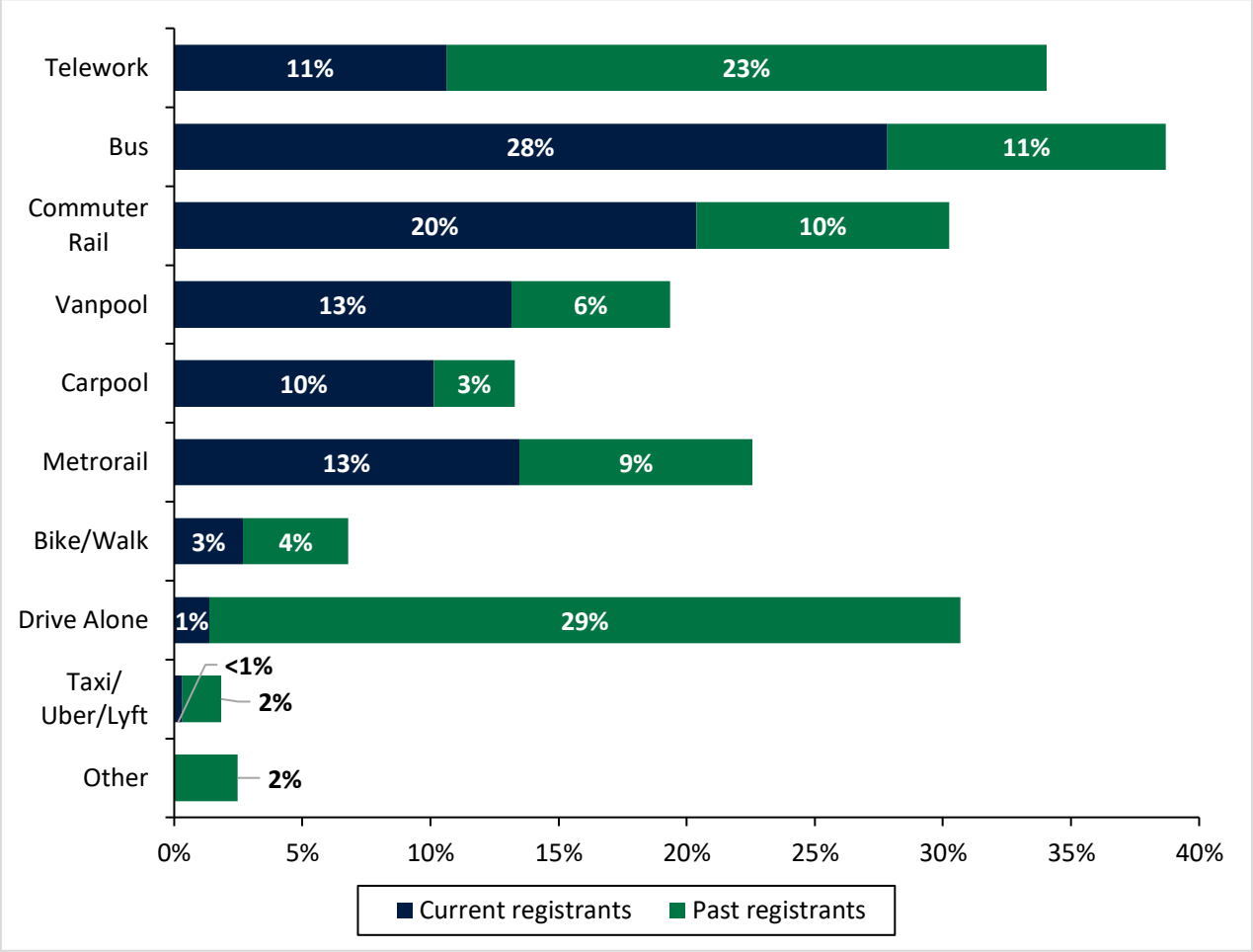


Early 2022 n = 962, Late 2025 n = 959

Current Commute Mode

All registrants were asked about use of various commute modes for a typical work week, Monday through Friday. **Figure W-9** shows the percentages of registrants who used each mode as their primary mode (defined as the mode used most days of the week). The figure includes seven commuting modes for travel to job locations outside the home: drive alone, bus, commuter rail, Metrorail, carpool, vanpool, and bike/walk, plus it also includes the mode share for telework. Even though teleworking is not actually a travel mode, it is included to show the percentage of workers who primarily teleworked, eliminating most or all their weekly commute trips. Additionally, because it was expected that past registrants would use different modes than those who thought they were currently eligible for GRH, these two groups are shown separately.

Figure W-9: Current Primary Mode by Registration Status (Self-defined in Interview)



Current Registrants n = 699, Past Registrants n = 264

CURRENT REGISTRANTS

Most self-reported current registrants primarily used a non-drive alone commute mode (88 percent). Within that, bus was the most common primary mode (28 percent), followed by commuter rail (20 percent), Metrorail and vanpool (both 13 percent), carpool (10 percent), and bike/walk (three percent). Eleven percent of self-reported current registrants reported primarily teleworking and one percent reported driving alone to work most of their workdays. Driving alone and telework are not eligible modes for GRH but commuters may participate in GRH if they use non-drive alone modes at least two days per week; thus, at least some primary drive-alone respondents and primary teleworkers might still be eligible for GRH. Another possible explanation is that since the survey asked respondents if they were currently registered in the program, some respondents who were teleworking or driving alone might not have known they were no longer eligible for GRH but said they were registered.

PAST REGISTRANTS

Past registrants were more likely than current registrants to report both telework and driving alone as their primary mode. Almost a third (29 percent) of self-identified past registrants primarily drove alone and 23 percent primarily teleworked. About four in ten past registrants (43 percent) said they still used a

non-drive alone mode most of the time; these respondents were still eligible for GRH, even though they no longer participated. Within those, 11 percent rode a bus, 10 percent rode commuter rail, and nine percent rode Metrorail.

CURRENT PRIMARY MODE EXCLUDING TELEWORK

Because primary telework was a notable component for both the current and past registrant mode distributions, **Table W-11** presents mode use excluding primary telework. This shows the distribution of mode use for commuters who traveled most of their workdays to an outside work location. The "telework" column repeats the telework primary mode percentages from **Figure W-9**; 11 percent for current registrants and 23 percent for past registrants. When these primary teleworkers were excluded, 98 percent of current registrants used a non-drive alone mode for their primary mode, with 69 percent using transit and 26 percent using carpool or vanpool. Among respondents who self-reported as past registrants, 60 percent said they still primarily used a non-drive alone mode; 39 percent used transit, and 12 percent carpool or vanpool.

Table W-11: Current Primary Mode (Excluding Telework) by Registration Status (Self-defined in Interview)

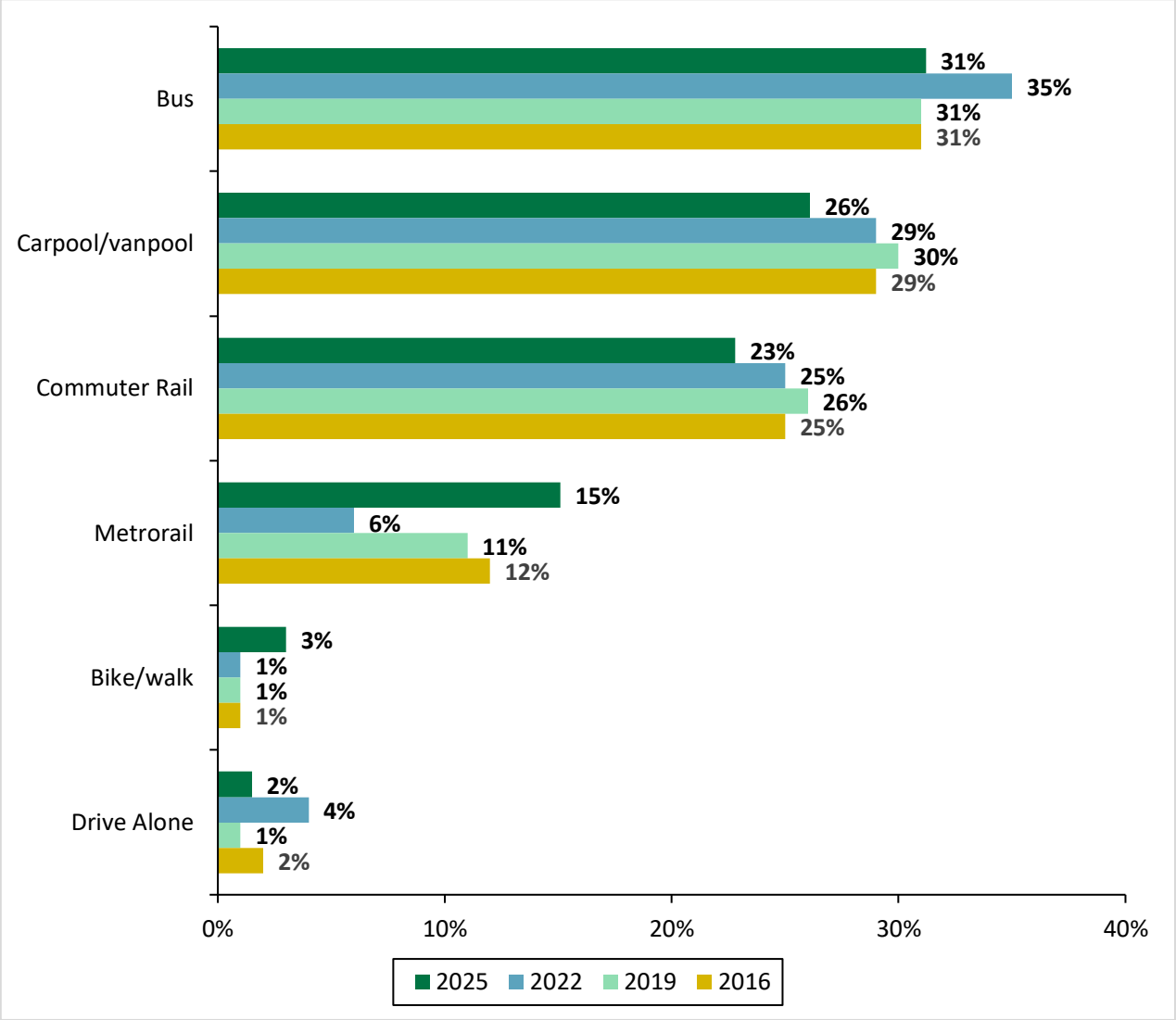
REGISTRATION STATUS (SELF DEFINED)	TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)				
		DRIVE ALONE/ TAXI/UBER/LYFT	CARPOOL/ VANPOOL	TRANSIT	BIKE/WALK	OTHER
Current Registrants (n = 626)	11%	2%	**26%**	**69%**	3%	0%
Past Registrants (n = 200)	23%	**40%**	12%	39%	5%	3%

Bolding indicates statistically higher percentages

MODE SPLIT OVER TIME

Prior to 2022, when 35 percent of registrants reported telework as their primary mode, telework accounted for a very small share of GRH registrants' primary modes; 2013 (two percent), 2016 (four percent), 2019 (five percent). From 2022 to 2025, the percentage teleworking dropped to 11 percent, which is lower than pandemic level, but is still well beyond pre-pandemic level. For a clearer comparison of non-drive alone mode use across these years, **Figure W-10** presents current primary mode percentages with primary telework excluded from 2016-2025. Excluding telework, the share of non-drive alone mode use has changed only slightly over the past nine years. Over time, seven in ten of then-current registrants have used transit and about a quarter have used carpool/vanpool as their primary mode. Metrorail use among then-current registrants increased to 15 percent in 2025 from six percent in 2022. Bicycling and walking as primary commute mode rose from one percent in previous years to three percent in 2025.

Figure W-10: Primary Commute Modes (Excluding Telework) for Current GRH Registrants – 2016 to 2025



2016 n = 1,611, 2019 n = 1,566, 2022 n = 325, 2025 n= 626

NON-DRIVE ALONE MODES USED BY FULL-TIME TELEWORKING OR DRIVING ALONE RESPONDENTS

To examine the incidence of occasional non-drive alone mode use among respondents who did not report use of non-drive alone modes for any of their commute days, the survey asked these respondents if they occasionally used any non-drive alone mode that was eligible for the GRH program. Similarly, full-time teleworkers were asked if they would be using any non-drive alone modes to get to work if they were not teleworking.

Fifty-six percent of respondents who were driving alone full-time said they did not use any of the four non-drive alone modes for their commute, even occasionally (**Table W-12**). The remaining 44 percent did use one or more of these modes occasionally: 36 percent occasionally used transit and 13 percent occasionally carpooled to work. In contrast, 92 percent of full-time teleworkers said they would be using

non-drive alone modes if they were commuting to an outside work location. Within that group, 75 percent said they would be taking transit and about one-fifth each said they would be carpooling (21 percent) or vanpooling (19 percent).

Table W-12: Modes Used Occasionally by Drive Alone Respondents and Modes that Would be Used if Respondents Were Not Teleworking Full-time

FULL-TIME CURRENT MODE	DO NOT/WOULD NOT USE ANY NON-DRIVE ALONE MODE	NON-DRIVE ALONE MODES OCCASIONALLY USED/LIKELY TO BE USED			
		CARPOOL	VANPOOL	TRANSIT	BIKE/WALK
Drive Alone (n = 93)	**56%**	13%	5%	36%	9%
Telework (n = 42)	8%	21%	19%	**75%**	5%

Bolding indicates statistically higher percentages; Multiple responses accepted for non-drive alone modes

Pool Occupancy

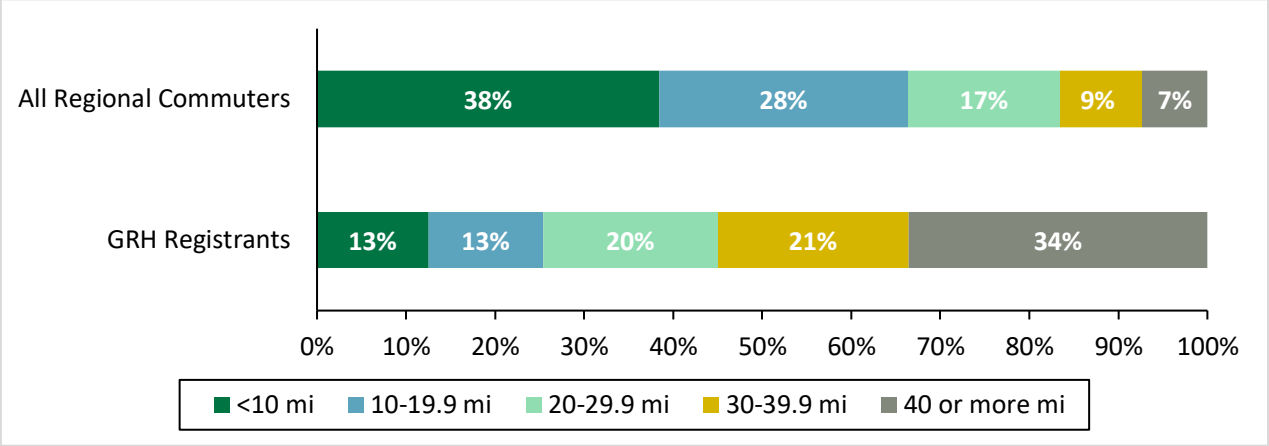
In 2025, the average number of occupants in GRH carpools or vanpools was 4.8 people. In 2022, the average number of occupants in GRH carpools or vanpools was 2.8 and 7.4 people, respectively. Carpool occupancy in 2025 was even higher than pre-pandemic in 2019, when carpoolers reported an average occupancy of 3.1 people. Vanpool occupancy has fallen over time—8.6 in 2019, 9.5 in 2016, and 10.4 in 2013.

Commute Length

COMMUTE MILES

Respondents who were not teleworking full-time were asked to report on their one-way distance from home to work. GRH registrants had a wide range of commute distances, from less than five miles to more than 40 miles, with an average one-way distance of 29.1 miles. This was considerably longer than the 17.4 miles traveled by the average commuter in the Washington metro region, as reported by the 2025 regional State of the Commute survey report. More than half of GRH respondents (55 percent) commuted 30 or more miles to work, compared with 16 percent of all regional commuters (**Figure W-11**).

Figure W-11: Commute Distance (Miles) - GRH Registrants and All Regional Commuters

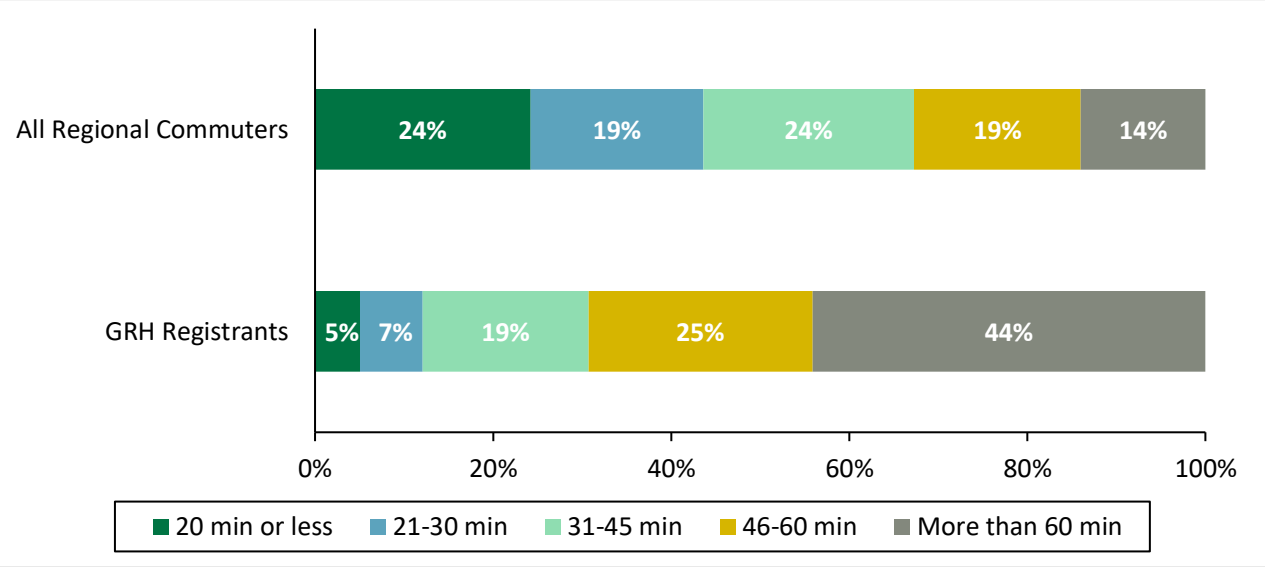


GRH registrants n = 684, All regional commuters (2025 SOC survey) n = 6,426

COMMUTE TIME

GRH participants commuted, on average, for about 60 minutes one way. This was much longer than the 40-minute average commute time for all regional commuters, as noted in the 2025 regional State of the Commute survey report. The longer-than-average commute time is likely due in part to their longer-than-average travel distance as shown in **Figure W-11**. Approximately seven in ten (69 percent) GRH participants commuted more than 45 minutes each way to work (**Figure W-12**). More than four in ten (44 percent) commuted more than 60 minutes to work—in contrast, only 14 percent of all regional commuters traveled more than 60 minutes to work.

Figure W-12: Commute Travel Time (Minutes) – GRH Registrants and All Regional Commuters



GRH registrants n = 639, All regional commuters (2025 SOC survey) n = 6,264

COMMUTE PATTERNS BEFORE AND DURING PARTICIPATION IN GRH

The GRH survey was conducted in part to determine if and how commuters' participation in GRH had affected their commute patterns, particularly on two questions:

- Did GRH encourage commuters who were driving alone to shift to non-drive alone modes?
- Did GRH encourage commuters who were using non-drive alone modes to use them more days per week?

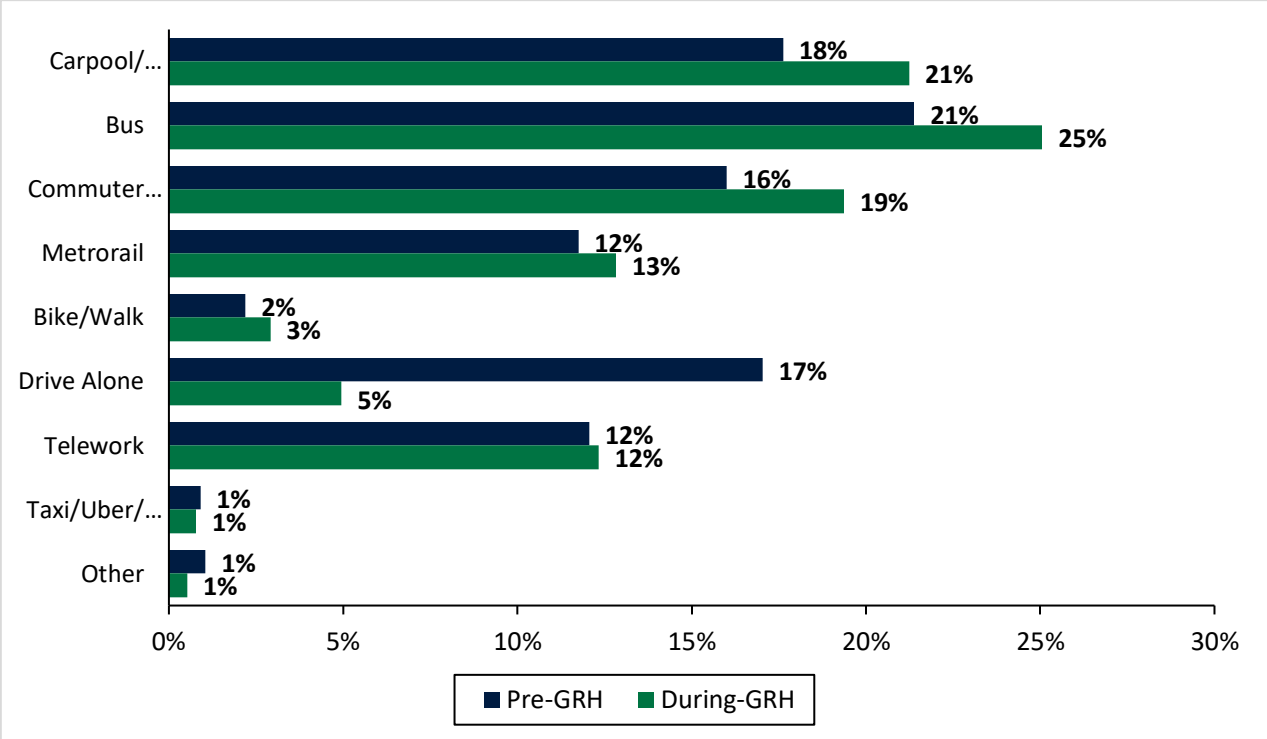
"During-GRH" Modes Compared with "Pre-GRH" Modes

Respondents were asked about their commute modes during the time they participated in the GRH program and before they participated. For current registrants and one-time exception users, the "during-GRH" mode is considered as their current mode for analysis purposes. Because past registrants might have changed modes since they left the program, these respondents were asked about their weekly travel during "the time you were registered" for GRH.

All respondents were also asked about their "pre-GRH" modes. Current and past registrants were asked about the "time before you registered" for GRH. Because one-time exception users did not register, they were asked about the "time before you heard about the GRH program."

Figure W-13 compares respondents' primary modes before participating in GRH (pre-GRH) and while participating (during-GRH). Primary mode was defined as the mode used most days during a typical week. The percentages shown are percentages of respondents who used the mode as their primary mode during the period shown. Seventeen percent of participants primarily drove alone pre-GRH. The drive alone mode share dropped to just five percent for the "during-GRH" period and the shares of respondents primarily using non-drive alone modes (transit, carpool/vanpool, bike/walk) increased from 69 percent to 81 percent. Carpool/vanpool use increased from 18 percent pre-GRH to 21 percent during-GRH and the share of respondents using commuter rail grew from 16 percent to 19 percent. Bus use rose from 21 percent to 25 percent. Metrorail, telework, and bike/walk use remained about the same from the pre-GRH to the during-GRH period.

Figure W-13: Primary Modes Used Pre-GRH and During-GRH



Pre-GRH n = 935, During-GRH n = 952

Table W-13 illustrates the mode changes participants made from their primary "pre-GRH" mode to their primary "during-GRH" mode. Drive alone users were the most likely to change modes: 22 percent shifted to carpooling and about four in ten shifted to one of the three transit modes. Twenty-nine percent of commuters who drove alone pre-GRH said they continued to drive alone as their primary mode and seven percent said they primarily teleworked; presumably they used a non-drive alone mode two days per week (in order to be eligible for GRH).

Participants who used non-drive alone modes before they joined GRH mostly continued using their same pre-GRH modes after joining. Ninety-one percent of respondents who previously biked or walked, 89

percent who used commuter rail, 88 percent who rode a bus, 80 percent who carpooled, and 72 percent who used Metrorail stayed in these modes. However, some of these GRH participants switched from carpool/vanpool to bus, from carpool/vanpool to commuter rail, or from Metrorail to bus (all six to eight percent). Additionally, some respondents in each pre-GRH non-drive alone mode shifted to primary telework after registering for GRH. Again, this would not violate the GRH rules, as long as they used a non-drive alone mode two or more days per week.

Table W-13: Primary Mode During-GRH by Primary Mode Pre-GRH

PRE-GRH MODE	DURING-GRH MODE						
	DRIVE ALONE/TAXI/ UBER/LYFT	TELEWORK	CARPOOL/ VANPOOL	BUS	METRORAIL	COMMUTER RAIL	BIKE/ WALK
Drive Alone/ Taxi/Uber/Lyft (n = 154)	29%	7%	22%	15%	11%	14%	2%
Telework (n = 109)	0%	**67%**	5%	9%	12%	7%	0%
Non-Drive Alone Modes							
Carpool/vanpool (n = 154)	0%	4%	**80%**	8%	1%	6%	1%
Bus (n = 185)	0%	6%	2%	**88%**	2%	1%	0%
Metrorail (n = 103)	7%	4%	4%	6%	**72%**	5%	1%
Commuter rail (n = 140)	0%	1%	5%	2%	3%	**89%**	0%
Bike/Walk (n = 18)	0%	4%	0%	0%	0%	4%	**91%**

Bolding indicates statistically higher percentages; multiple responses permitted

"During-GRH" Days in Non-Drive Alone Modes Compared with "Pre-GRH" Days

RESPONDENTS WHO INCREASED NON-DRIVE ALONE MODE FREQUENCY

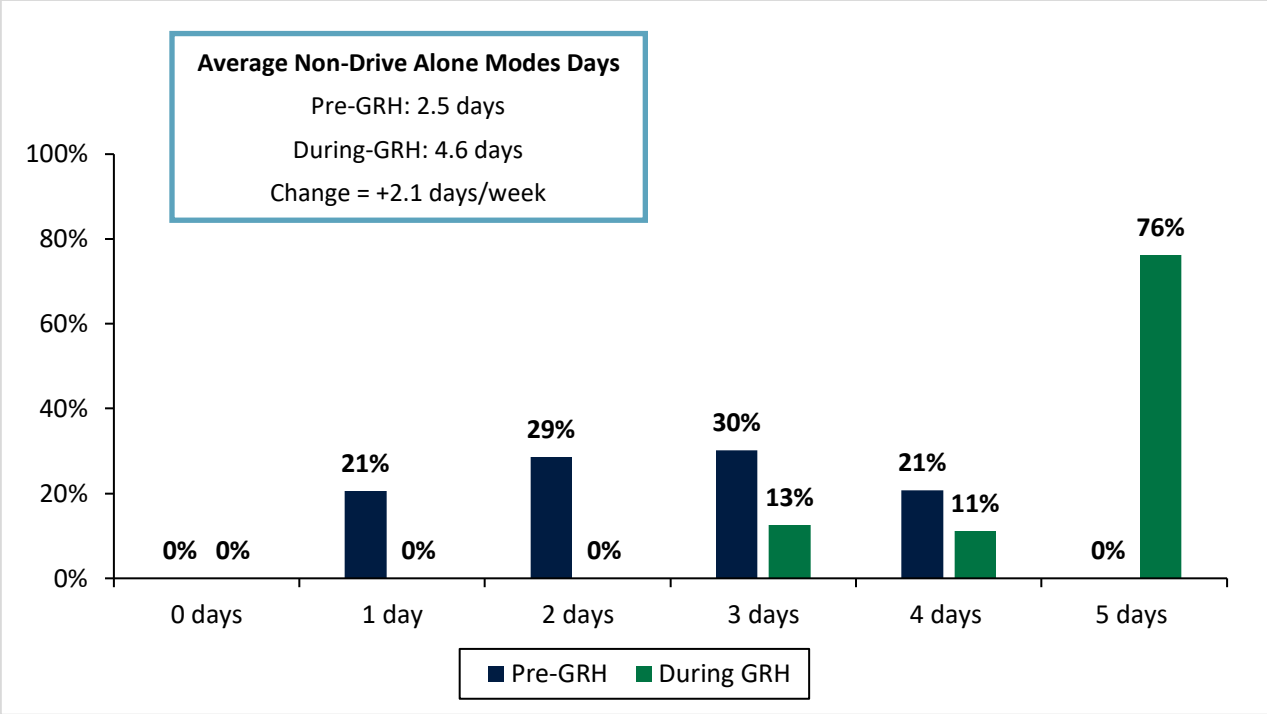
Another survey research question focused on frequency of non-drive alone mode use: Did participants who were using non-drive alone modes before joining GRH increase the number of days they used these modes after registering? **Figure W-14** shows the number of non-drive alone mode days per week for those who increased non-drive alone mode use frequency, pre-GRH and during-GRH. The change in average non-drive alone mode days was positive, 2.1 additional days per week, measured by the increase from 2.5 days pre GRH to 4.6 days during GRH. As the sample size is small (only 27 respondents said they increased non-drive alone mode frequency), these changes may not be statistically significant.

Before joining GRH, 21 percent of these participants were using non-drive alone modes four days per week and 30 percent were using non-drive alone modes three days per week. The remaining half used non-drive alone modes one or two days per week before joining GRH. So, about half of participants could add only one or two days of non-drive alone mode use per week.

During their GRH registration period, nearly eight in ten (76 percent) used non-drive alone mode five days a week. Another 11 percent used non-drive alone modes four days per week. Only 13 percent of these

registrants used non-drive alone modes for three days per week and no registrants reported using non-drive alone modes for one or two days a week.

Figure W-14: Days Using Non-Drive Alone Modes Pre-GRH and During-GRH – Respondents who Increased Non-Drive Alone Mode Frequency

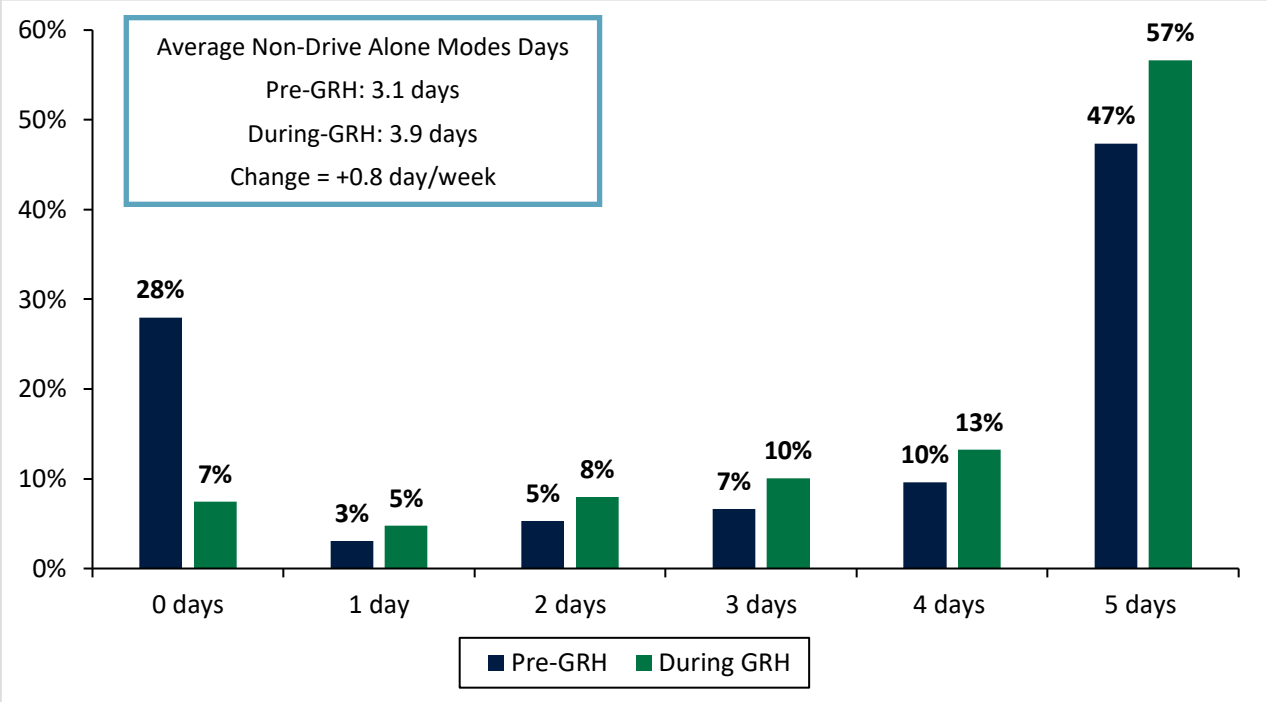


n=27, number of responses is less than 50

ALL GRH RESPONDENTS

Among all GRH participants, the average number of days using non-drive alone modes increased from pre-GRH to during-GRH, from 3.1 days per week to 3.9 days per week (**Figure W-15**). There was an increase in the percentage of those using a non-drive alone mode at least once a week. Pre-GRH, 28 percent of respondents did not use non-drive alone modes for any days of the week, and that dropped to just seven percent during the program. Across the board, the percentage of respondents using a non-drive alone mode increased for all categories, including a jump from 47 percent to 57 percent of respondents using one of these modes five days a week.

Figure W-15: Days Using Non-Drive Alone Modes Pre-GRH and During-GRH – All GRH Respondents



Pre-GRH n=930, During GRH n= 951

INFLUENCE OF GRH ON COMMUTE PATTERN DECISIONS

The comparison of pre-GRH and during-GRH commute patterns is only part of the measure of GRH's impact. Also important is the value of GRH in motivating these changes. Three types of pre-GRH and during-GRH commute pattern combinations were examined:

- **Start non-drive alone mode** – Participants who drove alone pre-GRH and started using non-drive alone modes during-GRH
- **Increase non-drive alone mode** – Commuters who were using a non-drive alone pre-GRH and increased the frequency of non-drive alone mode use during-GRH
- **Maintain non-drive alone mode** – Commuters who were using a non-drive alone mode pre-GRH and continued using it during-GRH, with no increase

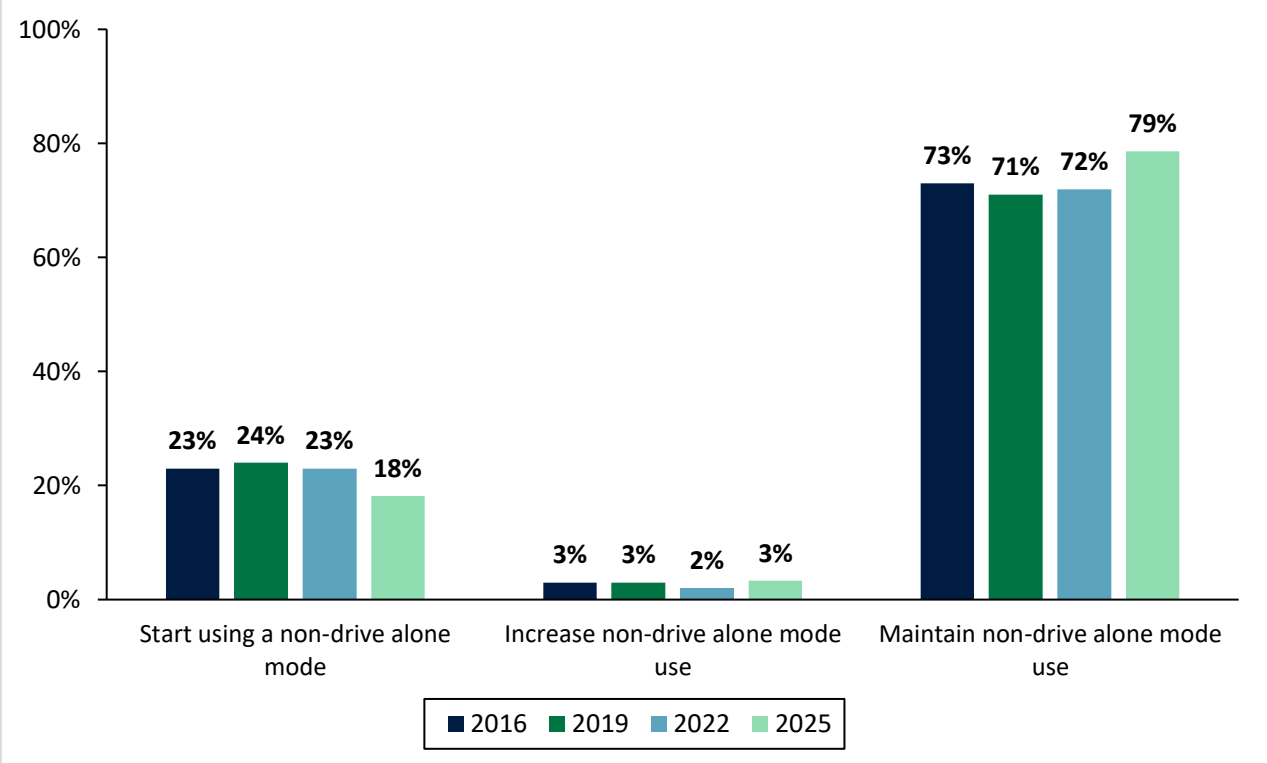
Types of Commute Changes, Pre-GRH to During-GRH

Figure W-16 presents a breakdown of participants into these non-drive alone mode change groups. In the 2025 survey, about 18 percent of respondents started using a new non-drive alone mode at the time they joined GRH, compared to 23-24 percent in previous surveys. Few participants (three percent) increased the number of days they used non-drive alone modes, which is essentially the same as reported in the 2022, 2019, and 2016 GRH surveys. The largest share of participants (79 percent) said they maintained but did not increase use of non-drive alone modes they were using before GRH. This was expected, since most participants used a non-drive alone mode pre-GRH and most used non-drive alone modes four or

five days per week pre-GRH. This percentage of "maintained" non-drive alone mode use also was slightly higher than in the past three GRH surveys (71-73 percent).

Three percent of participants said they were not using a non-drive alone mode while they were in GRH, even though the program requires them to be using a non-drive alone mode to participate, about the same as the percentage in the previous three surveys. Respondents who were not using a non-drive alone mode could be explained by the fact that most of these respondents said they were current registrants, thus were not asked directly about their "during-GRH" modes; their "during-GRH" travel was set equal to their current travel. But if these respondents had just recently stopped using non-drive alone modes, they might have said they were currently registered, even though they were no longer eligible for the program.

Figure W-16: Non-Drive Alone Mode Changes from Pre-GRH to During-GRH (2016-2025)



2016 n= 2,085, 2019 n=1,986, 2022 n=1,298, 2025 n=809

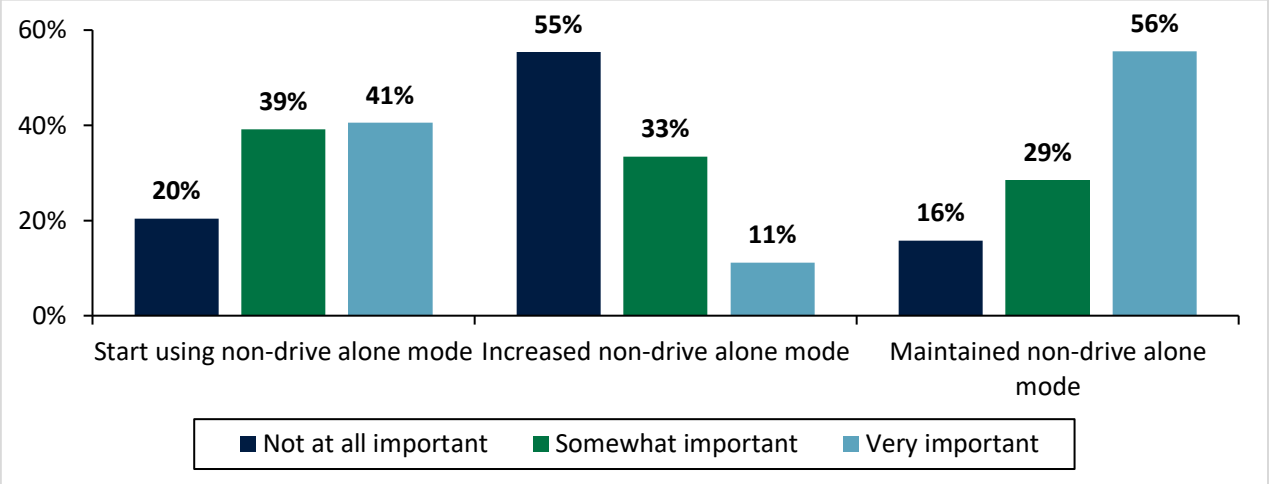
Importance of GRH on Decision to Start, Increase, or Maintain Use of Non-Drive Alone Modes

Figure W-17 shows the breakdown of GRH participants in terms of how important GRH was to their decision to start, increase, or maintain non-drive alone mode use. Eight in ten (80 percent) who drove alone pre-GRH and started using non-drive alone modes during-GRH said GRH had been important in their decision to make the change. Within that, over four in ten (41 percent) said GRH was very important, and 39 percent said it was somewhat important to the decision.

The importance of GRH to participants who increased their use of non-drive alone modes was less than that for those who started non-drive alone modes; 44 percent of respondents who increased non-drive alone mode said it was either very important (11 percent) or somewhat important (33 percent). Given the small sample size for this group, however, the difference in importance rating is not statistically different from the "start non-drive alone mode" group. About 85 percent of participants who maintained non-drive alone mode use said GRH was very important (56 percent) or somewhat important (29 percent) to their decision.

Four out of five participants who drove alone pre-GRH and started using non-drive alone modes during-GRH said GRH had been important to their decision to make the switch.

Figure W-17: Importance of GRH to Start, Increase, or Maintain Non-Drive Alone Mode Use

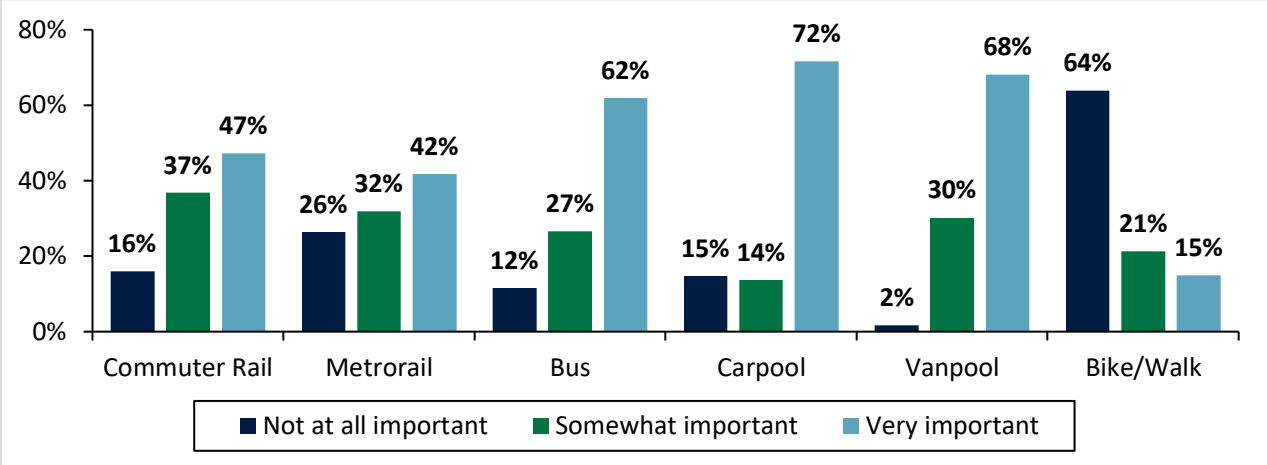


Start n = 135, Increase n = 23*, Maintain n = 605
*Number of responses is less than 50

IMPORTANCE OF GRH TO MAINTAIN NON-DRIVE ALONE MODES BY PRE-GRH NON-DRIVE ALONE MODES

Program participants who were using non-drive alone modes before they joined GRH differed significantly in their perceived value of GRH by the modes they were using pre-GRH. These results are shown in **Figure W-18**. Nearly 90 percent of participants who rode a bus pre-GRH said GRH had been at least somewhat important to their decision to continue using this mode, with 62 percent reporting it was very important. Eighty-four percent of those who took commuter rail rated GRH as at least somewhat important. All other modes, except for bike/walk, have about at least 70 percent of participants rating GRH as at least somewhat important to maintaining their non-drive alone mode, with 74 percent of Metrorail riders, 86 percent of carpool riders, and 98 percent of vanpoolers.

Figure W-18: Importance of GRH to Maintain Non-Drive Alone Mode Use by Non-Drive Alone Mode Used Pre-GRH

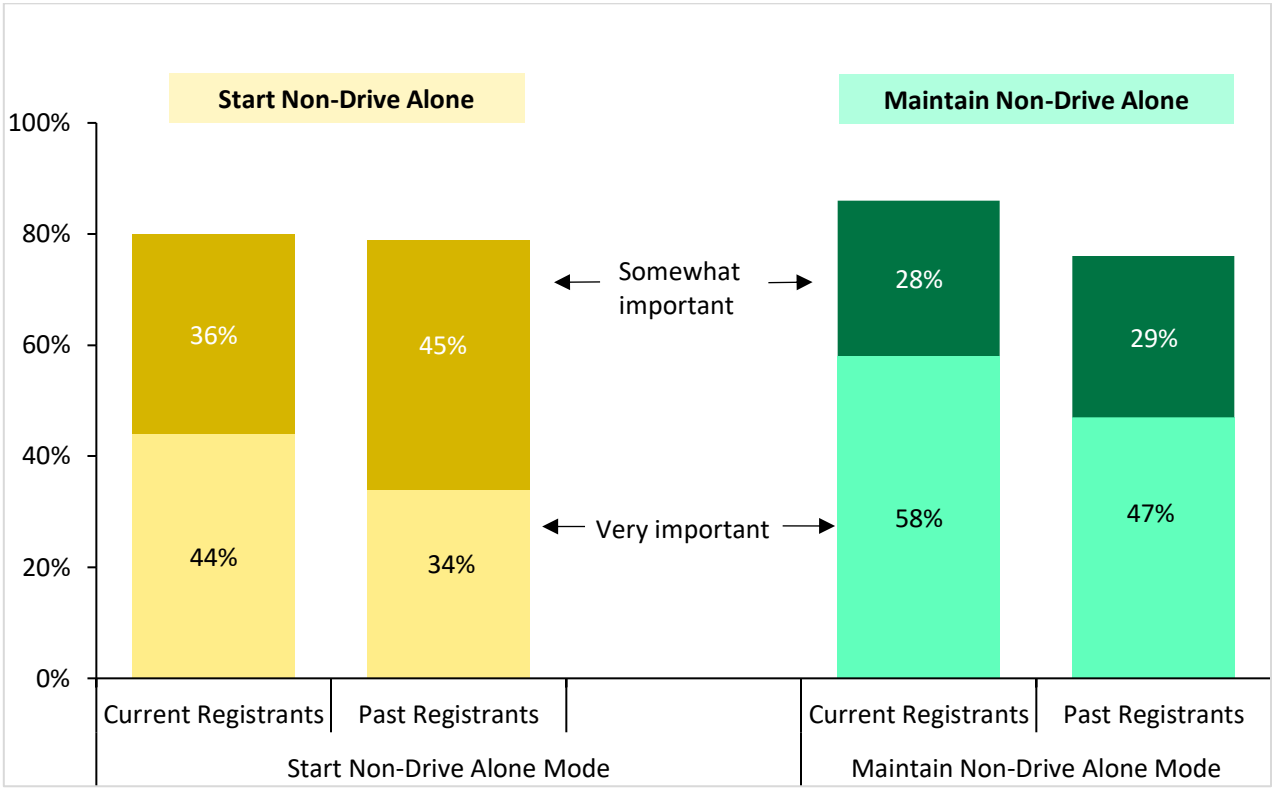


Commuter Rail n = 149; Metrorail n = 95, Bus n = 190, Carpool n = 75, Vanpool n = 77, Bike/Walk n = 19*
*Number of responses is less than 50

IMPORTANCE OF GRH BY REGISTRATION STATUS

Figure W-19 presents the relative importance of GRH to current registrants and past registrants in terms of influencing them to start or maintain use of a non-drive alone mode. Among participants who started using a non-drive alone mode, 80 percent of current registrants and 79 percent of past registrants rated GRH as either somewhat or very important. Among those who maintained use of a non-drive alone mode, 86 percent of current registrants said GRH was either somewhat or very important to their decision. In comparison, 76 percent of past registrants who maintained a non-drive alone mode said GRH was important to their decision. Current registrants were slightly more likely than past registrants, however, to say GRH had been very important to their decisions.

Figure W-19: Importance of GRH to Start or Maintain Non-Drive Alone Mode by Registration Status



Start non-drive alone mode: current registrants n= 98, past registrants n=37*, maintain non-drive alone mode: current registrants n=491, past registrants n=114; *number of responses is less than 50

Likelihood to Make Non-Drive Alone Mode Changes if GRH Not Available

Participants were asked how likely they would have been to make the same commute change decisions that they made if GRH had not been available to them. **Figure W-20** shows the results by those who started, increased, or maintained use of non-drive alone modes. GRH had the greatest impact on mode use among those who first started using drive alone modes when registering for GRH.

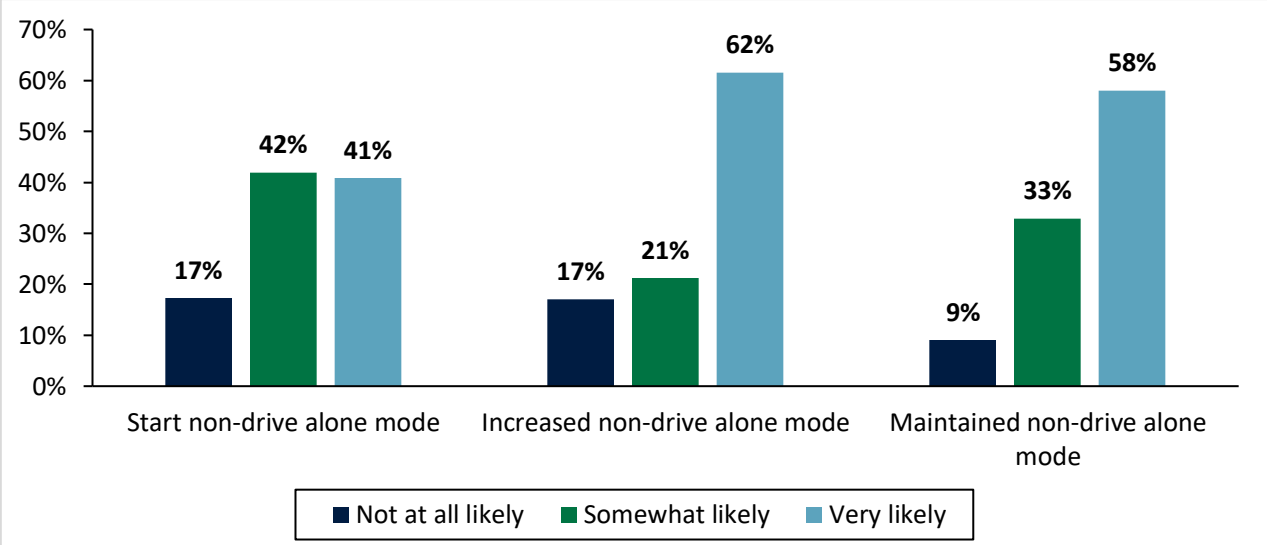
Six in ten participants **who started using non-drive alone modes** said they were not likely (17 percent) or only somewhat likely (42 percent) to have made the mode change if GRH had not been available. The remaining 41 percent said they were very likely to have made the change even if they did not have access to GRH—compared to participants who increased or maintained their use of non-drive alone modes, participants who started using non-drive alone modes were more dependent upon the existence of GRH for their mode decision.

Approximately three percent of participants, or 22 respondents, **used non-drive alone modes pre-GRH and increased their use of these modes while participating in GRH**. Almost two in ten (17 percent) were not at all likely to have made this change without GRH and 21 percent were somewhat likely to have made this change. More than six in ten (62 percent) of participants who increased non-drive alone mode use was very likely to have made the change without GRH, compared to 41 percent who started using

non-drive alone modes. These 62 percent of participants were considered to not have been influenced by GRH.

GRH seems to be similar in terms of impact on registrant mode use among who were **using non-drive alone modes and didn't make any changes during GRH** (maintained non-drive alone mode), compared to those who increased the use of non-drive alone modes; 58 percent said they were very likely to have continued in this mode even if GRH had not been available, and therefore considered not influenced by GRH. Just under one in ten (nine percent) said they were not at all likely to have continued that mode and 33 percent were somewhat likely to have continued that mode without GRH.

Figure W-20: Likelihood to Start, Increase, or Maintain Use of Non-Drive Alone Mode if GRH was Not Available

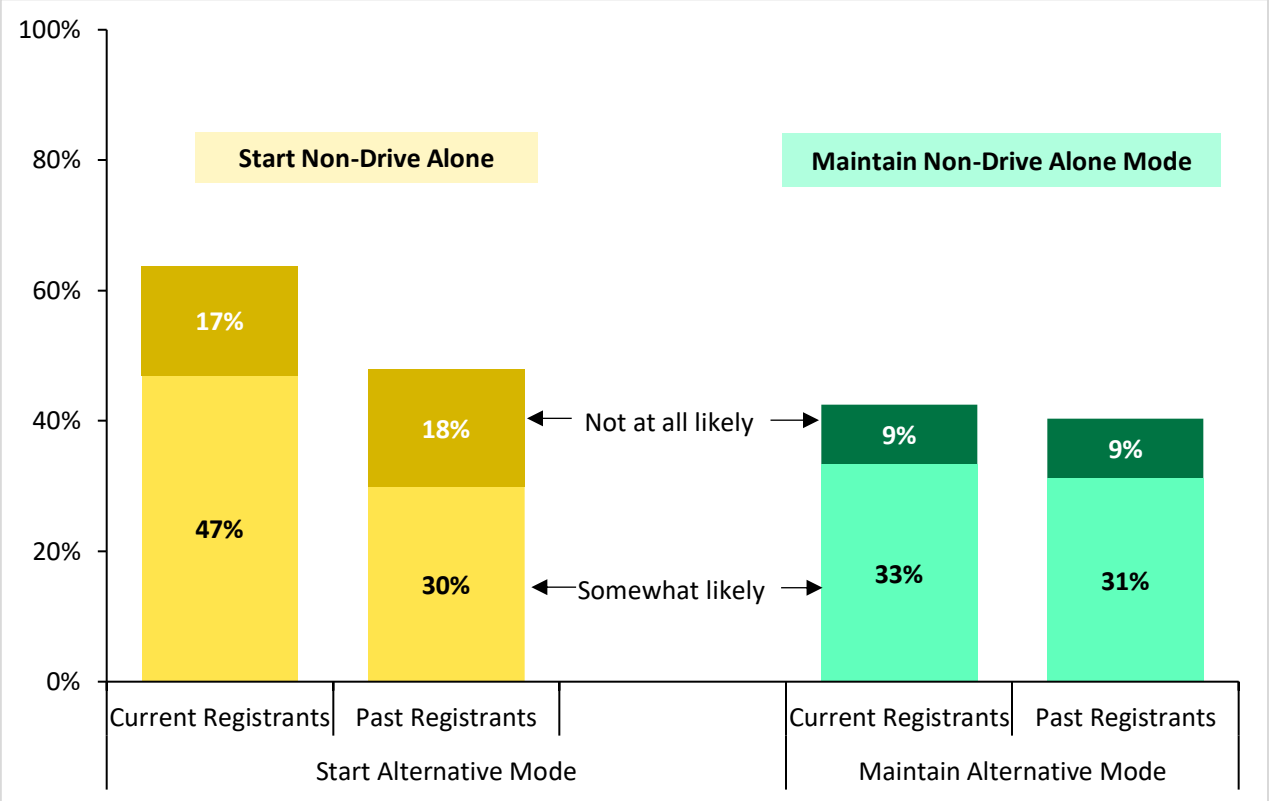


Start n = 140, Increase n = 22*, Maintain n = 566
*Number of responses is less than 50

Likelihood to Start or Continue Modes by Registration Status

Finally, **Figure W-21** shows differences between current and past registrants in likelihood to start or maintain non-drive alone modes had GRH not been available. About two-thirds (64 percent) of current registrants and almost half of past registrants (48 percent) said they were not at all likely or only somewhat likely to have started using the new non-drive alone mode without GRH. Among respondents who maintained their non-drive alone mode use, 42 percent of current registrants and 40 percent of past registrants said they were not at all likely or only somewhat likely to have maintained using their non-drive alone mode without GRH.

Figure W-21: Likelihood to Start or Maintain Non-Drive Alone Mode Without GRH by Registration Status



Start non-drive alone mode: Current registrants n= 104, Past registrants n=36*, Maintain non-drive alone mode: Current registrants n=454, Past registrants n=112
*Number of responses is less than 50

Analysis: Influences Motivating Commute Changes

Despite the high percentage of registrants who rated GRH as very important or somewhat important to their decisions to use non-drive alone modes, a large share said they were likely to have made these decisions anyway, implying that GRH was useful, but not essential, to their decisions. These results are consistent with past GRH surveys and with other GRH program evaluations. GRH users typically do rate GRH as a valuable service but indicate that it is not "*the* reason" for which they made a change to a non-drive alone mode. In actuality, they were influenced by a variety of factors, including, but not limited to, GRH.

Thus, registrants were asked about other services or factors that could have influenced their mode choice decisions. First, all respondents were asked, "*Do you recall receiving or accessing any of the following commute information or assistance services from Commuter Connections, in addition to GRH?*" Then respondents who said they had made a commute change were asked three questions:

- Was any of the information or assistance that you received from Commuter Connections more important than GRH to your decision to make this change?
- Did you receive any other commute assistance or benefits, from any source, that influenced your decision? If yes, what was the assistance or benefit?

- Were any other factors or circumstances important to your decision? If yes, what other factors or circumstances were important to your decision?

OTHER ASSISTANCE OR BENEFITS RECEIVED FROM COMMUTER CONNECTIONS

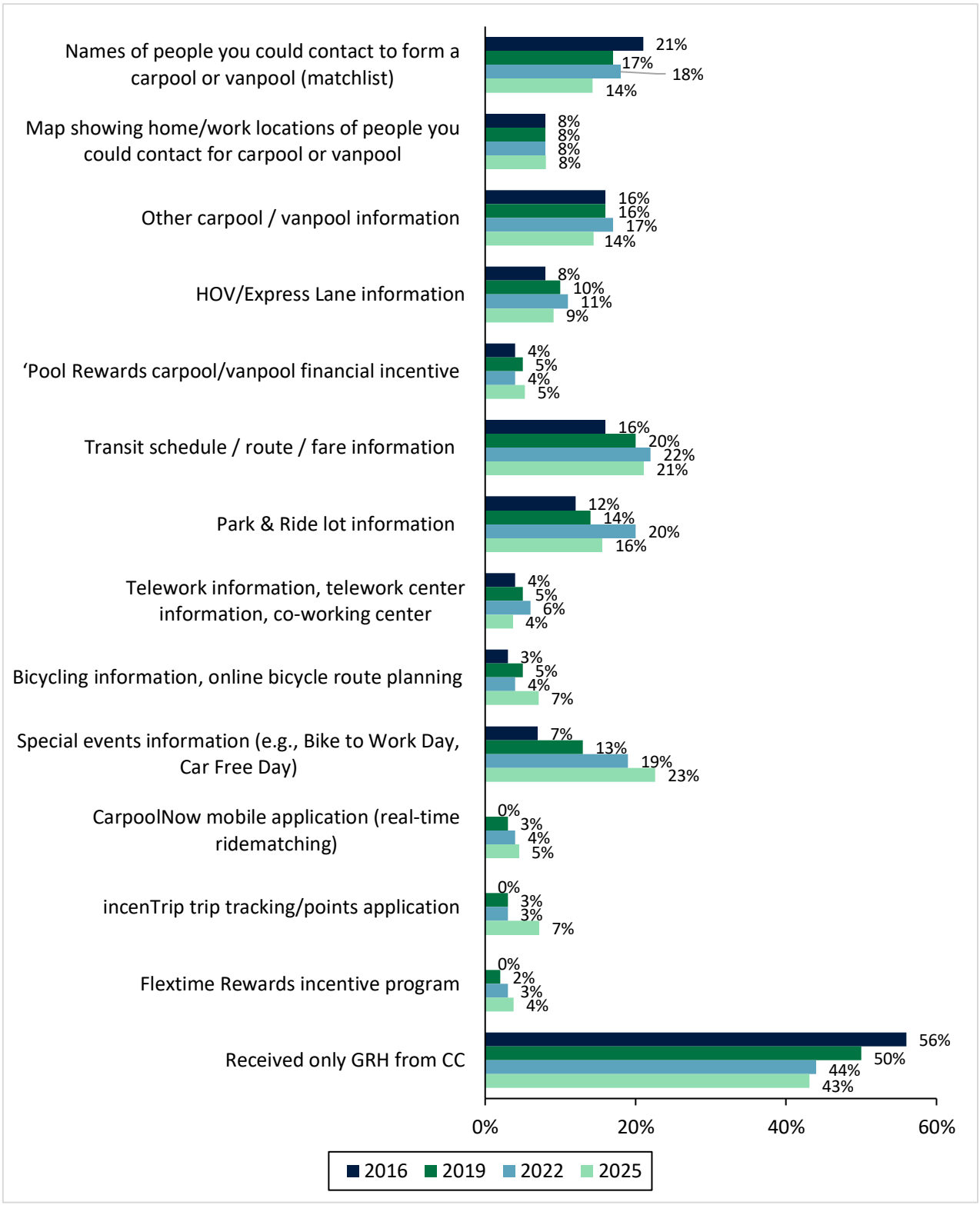
Figure W-22 lists the services that registrants mentioned receiving from Commuter Connections in addition to GRH, from 2016-2025. In 2025, slightly more than four in ten (43 percent) said GRH was the only service they received from Commuter Connections. Over time, the share of registrants who only receive GRH support and no other Commuter Connections programs has shrunk, meaning GRH participants over time are getting more and more plugged into Commuter Connections' other programs.

The top section of the figure shows services focused primarily on assistance for carpooling and vanpooling. In 2025, fourteen percent of registrants received a match list with names of potential carpool/vanpool partners, eight percent received a rideshare matching map, and 14 percent received "other" carpool or vanpool information. Nearly two in ten registrants (16 percent) received information on Park & Ride lots from Commuter Connections, nine percent received HOV/Express lane information, and five percent obtained information on the 'Pool Rewards carpool and vanpool incentive program.

In terms of transit, bike/walk, telework, and multi-modal services received in 2025, 21 percent of respondents obtained transit route or schedule information, four percent of respondents mentioned telework information, and seven percent received bike information. The percentage of respondents who received information about special commute events, such as Bike to Work Day, steadily increased each survey year—23 percent of respondents reported receiving this information, the highest percentage of all non-GRH services listed in 2025.

Small shares of registrants noted two other Commuter Connections services: four percent had used the Flextime Rewards incentive and seven percent had used the incenTrip trip tracking and points application. This is an increase from three percent of registrants reporting using incenTrip in 2022. It is likely that this positive change could be due to the re-branding of incenTrip to CommuterCash in 2025 and the subsequent marketing of the new CommuterCash app.

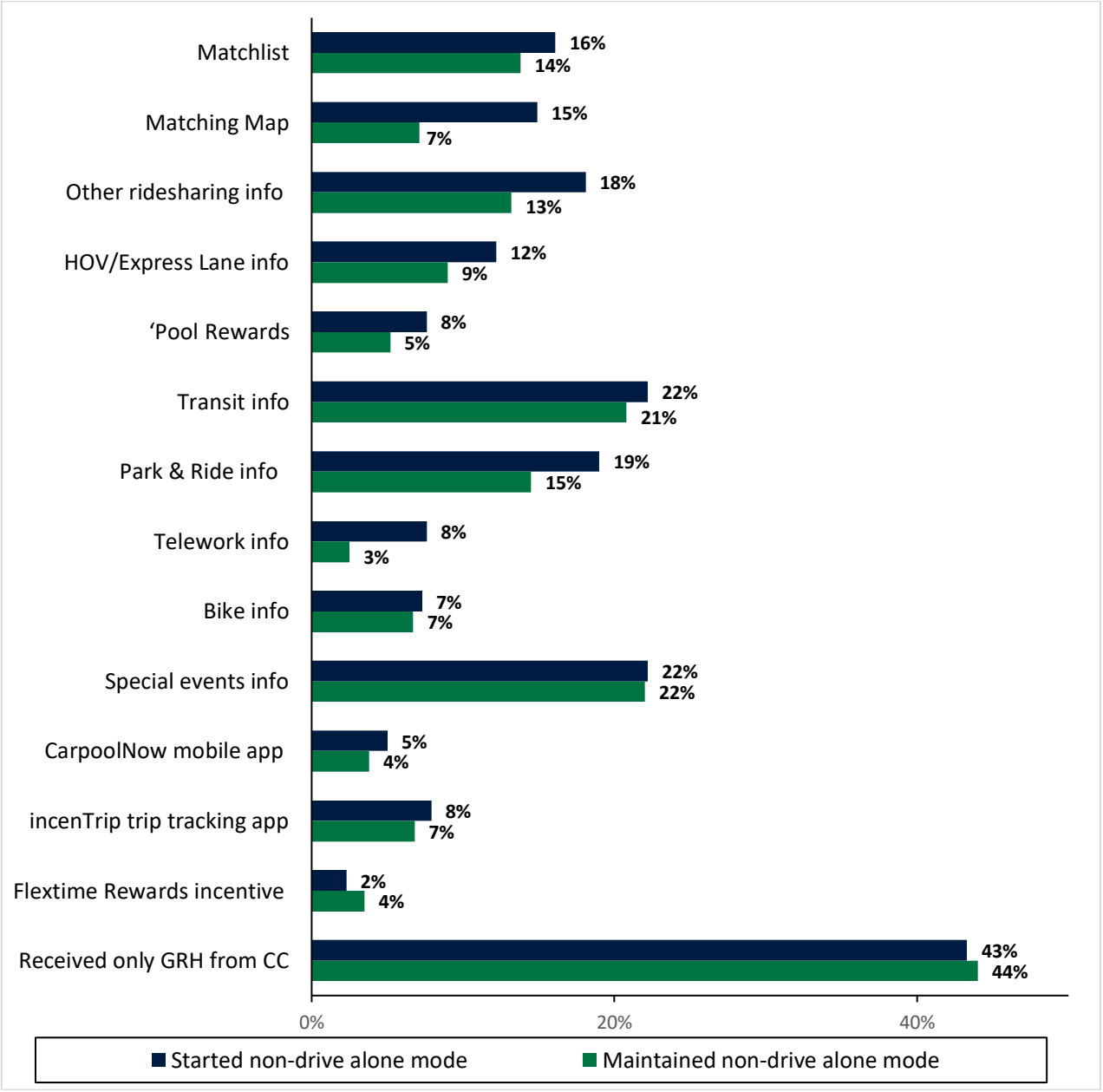
Figure W-22: Assistance or Benefits Received from Commuter Connections, in Addition to GRH – 2016 to 2025



2016 n = 2,171, 2019 n = 1,984, 2022 n = 1,324, 2025 n=895; multiple responses permitted

Figure W-23 shows the same set of Commuter Connections services, now with participants grouped by the type of commute change they reported from the pre-GRH to the during-GRH period. Participants who started using non-drive alone modes and those who maintained non-drive alone mode use received non-GRH Commuter Connections services at similar rates (43 and 44 percent, respectively). The largest gap for a specific service between those who started and maintained non-drive alone mode usage was for the matching map—15 percent of participants who started a non-drive alone mode reported using this service, while only seven percent of participants who maintained the mode used this service. Respondents who increased non-drive alone mode usage were too small of a sample, so it is difficult to compare this group to the others.

Figure W-23: Commuter Connections Assistance Received in Addition to GRH by Type of Commute Change

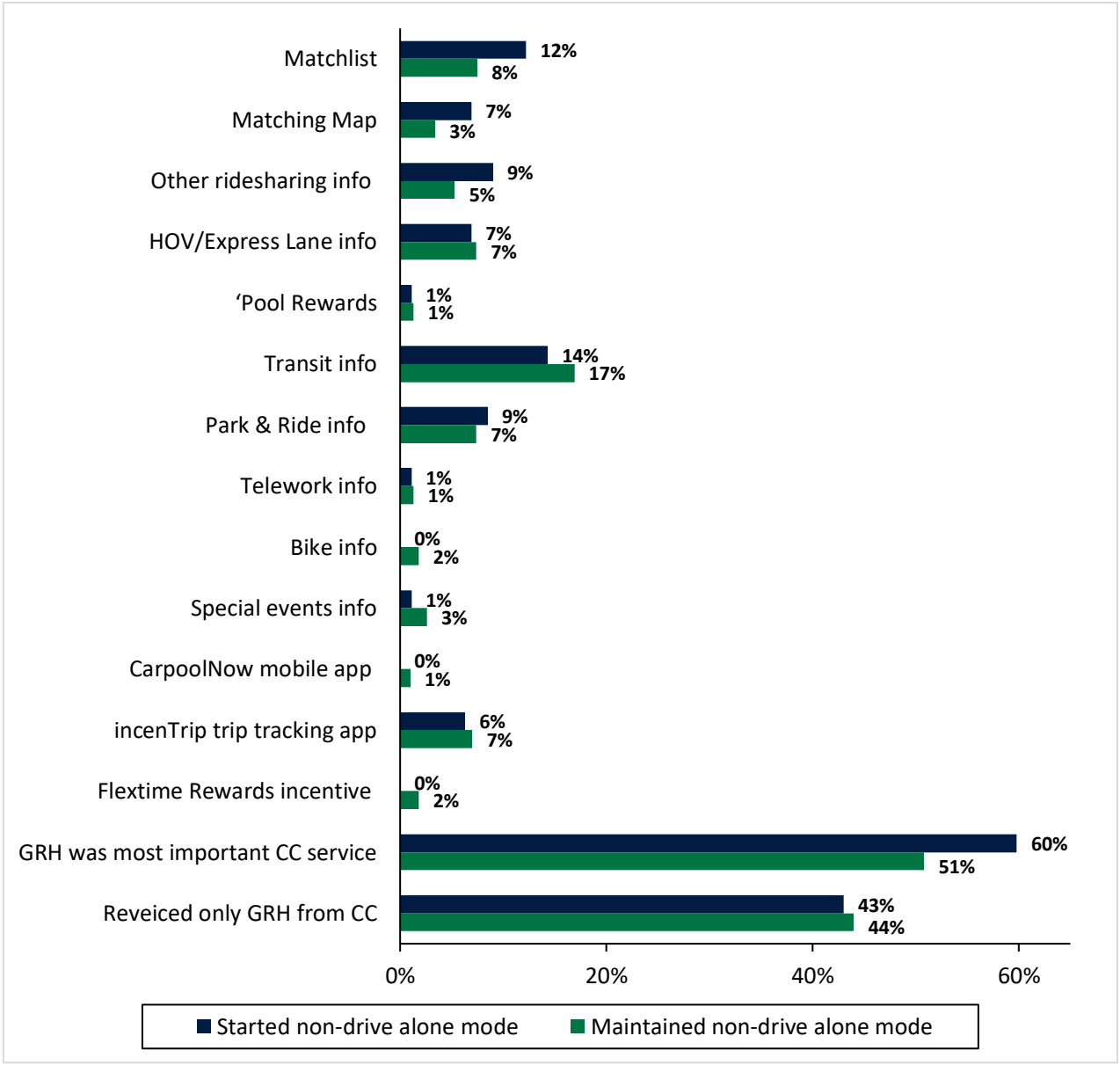


Started non-drive alone mode n = 147, Maintained non-drive alone mode n = 604; multiple responses permitted

Participants who had received non-GRH services from Commuter Connections were asked if any of these services had been more important than GRH in influencing their use of non-drive alone modes.

Figure W-24 presents percentages of participants, by mode, who reported which Commuter Connections services were more important to their mode decisions than GRH (or who reported that GRH was the biggest influence). At least half of the respondents from each group reported that GRH had been the most influential to their mode choice (started: 60 percent, maintained: 51 percent). Transit information, incenTrip, and ride-sharing match list were the most common non-GRH resources reported. Respondents who increased non-drive alone mode usage were too small of a sample, so it is difficult to compare this group to the others.

Figure W-24: Commuter Connections Assistance More Important than GRH to Mode Decisions



Started non-drive alone mode n = 81, Maintained non-drive alone mode n = 329; multiple responses permitted

INFLUENTIAL ASSISTANCE OR BENEFITS RECEIVED FROM ANOTHER ORGANIZATION

Respondents were asked about services they received from an employer or other organization that influenced their mode choice decisions. Forty-four percent reported about another service that had influenced their decision, and of those, the vast majority (90 percent of those reporting) said the influential service was a transit pass, transit subsidy, vanpool subsidy, or pre-tax payroll deduction for commute travel costs.

OTHER FACTORS OR CIRCUMSTANCES THAT INFLUENCED DECISION

Finally, respondents were asked if any other factors or circumstances other than GRH, non-GRH services from Commuter Connections, and non-GRH assistance or benefits from another organization, had been important to their mode choice decision. Sixty-nine percent of participants reported that their mode choice decision did not have any other influence beyond GRH, non-GRH services from Commuter Connections, and non-GRH assistance or benefits from another organization. Of those who did cite other influences, nine percent cited having an easier or more convenient commute, seven percent cited saving money, five percent cited not wanting to drive, and three percent cited saving time (**Table W-14**).

Table W-14: Other Factors/Circumstances Important to Decision to Make a Change in Non-Drive Alone Modes (besides GRH, non-GRH services from Commuter Connections, and non-GRH assistance or benefits from another organization)

OTHER FACTORS/CIRCUMSTANCES	PERCENT (n = 738, MULTIPLE RESPONSES ACCEPTED)
Commute ease/flexibility/convenience	9%
Save money	7%
Didn't want to drive	5%
Save time	3%
Help environment/reduce traffic	2%
Save wear and tear on vehicle	2%
Stress/health/exercise	2%
Parking issues	2%
Family obligations/personal reasons	2%
Other options not reliable	1%
Moved to different residence	1%
Changed job/work hours	<1%
None	69%

USE OF AND SATISFACTION WITH GRH

Trips Taken

Thirty-four percent of respondents to the 2025 survey said they had taken a GRH trip (**Table W-15**), down from 40 percent in the 2022 survey and 37 percent in the 2019 survey. Current registrants (35 percent) used GRH trips at a slightly higher rate than past registrants (31 percent). Current and past registrants had been participating in GRH for about the same average amount of time (approximately three years each), so current and past registrants would have had about the same amount of time in which to have had an occasion to make a trip.

Table W-15: All Respondents, Current Registrants, and Past Registrants who Used GRH Trip

REGISTRATION STATUS (SELF REPORTED)	TAKEN A GRH TRIP	
	YES	NO
All Respondents (n = 901)	34%	66%
Current Registrants (n = 666)	35%	65%
Past Registrants (n = 235)	31%	69%

Characteristics of Participants Who Used GRH Trips

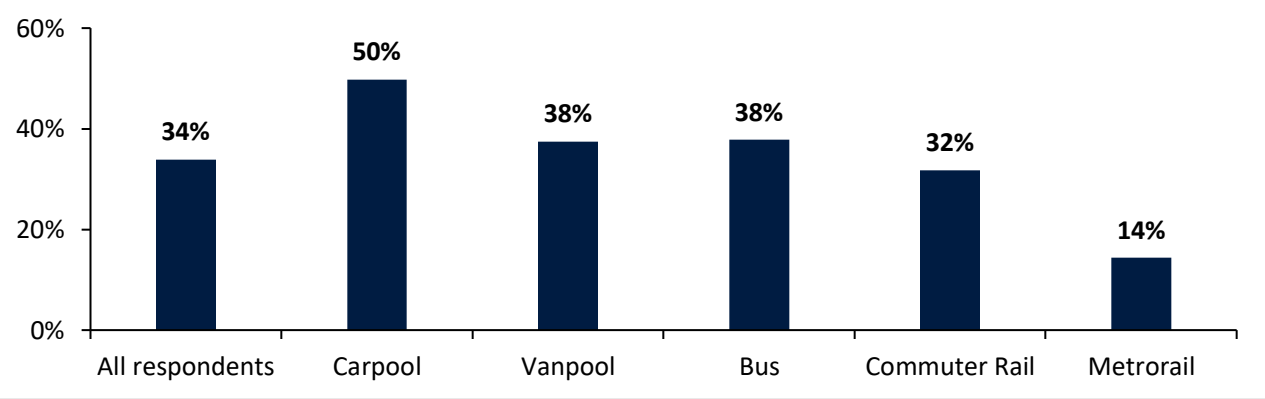
DEMOGRAPHIC CHARACTERISTICS

Female respondents and male respondents used GRH at similar rates (33 and 36 percent, respectively). Non-Hispanic Black (41 percent had taken a trip) respondents also were higher users of the program than were Hispanic (28 percent) and Non-Hispanic Whites (31 percent). Use of GRH trips increased with age: 21 percent of respondents who were younger than 35 years had taken a GRH trip, compared with 35 percent who were between 35 and 64 years and 44 percent of respondents who were 65 years or older. There was a notable difference in trip use by respondent income status: 25 percent of low-income respondents (those in household earning less than $30K/year) had taken a GRH trip, compared to 34 percent for non-low income respondents.

DURING-GRH MODES

Figure W-25 compares use of GRH trips by five "during-GRH" mode groups: carpool, vanpool, bus, commuter rail, and Metrorail. Carpoolers were most likely to have taken a GRH trip, with 50 percent saying they had taken a GRH trip. About four in ten (38 percent) of vanpool and bus riders, respectively, and 32 percent of commuter rail riders had taken a trip. Metrorail riders had the lowest usage—only 14 percent had taken a trip.

Figure W-25: Participants who Used GRH Trip by Primary Commute Mode During-GRH



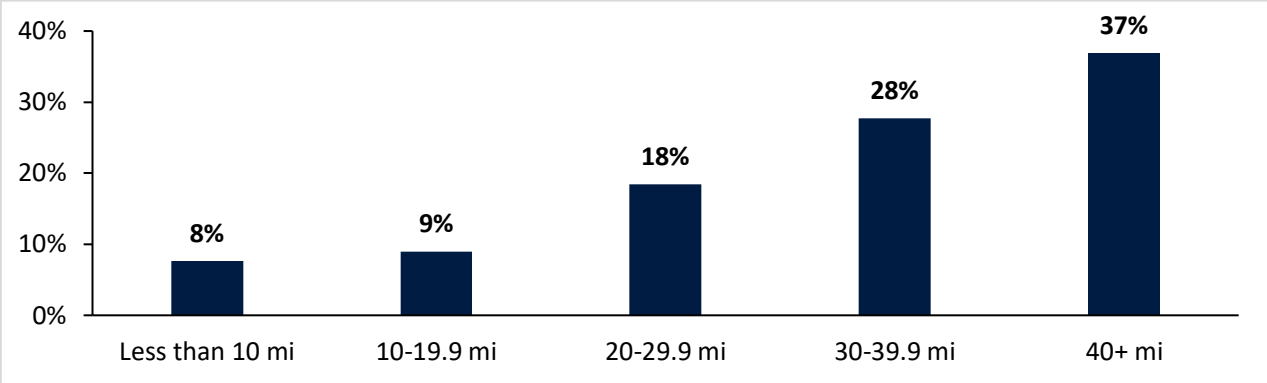
All respondents n = 901, Carpool n = 86, Vanpool n = 122, Bus n = 256, Commuter rail n = 208, Metrorail n = 139

COMMUTE DISTANCE

GRH trip use rose slightly as commute distance increased (**Figure W-26**). Only about eight percent of participants who used GRH trips traveled less than 10 miles and nine percent who used GRH trips traveled between 10 and 19.9 miles one-way. In contrast, 83 percent of respondents who had made a GRH trip had commute distances of 20 miles or more. This suggests that registrants with shorter commutes can more easily find another travel option, such as being driven by a co-worker or taking transit. Use of GRH trips skews to participants with slightly longer commutes than the general distribution of GRH

registrants—65 percent of trip users have 30-mile plus commutes while just 55 percent of GRH registrants have commutes of 30 miles or more.

Figure W-26: Participants who Used GRH Trip by Commute Distance (Miles)

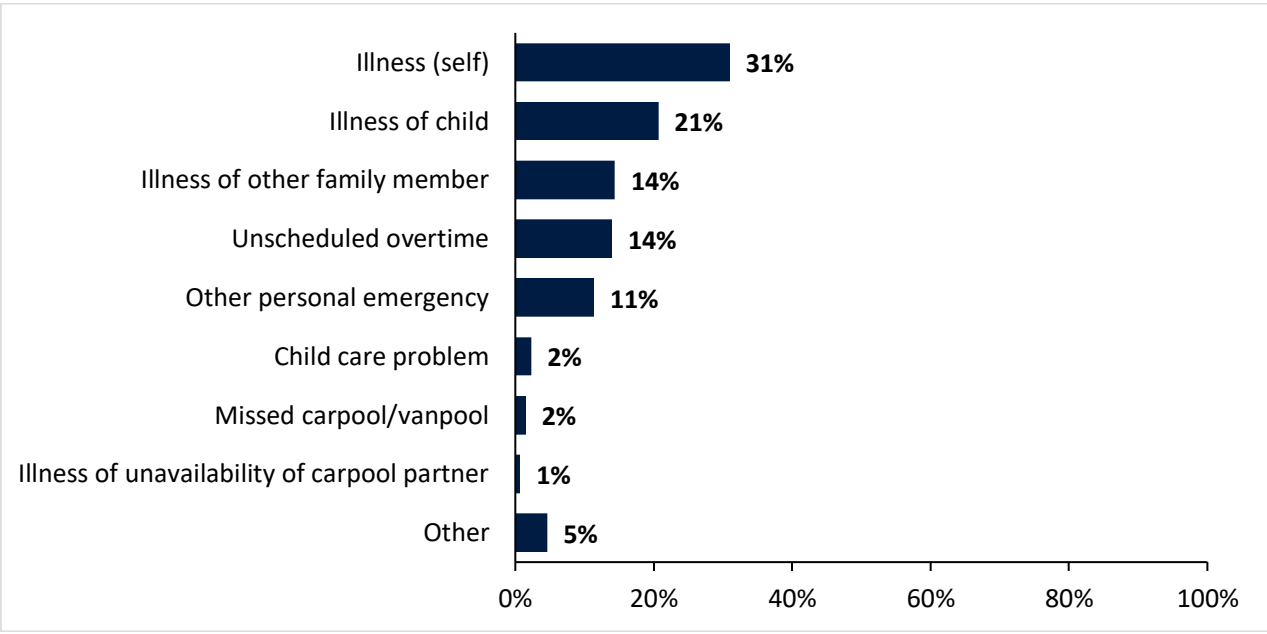


n = 290, multiple responses permitted

Reasons for Taking GRH Trip

Figure W-27 lists the reasons for which participants took a GRH trip (for their most recent trip). The most common reasons were that the registrant was ill (31 percent), followed by the need to address the illness of a respondent's child (21 percent) or another family member (14 percent). Unscheduled overtime (14 percent) and other personal emergency (11 percent) were other common reasons.

Figure W-27: Reason for Taking Most Recent GRH Trip



n=312

Satisfaction with GRH Trip

Respondents who had taken a GRH trip were asked if the service was satisfactory. The overwhelming majority (98 percent) said they were satisfied. The primary reasons given by the 41 unsatisfied participants include: waited too long (23 respondents), hard to get approval (23 respondents), did not like the GRH trip provider vehicle or driver (18 respondents), or not reliable/unresponsiveness and lack of proper communication (13 respondents).

Wait Time

Participants waited an average of 20 minutes for the GRH ride provider, essentially the same wait time as in 2022 (19 minutes). In 2025, 39 percent of those who had taken a GRH trip said the ride provider arrived within 10 minutes and 73 percent waited 20 minutes or less (**Table W-16**).

Table W-16: Time Waited for GRH Ride Provider

WAIT TIME	PERCENTAGE (n = 313)	CUMULATIVE PERCENTAGE
5 minutes or less (n=34)	11%	11%
6 to 10 minutes (n=88)	28%	39%
11 to 20 minutes (n=106)	34%	73%
21 to 30 minutes (n=53)	17%	90%
31 to 45 minutes (n=13)	4%	94%
46 or more minutes (n=19)	6%	100%

Desired Improvements to the GRH Program

Respondents were asked to share any suggestions they had for improving the GRH program. Fifty-two percent of participants said no improvement was necessary. The remaining 48 percent mentioned the suggestions detailed in **Table W-17**.

No single suggestion was mentioned by more than 10 percent of respondents. The most commonly suggested improvements were for advertising GRH more and increasing awareness of the program, providing more information about GRH, making the approval process easier/faster, allowing additional cases for use of a GRH trip, and making GRH available when transit services are canceled or delayed. More respondents made suggestions in 2025 (48 percent) than in 2022 (16 percent), but the most commonly mentioned improvements in 2025 saw different mention rates as they did in 2022. For example, it should be noted that “advertise it more/Increase awareness”—the highest-ranking single improvement—was not a common suggested improvement in 2022.

Table W-17: Suggested Improvements to GRH Program

SUGGESTED IMPROVEMENTS	PERCENTAGE (n = 478)
Advertise it more/increase awareness: in newspapers, on transit, on websites, and emails	9%
More information on the service/how to use it	5%
Easier/faster approval process	4%
Allow access to the service in case of other situations	4%
Make the service available for when transit services are canceled or delayed	4%

SUGGESTED IMPROVEMENTS	PERCENTAGE (n = 478)
Flexible timing for different/irregular schedules/expand hours of use	3%
Wider area for trips	3%
Email/text reminders to renew, re-register/automatic renewal	3%
Quicker response for GRH ride requests	3%
Allow more GRH trips in a year	3%
Respond promptly to calls/communicate timely/seamless communication with staff	2%
Complicated process/make it easy to use; easier to use Uber/Lyft	2%
Other	12%
No improvement is necessary	52%

Multiple responses permitted

5. Survey Results – Baltimore

CHARACTERISTICS AND DEMOGRAPHICS OF THE SAMPLE

As mentioned in **Section 3. Survey and Sampling Methodology**, there were 53 responses to the Baltimore survey. This small sample size precludes certain analyses, including of certain sub-groups—therefore, not all analyses that are included for metropolitan Washington are included in the Baltimore section. Additionally, in the metropolitan Washington results, occasionally there were sample sizes lower than 50, which were noted with an asterisk—for Baltimore, there are many charts or tables with small sample sizes under 50 which makes it challenging to identify statistically significant results.

Home and Work Locations

In the 2025 survey, 42 of 53 respondents (79 percent) lived in Maryland (**Table B-18**), two (six percent) lived in the District of Columbia, one (two percent) lived in Virginia, and eight (15 percent) lived in another state. The distribution by work state was similar. The majority, 48 registrants (91 percent) worked in Maryland, three (six percent) worked in the District of Columbia, and two (four percent) worked in Virginia. Home and work state/district distribution has remained fairly stable over the past six years.

Table B-18: Respondent Home and Work State/District

STATE	HOME STATE			WORK STATE		
	2019 n = 241	2022 n = 96	2025 n = 53	2019 n = 241	2022 n = 96	2025 n = 53
Maryland	85%	87%	**79%**	96%	91%	**91%**
District of Columbia	2%	1%	**6%**	3%	8%	**6%**
Virginia	4%	6%	**2%**	<1%	1%	**4%**
Other	9%	6%	**15%**	0%	0%	**0%**

Table B-19 shows the share of respondents by home county/jurisdiction within Maryland and Virginia. Prince William County, Virginia, was the only jurisdiction represented in Virginia. Baltimore City and Baltimore County each had about one quarter of the total response, followed by Anne Arundel, Harford, and Howard Counties, each with 12-14 percent.

Table B-19: Respondent Home County/Jurisdiction (Virginia and Maryland)

COUNTY/JURISDICTION	PERCENTAGE OF TOTAL RESPONDENTS
VIRGINIA (n=1)	
Prince William County	100%
Total – Virginia	**4%**
MARYLAND (n=42)	
Baltimore City	26%
Baltimore County	24%
Anne Arundel County	14%
Harford County	12%
Howard County	12%
Montgomery County	5%
Other MD Counties	7%
Total - Maryland	**90%**

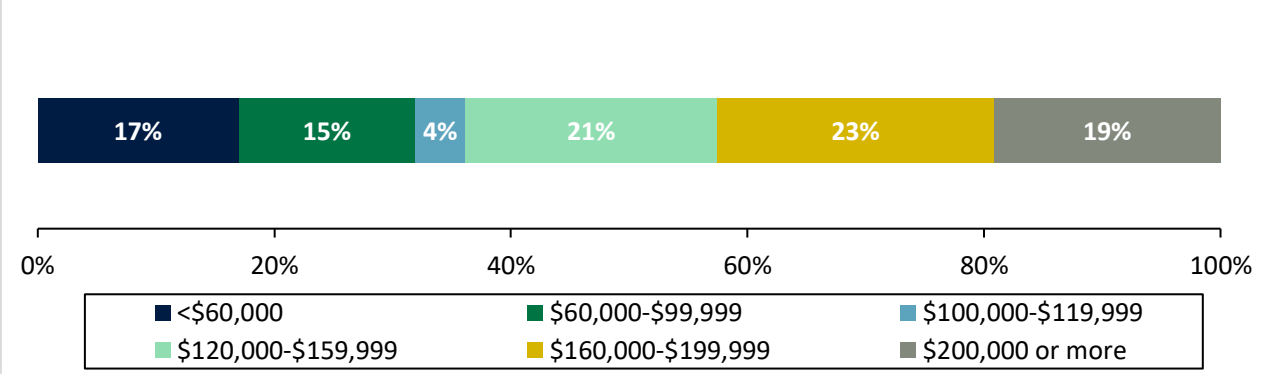
Demographics

The survey asked respondents four demographic questions: gender, income, age, and race/ethnicity. Fifty-eight percent of respondents were female, 40 percent were male, and two percent selected other or preferred not to answer. Details of other characteristics are presented in this section.

INCOME

Figure B-28 presents the distribution of respondents' annual household income. Respondents were generally affluent—63 percent of respondents had household incomes of $120,000 or more and 19 percent had incomes of $200,000 or more.

Figure B-28: Annual Household Income

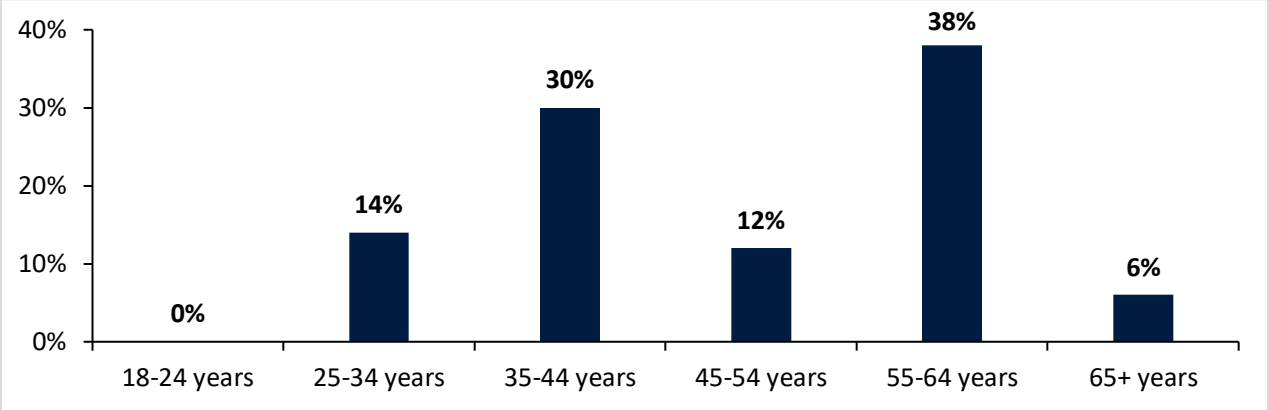


n=47

AGE

GRH participants age distribution was bimodal, with seven in ten (68 percent) respondents clustered in either the 35-44 years age bracket (30 percent) or 55-64 years age bracket (38 percent) (**Figure B-29**). Twelve percent were between the ages of 45 and 54 years old and 14 percent were under 35 years old. Only six percent of respondents were 65 or older.

Figure B-29: Respondent Age Distribution



n=50

RACE/ETHNICITY

As shown in **Table B-20**, non-Hispanic white respondents and non-Hispanic Black respondents represented the two largest race/ethnicity group categories of GRH survey respondents, making up 59 percent and 29 percent respectively. Asian respondents accounted for six percent and Hispanic respondents represented four percent of respondents.

Table B-20: Race/Ethnicity

RACE/ETHNICITY	PERCENTAGE (n = 49)
Non-Hispanic White	59%
Non-Hispanic Black	29%
Asian	6%
Hispanic	4%
Other/Mixed Race	2%

REGISTRATION INFORMATION

Registration Status

As noted earlier, the GRH database population was divided into categories by their registration status. To facilitate respondents' understanding of survey questions, all respondents were asked if they were currently registered for the GRH or if their registration had ended. Three-quarters (74 percent) of respondents said they were currently registered (**Table B-21**). The remaining 13 respondents (26 percent) said they had been registered in the past but were not participating at the time of the survey. No respondents self-identified as one-time exception users.

Table B-21: Registration Status as Self-Defined by Respondent During Survey Interview

REGISTRATION STATUS (SELF-DEFINED)	PERCENTAGE (n = 50)
Current registrants	74%
Past registrants	26%

REGISTRATION STATUS (SELF-DEFINED)	PERCENTAGE (n = 50)
One-time exceptions	0%

A major function of the survey was to compare commute mode from before participants registered for GRH to the time they were in the program, thus, the survey asked numerous questions relating to "before" and "while" participating in GRH. In the analysis, respondents' registration status could be defined by their actual database status—or by their perception of their status, which could be different than the actual status. The respondent-perceived status, self-defined in the survey interview, was used in the interview to ensure that respondents were asked questions that would make sense to them. But a substantial share of respondents perceived their registration status as different from what was shown in the GRH database.

In 2025, 85 percent of GRH registrants whose database status was current/active correctly identified their status as current (**Table B-22**). The remaining 15 percent said they were no longer registered for the program, although their registration was actually current (meaning they had registered or re-registered less than one year earlier). Some of these registrants might have made a commute change since their last registration date that would make them ineligible for GRH, such as starting to telework full-time or reducing their use of non-drive alone modes to less than twice per week. Because these respondents perceived themselves as no longer registered, they were treated in the survey interview as "past registrants."

Conversely, seven of the 13 (53 percent) respondents whose registrations had expired thought they were still registered. It is possible these respondents did not realize they needed to re-register each year, so assumed they were still eligible for the program. These respondents were treated as "currently registered" in the survey and throughout the report. In comparison to the 2022 results, there appears to be more eligibility confusion on the part of past registrants, particularly for respondents who are no longer registered in the database.

Table B-22: Registration Status Defined by Respondent Compared with Database Status (2022-2025)

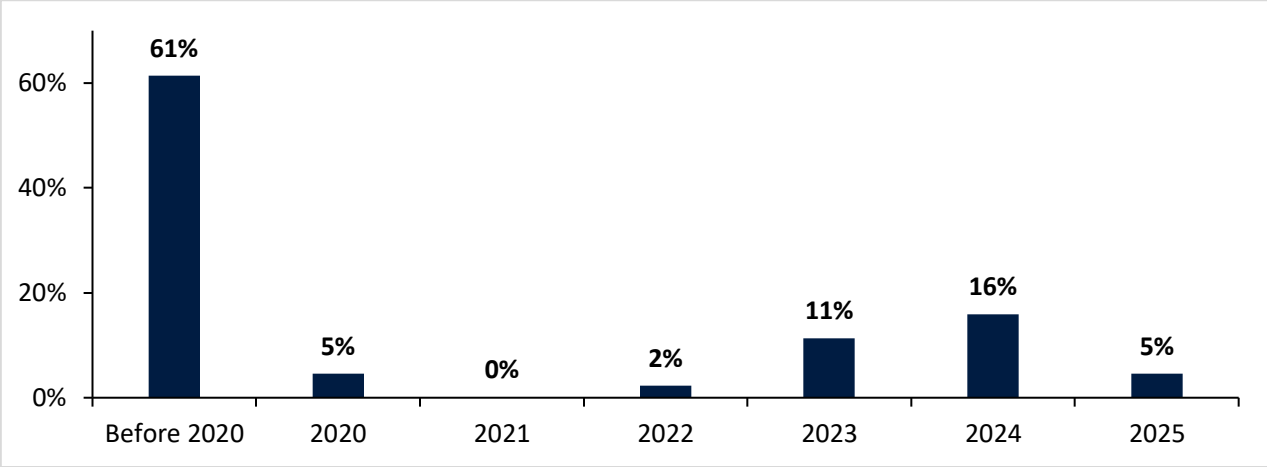
ACTUAL REGISTRATION STATUS	REGISTRATION STATUS SELF-DEFINED BY RESPONDENT	
	CURRENT	PAST
2025 GRH Survey		
Current registrants (n = 37)	85%	**15%**
Past registrants (n = 13)	**53%**	47%
2022 GRH Survey		
Current registrants (n = 16)	81%	**19%**
Past registrants (n = 80)	**28%**	72%

Year of Registration

GRH registrants were asked the year they first joined the GRH program—for context, the GRH program began in 1997 and the 2025 survey was distributed to anyone who registered for or participated in the GRH program between March 11, 2022, and April 3, 2025. Sixty-one percent of respondents said they first registered before 2020 (**Figure B-30**)**.** Twenty percent of registrants said they could not remember when they registered, and they are not included in the base for the distribution shown **Figure B-30**—however, it is likely many of these registrants would have registered at least several years ago.

Five percent said they registered in 2020, when many employers paused onsite operations and shifted workers to work from home/telework. To be eligible for the GRH program, commuters must commute to an outside work location and use a non-drive alone mode at least two days per week; GRH registrants who shifted to full-time telework would not be able to register for GRH.

Figure B-30: Year First Registered for GRH Program

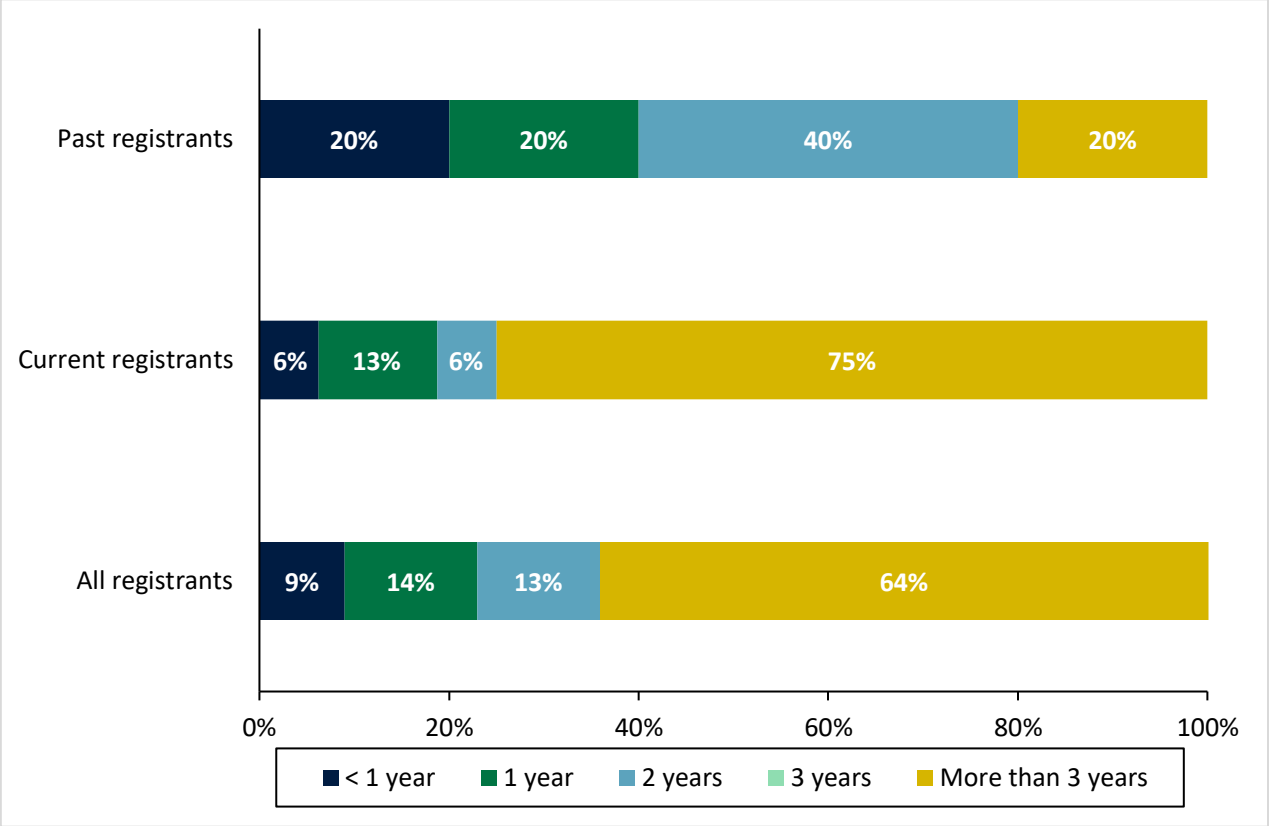


n=44

Time Participating in GRH

Eight in ten registrants (77 percent) participated (or had been participating) in the GRH program for two or more years at the time of their survey response, including 64 percent who had been participating for more than three years (**Figure B-31**). On average, GRH registrants had been registered for about 28 months at the time of the survey. Three-quarters (75 percent) of current/active registrants had been participating in GRH for more than three years. The average lengths of time in the program across these groups were different, with current/active registrants having participated for an average of 42 months and past registrants have participated for an average of 23 months. Due to the sample size for past registrants (five respondents), analysis of this data is not included in the narrative.

Figure B-31: Length of Time Registered in GRH Program by Self-defined Registration Status



All registrants n = 37, Current registrants n = 32, Past Registrants n = 5

Participation in Other GRH Programs

Only two of the 50 surveyed participants indicated they had participated in another GRH program prior to joining the Commuter Connections' program.

GRH INFORMATION SOURCES

How Participants Heard About GRH

Table B-23 shows how participants heard about the GRH program between 2013 and 2025. In 2025, 37 percent of participants learned of the program by word of mouth—a similar rate as in previous years, and the top source of GRH information since 2013. Employers/workplaces as a source of GRH information were cited by nearly one-third of participants in 2025, compared to 19-23 percent in the prior survey years—demonstrating the value of Commuter Connections' and other TDM providers' employer outreach programs. Since 2013, employers/workplaces have consistently ranked second in how participants heard about GRH. As previously noted, 61 percent first registered for GRH before 2020, so given the years that had passed, it is not surprising that a portion could not recall the information source (six percent).

Table B-23: How Participants Learned About GRH (2013-2025)

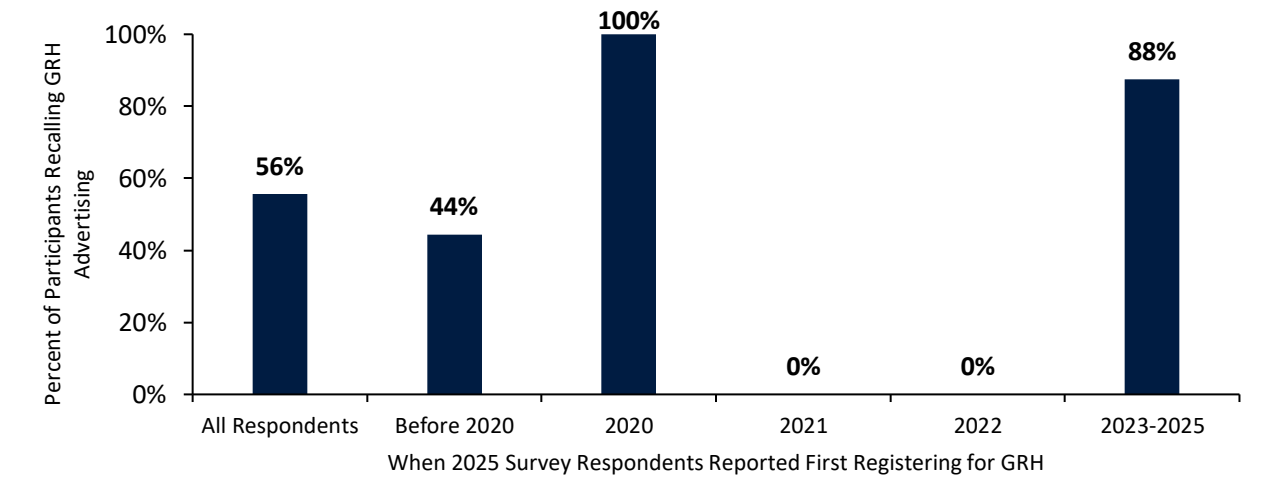
INFORMATION SOURCE	2013 GRH (n = 120)	2016 GRH (n = 329)	2019 GRH (n = 241)	2022 GRH (n = 96)	2025 GRH (n = 35)
Word Of Mouth	27%	36%	36%	27%	**37%**
At Work/Employer	23%	21%	23%	19%	**31%**
Internet/Social Media/E-mail	11%	7%	2%	12%	**14%**
Bus/train sign	11%	5%	9%	4%	**6%**
Other rideshare/transit organization	8%	7%	2%	12%	**3%**
Brochure/Promo Materials/Newspaper/Newsletter	3%	2%	3%	2%	**3%**
Radio	2%	3%	3%	2%	**3%**
Advertisement	2%	0%	2%	2%	**---**
Net: Other	6%	4%	2%	1%	**6%**
Don't Know/Cannot Recall	11%	10%	9%	7%	**6%**

GRH Advertising

HEARD OR SAW GRH ADVERTISING

Among all registrants who remembered the year when they first registered GRH program, recall of GRH advertising (having heard, seen, or read any advertising about GRH) was highest among those who reported first registering in 2020 (**Figure B-32**)—all of these registrants said they had heard or seen advertising. When asked if they had heard, seen, or read any advertising about GRH, 56 percent of all registrants said they recalled GRH advertising, slightly higher than the percentage who recalled advertising in the 2022 (40 percent) and 2019 (45 percent) GRH surveys. While recall declined in 2021 and 2022, there was an uptick among registrants in more recent years (88 percent). This is an expected result, given that Commuter Connections paused much of its commute advertising in 2020, including ads for GRH; the increase to 56 percent recall in 2025 could be due to a post-pandemic resurgence of advertising.

Figure B-32: Heard or Saw GRH Advertising (by Year Respondents Reported First Registering for GRH)

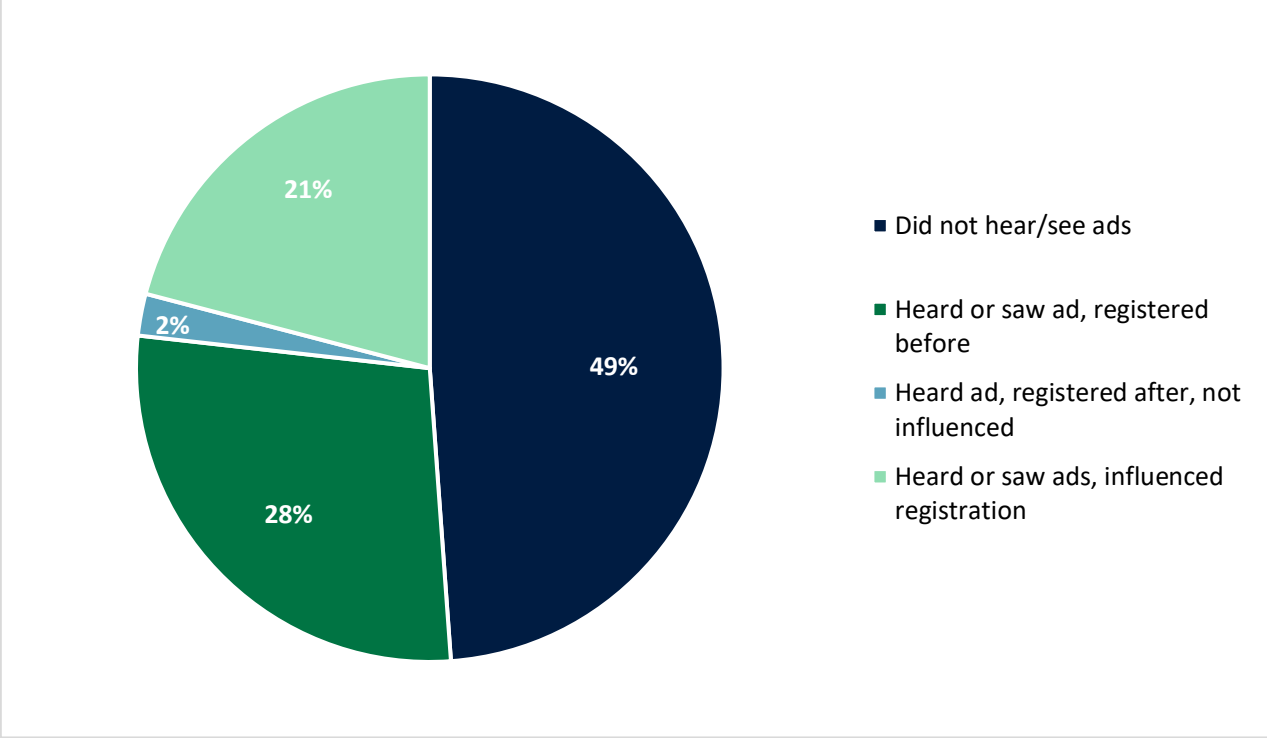


n=20

INFLUENCE OF ADS ON GRH REGISTRATION

Registrants were asked if they had registered for GRH before they encountered the ads and if the ads had influenced them to register for GRH. **Figure B-33** shows overall ad exposure and ad influence. Half (49 percent) of registrants did not see or hear the ads at all. Three in ten (28 percent) saw or heard ads but had already registered for GRH. And two percent said they saw or heard the ads before they registered but the ads had not influenced them. These groups, in total, represented registrants who were not influenced by the advertising (79 percent). The remaining 21 percent of registrants said they saw or heard the ads before they registered and that the advertising had encouraged them to register. This indicates the advertising was instrumental in both informing and persuading a portion of registrants to join the program.

Figure B-33: GRH Advertising – Ad Exposure and Ad Influence



n=43

CURRENT COMMUTE PATTERNS

The survey queried GRH participants about their commuting for three time periods to determine any changes they had made in response to the GRH program:

- **Current** – Commuting patterns at the time of the survey.
- **During-GRH** – Commuting patterns during participation in GRH.
  - For one-time exception users and past registrants, this asked about their commute habits when they were registered for GRH/participated in the program.
  - For current registrants, the current period commute information is used, and they were not asked this question.

- **Pre-GRH** – Commuting patterns at the time just before they registered for GRH (current and past registrants) or heard about GRH (one-time exception users).

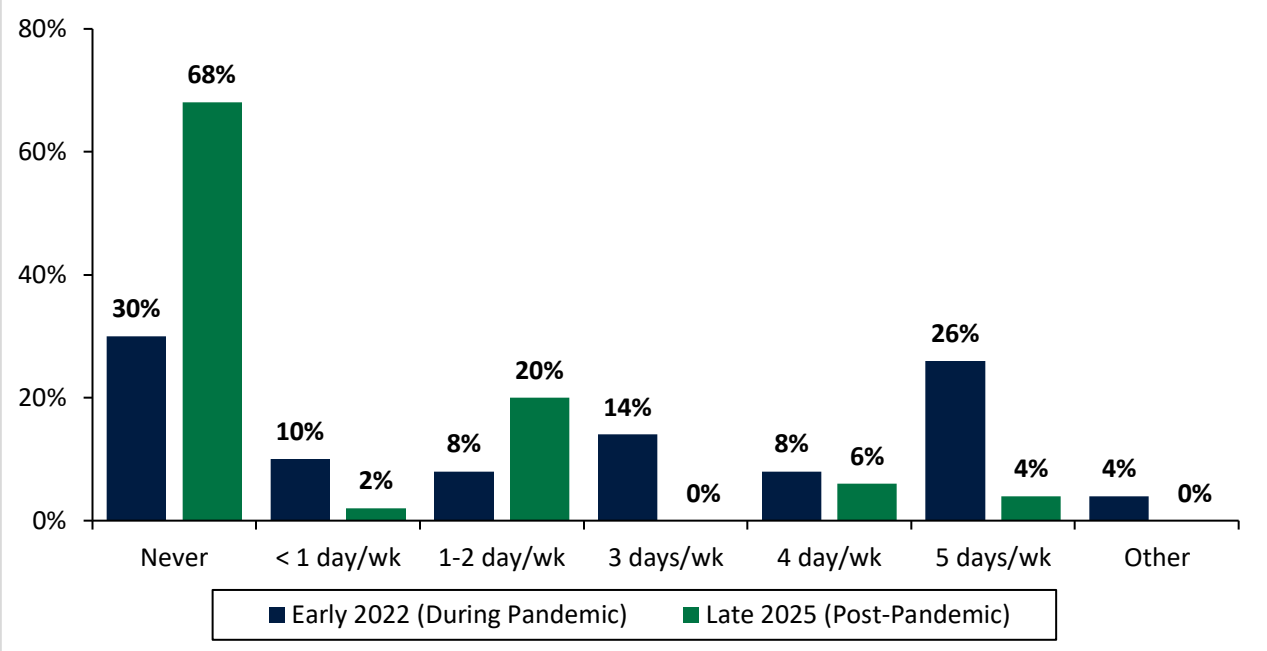
Work Schedule

The majority (82 percent) of registrants in 2025 worked full-time, while 16 percent worked a compressed schedule in which they worked a full-time schedule in fewer than five days. Out of the total respondents, 10 percent worked a 9/80 compressed schedule, with one weekday off in alternate weeks, and six percent worked a 4/40 schedule, with one weekday off each week. These registrants were classified as working a five-day week for purposes of commute mode, with either one or one-half weekdays off each week.

Telework Trends

To capture trends in remote work during and after the Covid-19 pandemic, the questionnaire asked how often respondents teleworked at the time of the survey and how often they teleworked in early 2022, while the pandemic was ongoing. In the 2025 survey, 26 percent of respondents were teleworking one to four days per week at the time of the survey and four percent were teleworking full-time (**Figure B-34**). Sixty-eight percent were not teleworking at all. In the 2022 survey, 30 percent of respondents reported that they never teleworked, with 26 percent of respondents teleworking five days per week. Post-pandemic, the trend shifted in favor of less frequent teleworking.

Figure B-34: Telework Frequency – Early 2022 (During pandemic) and Late 2025 (Post-pandemic)



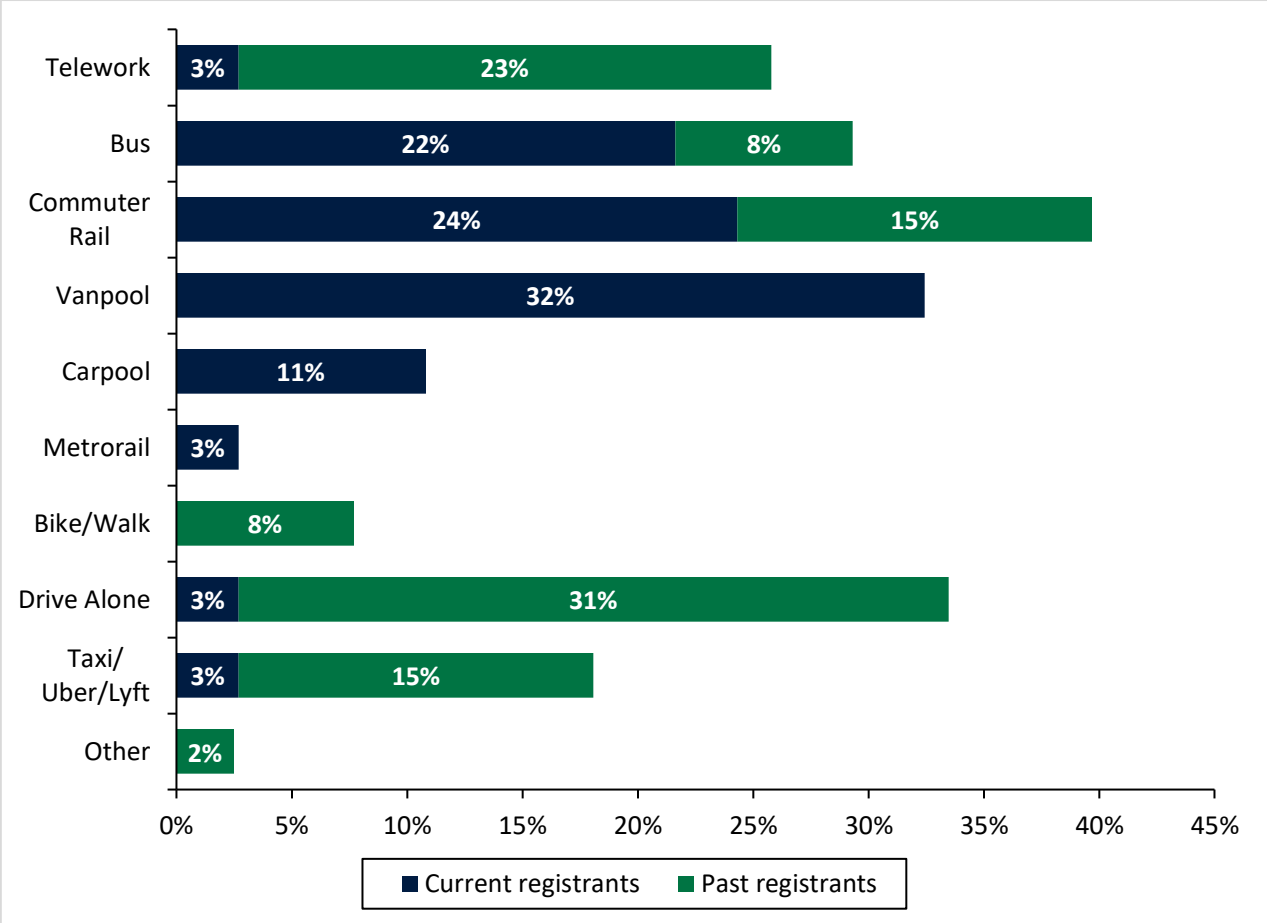
Early 2022/during pandemic n = 50, Late 2025/post-pandemic n = 50

Current Commute Mode

Current and past GRH registrants were asked about use of various commute modes for a typical work week, Monday through Friday. **Figure B-35** shows the percentages of registrants who used each mode as their primary mode (defined as the mode used most days of the week). The figure includes eight commuting modes for travel to job locations outside the home: drive alone, bus, commuter rail,

Metrorail, carpool, vanpool, taxi/Uber/Lyft, and bike/walk, plus it also includes the mode share for telework. Even though teleworking is not actually a travel mode, it is included to show the percentage of workers who primarily teleworked, eliminating most or all their weekly commute trips. Additionally, because it was expected that past registrants would use different modes than respondents who thought they were currently eligible for GRH, these two groups are shown separately.

Figure B-35: Current Primary Modes by Registration Status (Self-defined in Interview)



Current registrants n = 37, Past registrants n = 13

CURRENT REGISTRANTS

Most self-reported current registrants primarily used a non-drive alone commute mode (92 percent). Vanpool was the most common primary mode (32 percent), followed by commuter rail (24 percent), bus (22 percent), carpool (11 percent), and Metrorail (three percent). Nine percent of self-reported current registrants reported primarily teleworking, driving alone, or using taxi/Uber/Lyft most of their workdays—these modes and telework are not eligible modes for GRH but commuters may participate in GRH if they use non-drive alone modes at least two days per week, thus, at least some primary drive-alone respondents and primary teleworkers might still be eligible for GRH. Another possible explanation is that since the survey asked respondents if they were currently registered in the program, some respondents who were teleworking or driving alone might not have known they were no longer eligible for GRH but said they were registered.

PAST REGISTRANTS

Past registrants were more likely than current registrants to report both telework and driving alone as their primary mode. Two in ten (23 percent) of self-identified past registrants primarily teleworked and 31 percent primarily drove alone. Notably, eight percent of past registrants reported biking or walking, while no current registrants reported this as their primary commute mode. Eight percent of past registrants rode a bus and 15 percent rode commuter rail. No past registrants reported carpooling or vanpooling as their primary mode.

CURRENT PRIMARY MODE EXCLUDING TELEWORK

Because primary telework was a notable component for the past registrant mode distribution, **Table B-24** presents mode use excluding primary telework. This shows the distribution of mode use for commuters who traveled most of their workdays to an outside work location. The "telework" column repeats the telework primary mode percentages from **Figure B-35**; three percent for current registrants and 23 percent for past registrants. When these primary teleworkers were excluded, 94 percent of current registrants used a non-drive alone mode for their primary mode, with 50 percent using transit and 44 percent using carpool or vanpool. Among respondents who self-reported as past registrants, four out of ten(40 percent) said they still primarily used a non-drive alone mode; of those four, three registrants used transit, and one biked or walked.

Table B-24: Current Primary Mode (Excluding Telework) by Registration Status (Self-defined in Interview)

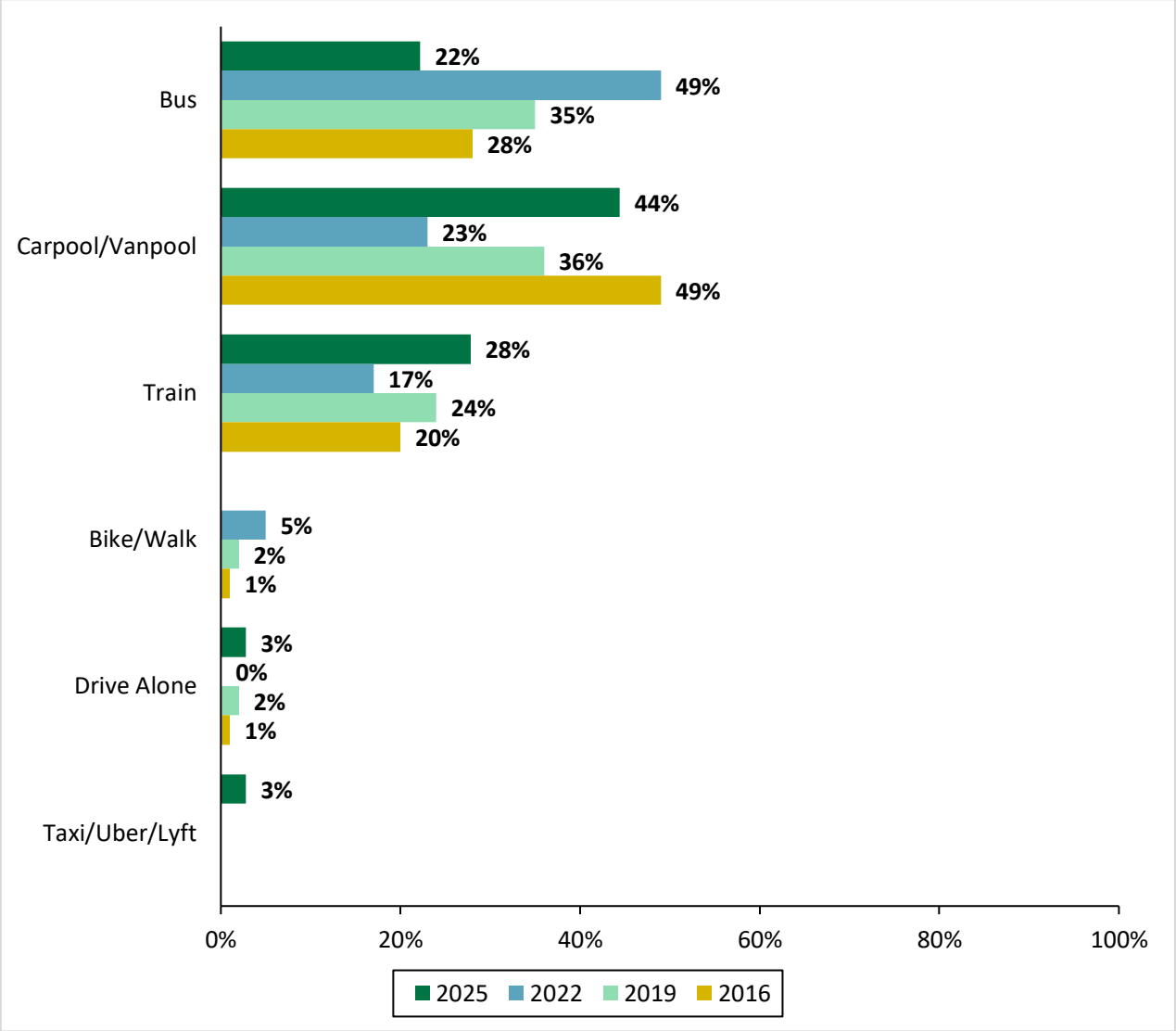
REGISTRATION STATUS (SELF-IDENTIFIED)	TELEWORK	PRIMARY COMMUTE MODE (EXCLUDING TELEWORK)				
		DRIVE ALONE/ TAXI/UBER/LYFT	CARPOOL/ VANPOOL	TRANSIT	BIKE/WALK	OTHER
Current Registrants (n = 36)	3%	6%	**44%**	50%	0%	0%
Past Registrants (n = 10)	23%	**60%**	0%	30%	10%	0%

Bolding indicates statistically higher percentages

MODE SPLIT OVER TIME

Figure B-36 presents mode split for current GRH registrants for the years 2016 through 2025. Excluding telework, the share of non-drive alone mode use has changed slightly over the past nine years. About four in ten current registrants (44 percent) have used carpool/vanpool as their primary mode and five in ten have used bus or train.

Figure B-36: Primary Commute Modes (Excluding Telework) for Current GRH Registrants – 2016 to 2025



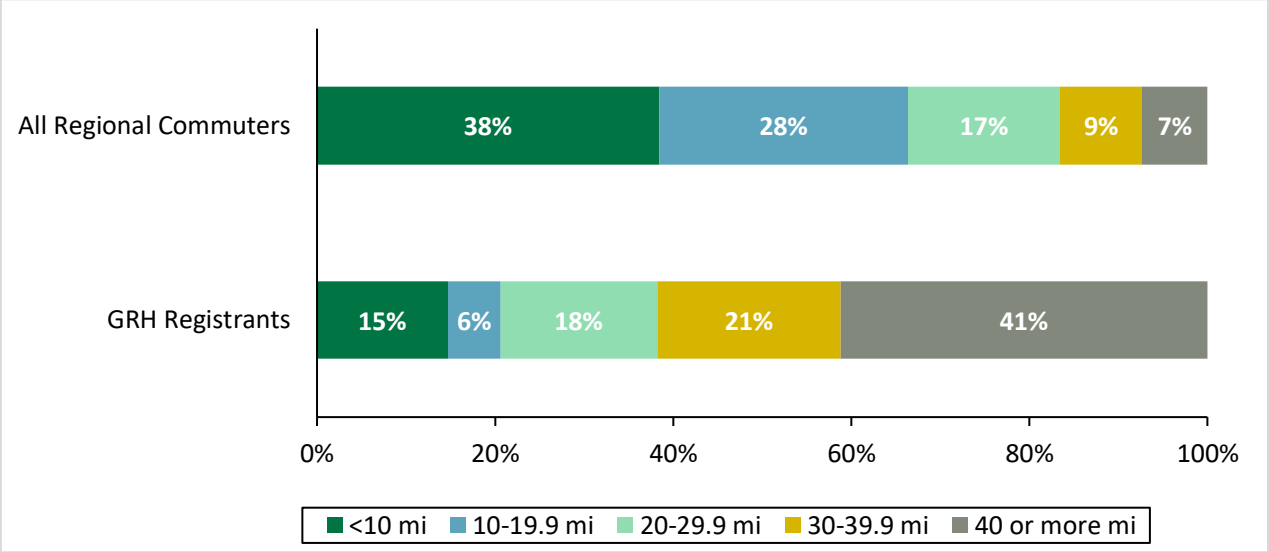
2025 n= 36, 2022 n = 35, 2019 n = 163, 2016 n = 329

Commute Length

COMMUTE MILES

Respondents who were not teleworking full-time were asked about the one-way distance from home to work. GRH registrants had a wide range of commute distances, ranging from less than one mile to more than 120 miles, with an average one-way distance of 29.1 miles. More than six in ten (62 percent) GRH registrants commuted 30 or more miles to work (**Figure B-37**).

Figure B-37: Commute Distance (Miles)

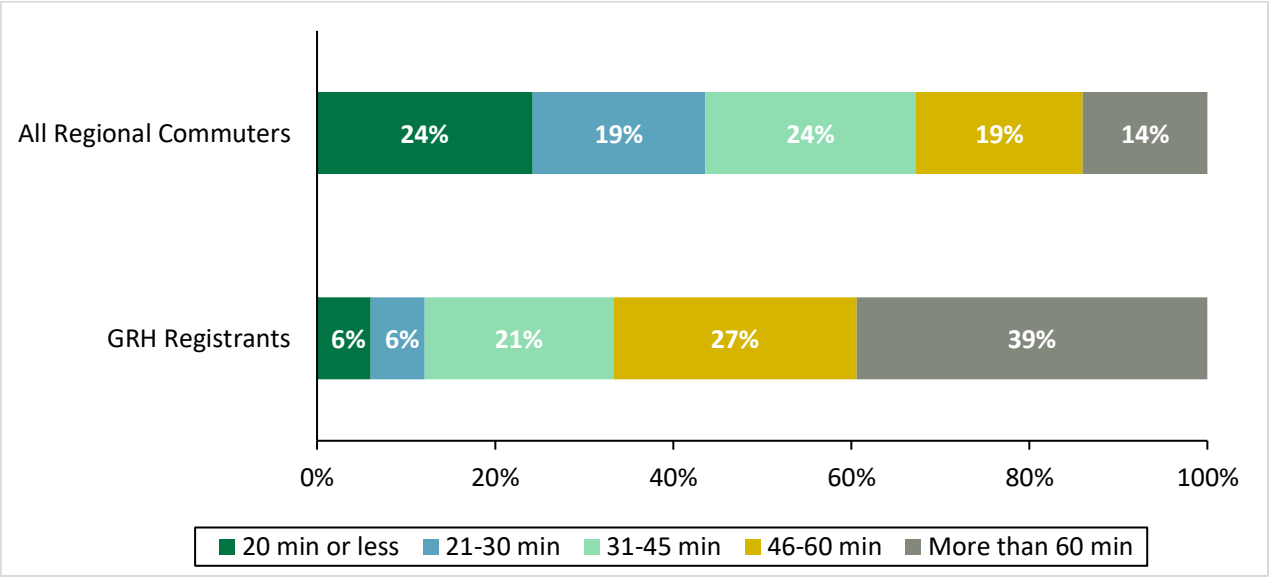


n = 34

COMMUTE TIME

GRH registrants commuted, on average, for about 60 minutes one way, similar to the average commute time in 2022 (55 minutes). Two thirds (66 percent) of GRH registrants commuted more than 45 minutes each way to work (**Figure B-38**). Four in ten (39 percent) GRH registrants commuted more than an hour while 12 percent of GRH registrants had commutes of 30 minutes or less.

Figure B-38: Commute Travel Time (Minutes)



n = 33

COMMUTE PATTERNS BEFORE AND DURING PARTICIPATION IN GRH

The GRH survey was conducted in part to determine if and how commuters' participation in GRH had affected their commute patterns, particularly on two questions:

- Did GRH encourage commuters who were driving alone to shift to non-drive alone modes?
- Did GRH encourage commuters who were using non-drive alone modes to use them more days per week?

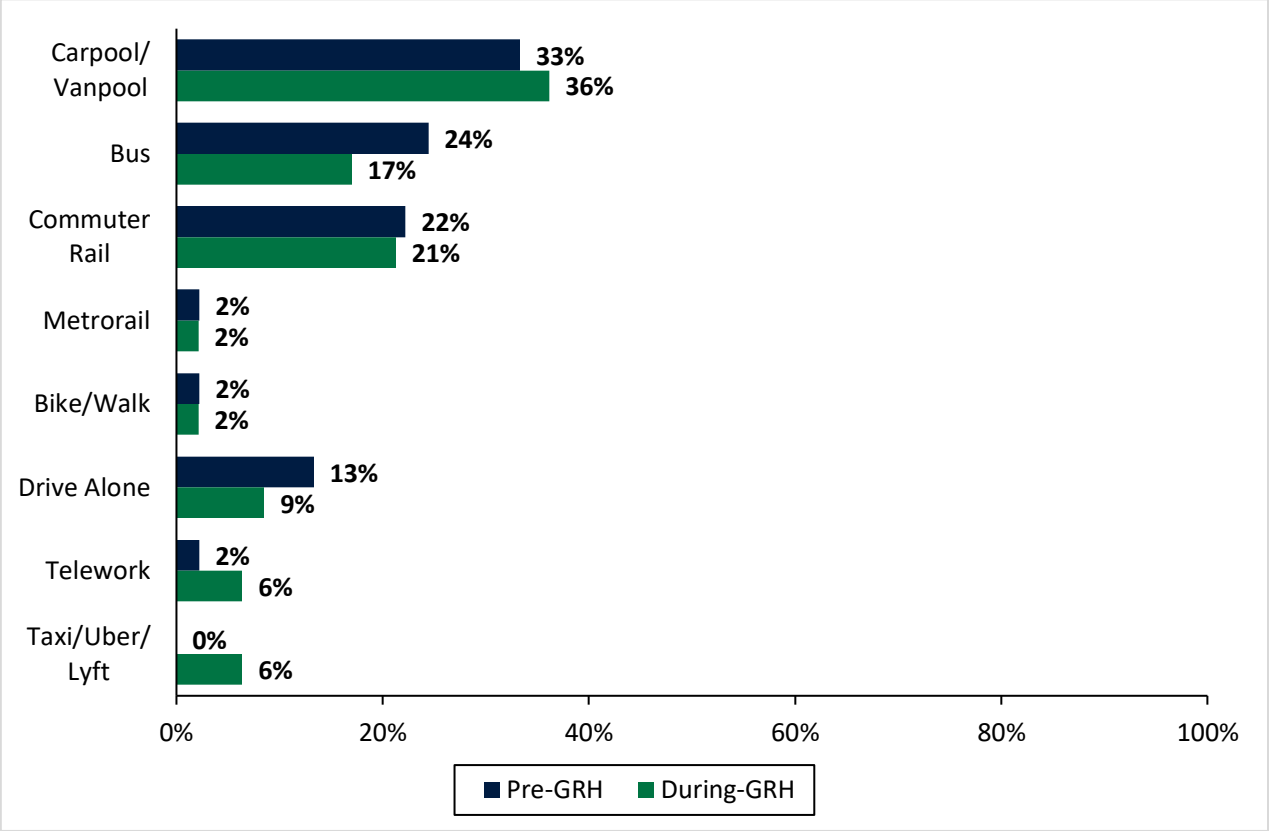
"During-GRH" Modes Compared with "Pre-GRH" Modes

Respondents were asked about their commute modes during the time they participated in the GRH program and before they participated. For current registrants and one-time exception users, the "during-GRH" mode is considered as their current mode for analysis purposes. Because past registrants might have changed modes since they left the program, they were asked about their weekly travel during "the time you were registered" with GRH.

All respondents were also asked about their "pre-GRH" modes. Current and past registrants were asked about the "time before you registered" with GRH. Because one-time exception users did not register, they were asked about the "time before you heard about the GRH program."

Figure B-39 illustrates respondents' primary modes before participating in GRH (pre-GRH) and while participating (during-GRH). Primary mode was defined as the mode used most days during a typical week. The percentages shown are percentages of respondents who used the mode as their primary mode during the period shown. Thirteen percent of respondents primarily drove alone pre-GRH while nine percent drove alone in the "during-GRH" period.

Figure B-39: Primary Modes Used Pre-GRH and During-GRH



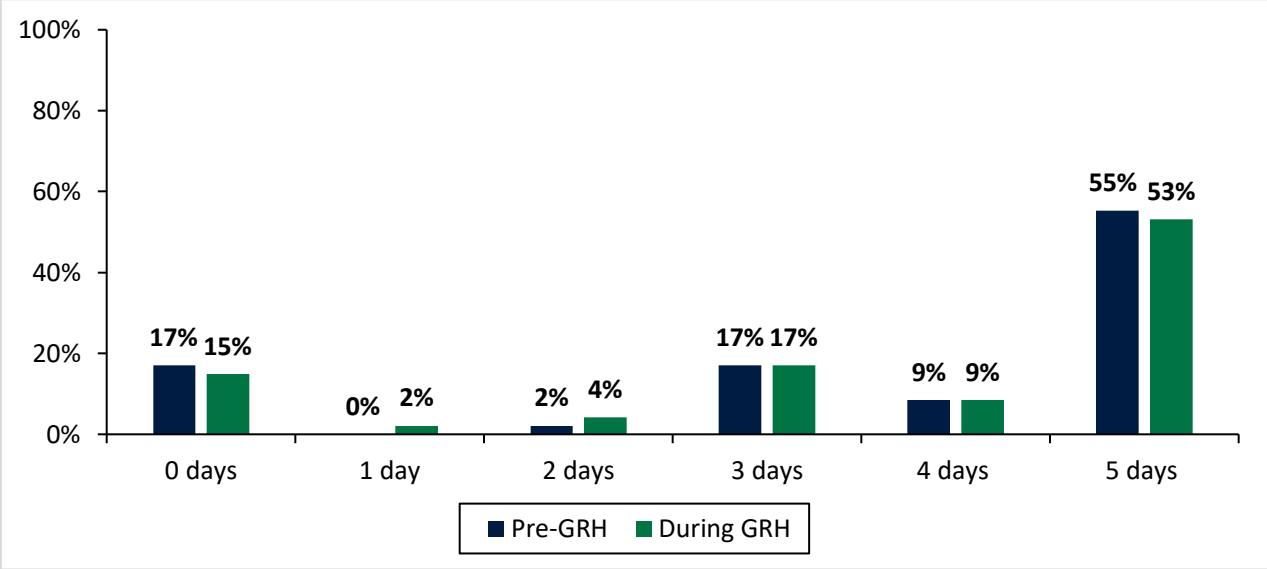
Pre-GRH n = 45, During-GRH n = 47

"During-GRH" Days in Non-Drive Alone Modes Compared with "Pre-GRH" Days

The second survey research question focused on frequency of non-drive alone mode use: Did participants who were using non-drive alone modes before joining GRH increase the number of days they used these modes after registering? Before joining GRH, 64 percent of registrants were using non-drive alone modes four or more days per week and 17 percent were using non-drive alone modes three days per week (**Figure B-39**). Another 17 percent did not use non-drive alone modes at all before joining GRH. During GRH, 53 percent were full-time users of non-drive alone modes, while another nine percent used non-drive alone modes four days per week. Fifteen percent of registrants used only drive-alone modes while participating in GRH compared to 17 percent of registrants pre-GRH.

Fifteen percent of registrants said they were not using a non-drive alone mode while they were in GRH, even though the program requires them to be using a non-drive alone mode to participate—this is an increase from 2022, when only five percent reporting using only drive alone modes while registered.

Figure B-40: Days Using Non-Drive Alone Modes Pre-GRH and During-GRH



Pre-GRH n = 47, During GRH n = 47

INFLUENCE OF GRH ON COMMUTE PATTERN DECISIONS

The comparison of pre-GRH and during-GRH commute patterns is only part of the question of GRH's impact. Also important is the value of GRH in motivating these changes. Three types of pre-GRH and during-GRH commute pattern combinations were examined:

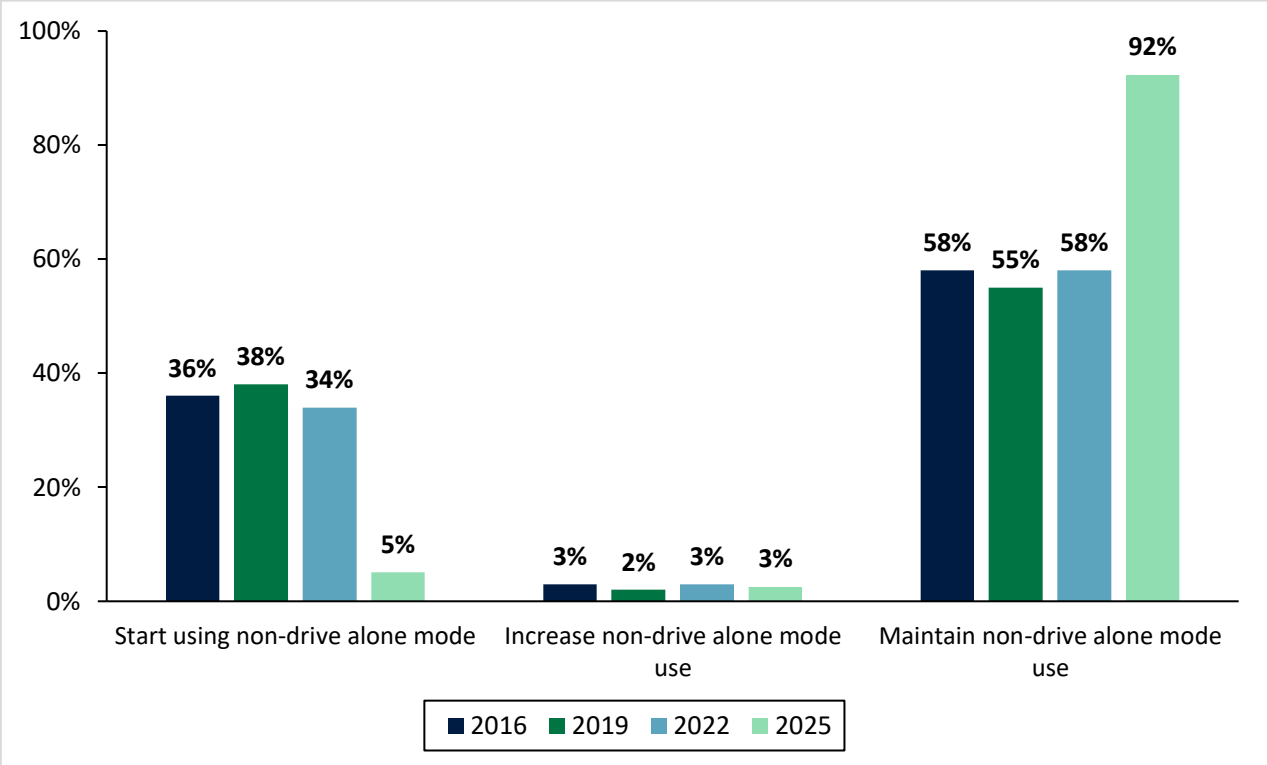
- **Start non-drive alone mode** – Registrants who drove alone pre-GRH and started using non-drive alone modes during-GRH.
- **Increase non-drive alone mode** – Commuters who were using a non-drive alone pre-GRH and increased the frequency of non-drive alone mode use during-GRH.
- **Maintain non-drive alone mode** – Commuters who were using a non-drive alone mode pre-GRH and continued using it during-GRH, with no increase.

Types of Commute Changes, Pre-GRH to During-GRH

Figure B-41 presents a breakdown of registrants into the aforementioned non-drive alone mode change groups. In the 2025 survey, five percent of registrants started using a new non-drive alone mode at the time they joined GRH, a sharp decrease from previous years, with more than a third reporting starting a non-drive alone mode in 2022, 2019, and 2016. Three percent increased the number of days they used non-drive alone modes. The percentage of registrants who increased their non-drive alone mode usage is essentially the same as reported in the 2019, 2016, and 2013 GRH surveys. The overwhelming majority of registrants (92 percent) said they maintained but did not increase use of non-drive alone modes they were using before GRH. This was expected, since most used a non-drive alone mode pre-GRH and many used non-drive alone modes five days per week pre-GRH. This percentage of "maintained" non-drive alone mode use was much higher than in the past three GRH surveys—this could be due to fewer registrants utilizing non-drive alone modes prior to joining GRH in 2025 compared to previous years.

Differences in mode change trends in 2025 could also be due to a smaller sample size compared to previous years.

Figure B-41: Non-Drive Alone Mode Changes from Pre-GRH to During-GRH – 2016 to 2025



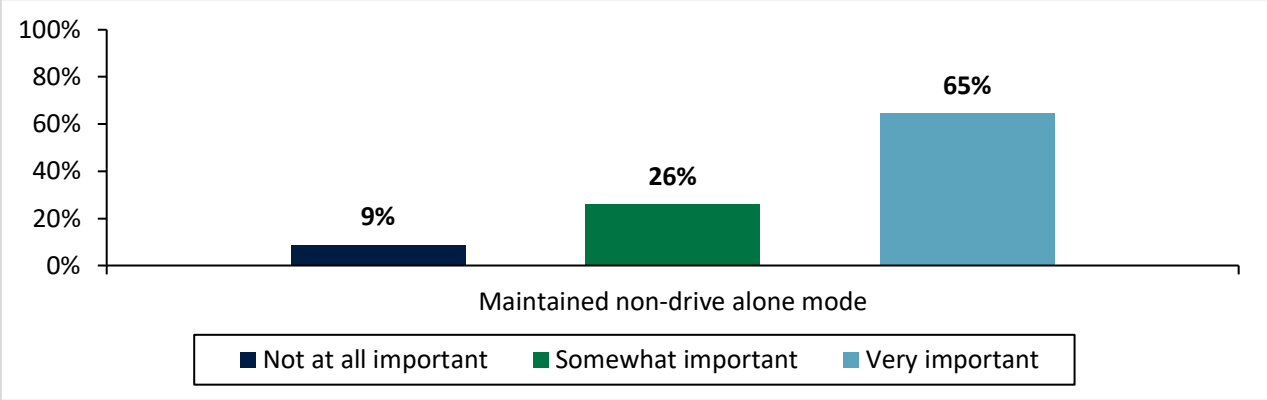
2016 n= 318, 2019 n= 233, 2022 n= 92, 2025 n= 39

Importance of GRH on Decision to Use Non-Drive Alone Modes

The sample size of registrants who reported on the importance of GRH in *starting* or *increasing* their use of non-drive alone mode was too small to analyze for the Baltimore survey. However, thirty four registrants shared how important the GRH program was in *maintaining* their use of non-drive alone modes—a large enough sample size to allow for some analysis, as shown in **Figure B-42**. Ninety-one percent of registrants who maintained non-drive alone mode use said GRH was somewhat or very important to their decision.

Nine out of ten registrants who maintained their use of non-drive alone modes during GRH said GRH had been important to their decision to maintain their use of that mode.

Figure B-42: Importance of GRH to Maintain Non-Drive Alone Mode Use



n = 34

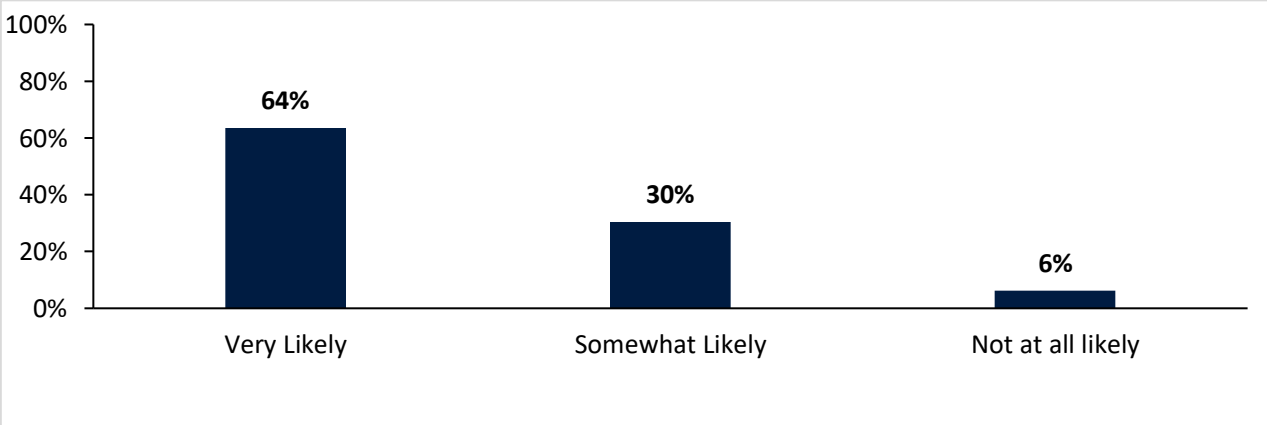
IMPORTANCE OF GRH BY REGISTRATION STATUS

Of current participants who reported they maintained their non-drive alone mode use, 94 percent of them said that GRH was either very important or somewhat important to them maintaining the use of non-drive alone modes. Sample sizes for past registrants were too small to report on, as were sample sizes for current registrants who started or increased use of their non-drive alone mode.

Likelihood to Make Non-Drive Alone Mode Changes if GRH Not Available

Respondents were asked how likely they would have been to make the same commute change decisions that they made if GRH had not been available to them. **Figure B-43** shows the results for those who maintained use of non-drive alone modes (sample sizes are too small to report on registrants who started or increased use of non-drive alone modes). Commuters who were already using non-drive alone modes would have been very likely (64 percent) or somewhat likely (30 percent) to have maintained their use of these modes without GRH. Six percent said they were not at all likely to have continued that mode without GRH.

Figure B-43: Likelihood to Maintain Use of Non-Drive Alone Mode if GRH Not Available



n = 33

Analysis: Influences Motivating Commute Changes

Despite the high percentage of registrants who rated GRH as very important or somewhat important to their decisions to use non-drive alone modes, a large share of registrants said they were likely to have made these decisions anyway, implying that GRH was useful, but not essential, to their decisions. These results are consistent with past GRH surveys and with other GRH program evaluations. GRH users typically do rate GRH as a valuable service but indicate that it is not "*the* reason" for which they made a change to a non-drive alone mode. In actuality, they were influenced by a variety of factors, including, but not limited to, GRH.

Thus, registrants were asked about other services or factors that could have influenced their mode choice decisions. First, all they were asked, "*Do you recall receiving or accessing any of the following commute information or assistance services from Commuter Connections, in addition to GRH?*" Then registrants who said they had made a commute change were then asked three questions:

- Was any of the information or assistance that you received from Commuter Connections more important than GRH to your decision to make this change?
- Did you receive any other commute assistance or benefits, from any source, that influenced your decision? If yes, what was the assistance or benefit?
- Were any other factors or circumstances important to your decision? If yes, what other factors or circumstances were important to your decision?

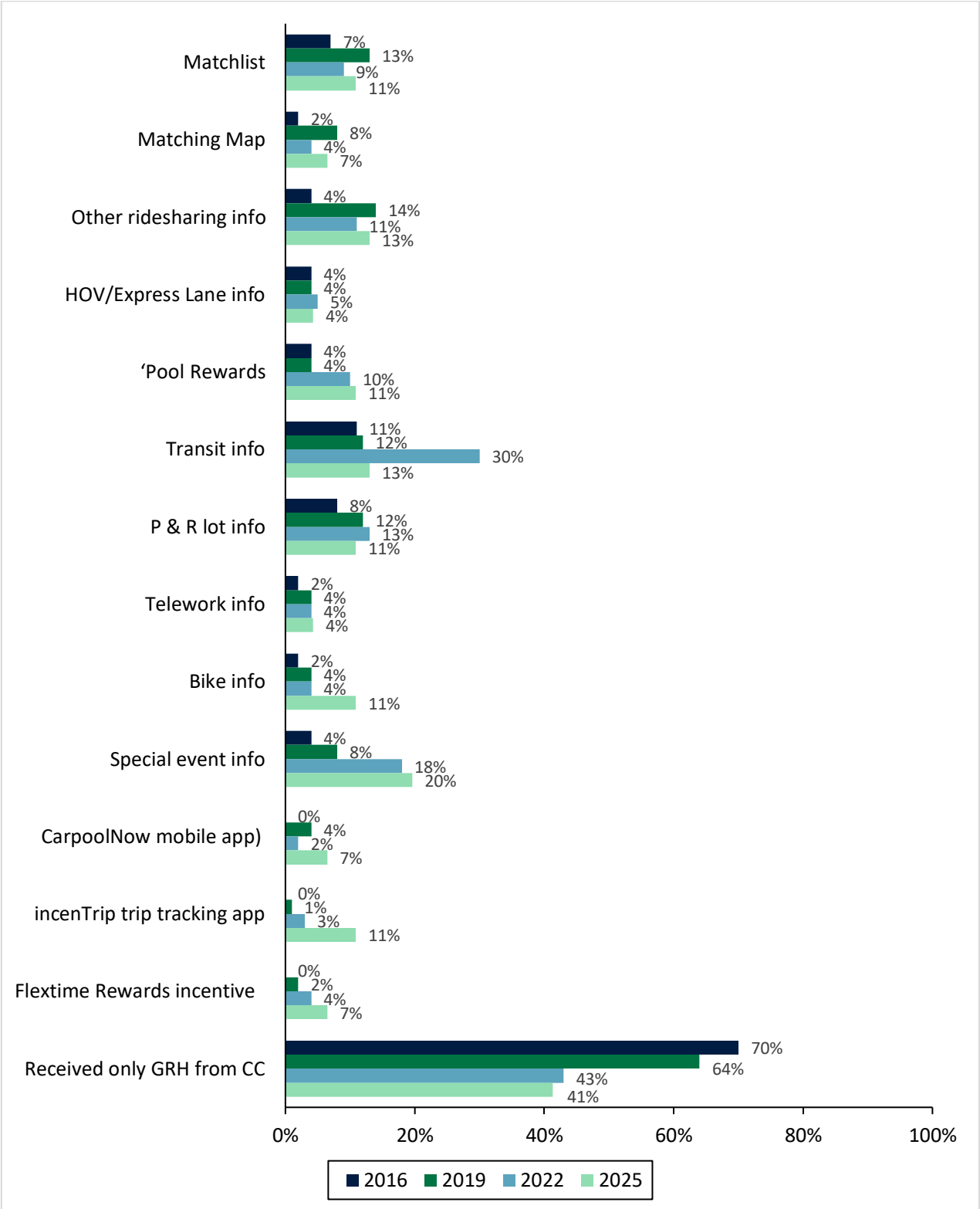
OTHER ASSISTANCE OR BENEFITS RECEIVED FROM COMMUTER CONNECTIONS

Figure B-44 lists the services that registrants mentioned receiving from Commuter Connections in addition to GRH. In 2025, 41 percent said GRH was the only service they received from Commuter Connections. Over time, the share of registrants who only receive GRH support and no other Commuter Connections programs has shrunk, meaning GRH participants over time are getting more and more plugged into Commuter Connections' other programs.

The top section of **Figure B-44** shows services focused primarily on assistance for carpooling and vanpooling. In 2025, 11 percent of registrants received a matchlist with names of potential carpool/vanpool partners, seven percent received a rideshare matching map, and 13 percent received "other" rideshare information. Eleven percent of registrants received information on Park & Ride lots from Commuter Connections, 11 percent obtained information on the 'Pool Rewards carpool and vanpool incentive program, and another four percent received HOV/Express lane information. Seven percent of registrants said they had used the CarpoolNow mobile application for real-time ride-matching, showing a steady increase from 2022 (four percent) and 2019 (two percent).

A higher share of GRH registrants reported receiving transit information in 2022 (30 percent) compared to 2025 (13 percent) and 2019 (12 percent), potentially as a result of disrupted transit service during the pandemic. Twenty percent of registrants received information about a special commute event, such as Bike-to-Work Day, and the share of registrants noting receiving this type of information has increased each year.

Figure B-44: Assistance or Benefits Received from Commuter Connections, in Addition to GRH – 2016 to 2025



2016 n = 329, 2019 n = 241, 2022 n = 91, 2025 n= 46; multiple responses permitted for use of services
Maintained non-drive alone mode n = 36; multiple responses permitted

INFLUENTIAL ASSISTANCE OR BENEFITS RECEIVED FROM ANOTHER ORGANIZATION

GRH registrants were also asked about services they received from an employer or other organization that influenced their mode choice decisions. Thirty-three percent reported another service that had influenced their decision. Of those 13 registrants, seven said that the influential service was an employer-paid transit subsidy, five said government transit subsidy, and one said Mass Transit Benefit Program.

USE OF AND SATISFACTION WITH GRH

Trips Taken

Forty-five percent of respondents to the 2025 survey said they had taken a GRH trip (**Table B-25**), an increase from 30 percent in both the 2022 and 2019 survey. Current registrants used GRH trips at a slightly higher rate than past registrants (49 to 30 percent). On average, current registrants had been participating in GRH for longer than past registrants had before discontinuing their participation (current – 50 months, past – 37 months), so current registrants would have had more time in which to have had an occasion to make a trip than past registrants.

Table B-25: All Respondents, Current Registrants, and Past Registrants who Used GRH Trip

REGISTRATION STATUS (SELF REPORTED)	TAKEN A GRH TRIP	
	YES	NO
All Respondents (n = 47)	45%	55%
Current Registrants (n = 37)	49%	51%
Past Registrants (n = 10)	30%	70%

Characteristics of Participants Who Used GRH Trips

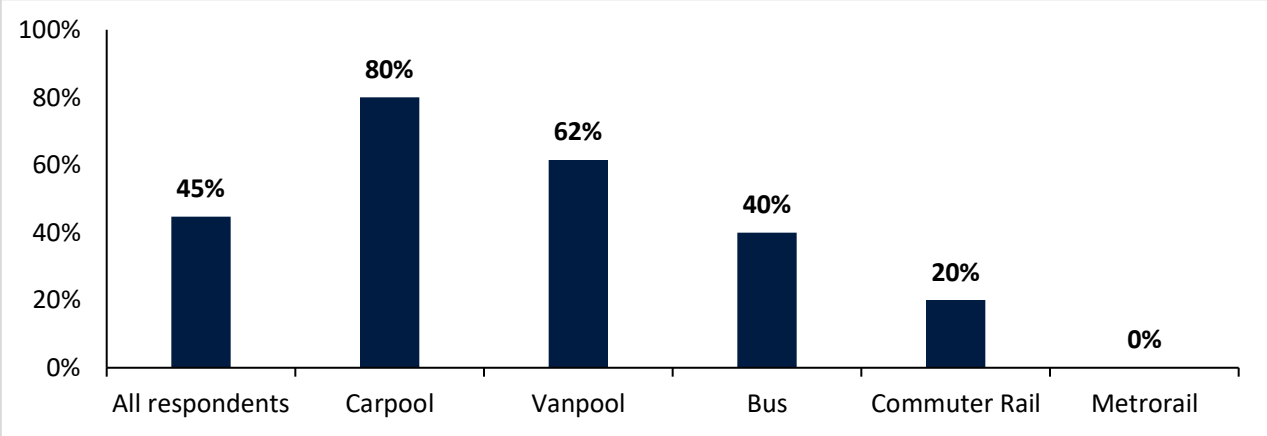
DEMOGRAPHIC CHARACTERISTICS

Female registrants used GRH at a higher rate than did male registrants; 56 percent of female registrants said they had taken a GRH trip, compared with 37 percent of male registrants. More Non-Hispanic Black registrants took GRH trips (54 percent) compared to Non-Hispanic white registrants (43 percent). Use of GRH trips rose with increasing registrants age: none of registrants who were younger than 35 years had taken a GRH trip, compared with 49 percent who were between 35 and 54 years, and 100 percent of registrants who were 55 years or older. There was no significant difference in use by registrant t income.

DURING-GRH MODES

Figure B-45 compares use of GRH by five “during-GRH” mode groups: carpool, vanpool, bus, commuter rail, and Metrorail. Vanpoolers and carpoolers were most likely to have used a GRH trip, with eight (62 percent of vanpoolers) and four (80 percent of carpoolers) riders, respectively, saying they had taken a GRH trip. Four bus riders (40 percent of bus riders) and two commuter rail riders (20 percent of commuter rail riders) had taken a trip.

Figure B-45: Participants who Used GRH Trip by Primary Commute Mode During-GRH



All respondents n = 47, Carpool n = 5, Vanpool n = 13, Bus n = 10, Commuter rail n = 10

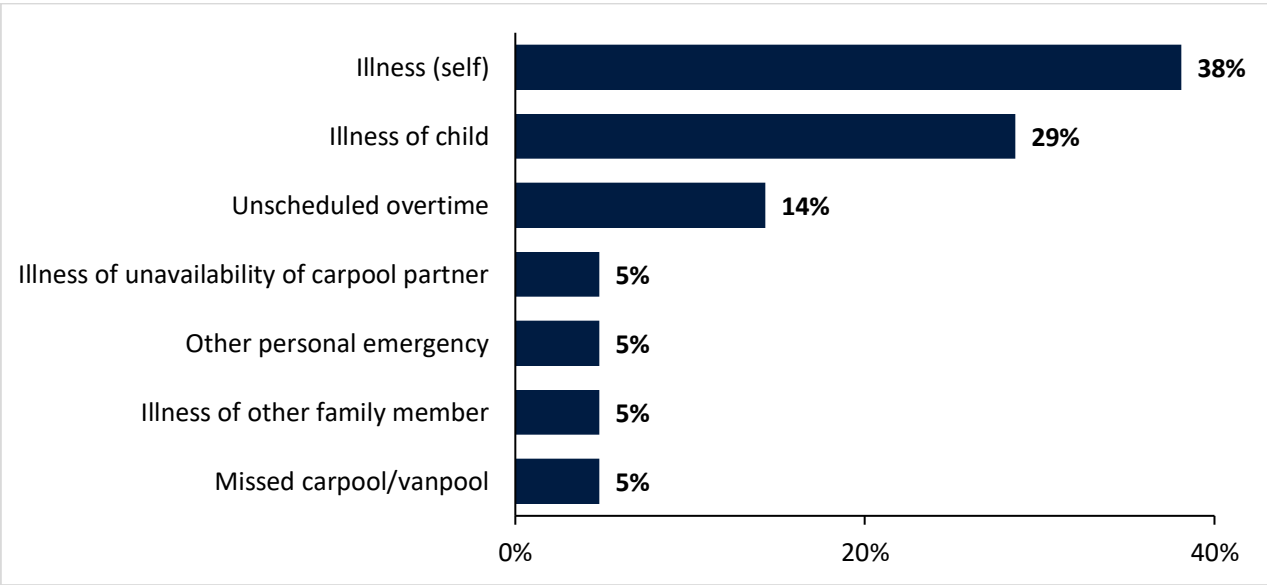
COMMUTE DISTANCE

The average one-way distance of a registrant who used a GRH trip was 36 miles. Comparatively, the average one-way distance reported in previous years was 32.1 miles in 2022 and 32.5 miles in 2019.

Reasons for Taking GRH Trip

Figure B-46 lists the reasons for which participants took a GRH trip (for their most recent trip). The most common reasons were for the registrant's own illness (38 percent), followed by the need to address the illness of a respondent's child (29 percent), and unscheduled overtime (14 percent).

Figure B-46: Reason for Taking Most Recent GRH Trip



n = 21

Satisfaction with GRH Trip

Respondents who had taken a GRH trip were asked if the service was satisfactory. The overwhelming majority (90 percent) said they were satisfied. The primary reason given by the eleven unsatisfied respondents was that the wait time was too long.

Wait Time

Respondents waited an average of 30 minutes for the GRH ride provider. In 2025, 12 registrants (57 percent) who had taken a GRH trip said the ride provider arrived within 10 minutes and nine registrants (43 percent) waited more than 20 minutes (**Table B-26**).

Table B-26: Time Waited for GRH Ride Provider

WAIT TIME	PERCENTAGE (n = 21)	CUMULATIVE PERCENTAGE
5 minutes or less	19 %	19 %
6 to 10 minutes	38 %	57 %
11 to 20 minutes	0%	57 %
21 to 30 minutes	19 %	76 %
31 to 45 minutes	10 %	86 %
46 or more minutes	14 %	100 %

Desired Improvements to the GRH Program

Respondents were asked to share any suggestions they had for improving the GRH program. Twelve (twenty-four percent) of the registrants said no improvement was necessary and 25 (50 percent) registrants said they did not have suggestions or left the question blank. The most common suggestions mentioned by respondents are shown in **Table B-27**, all having been mentioned by two registrants each. The suggestions include to improve the timeliness of communication, make it easier to use GRH, allow more GRH trips in a year, advertise GRH more, and provide more information about GRH and how to use it.

Table B-27: Suggested Improvements to GRH Program

SUGGESTED IMPROVEMENTS	PERCENTAGE (n = 50)
Respond promptly to calls/Communicate timely/Seamless communication with staff	4%
Complicated process/Make it easy to use; easier to use Uber/Lyft	4%
Allow more GRH trips in a year	4%
Advertise it more/Increase awareness	4%
More information on the service/How to use it	4%

Multiple responses permitted

Appendix A: Survey Questionnaire

ASK EVERYONE:

Q1. In what year did you first register for Commuter Connections' Guaranteed Ride Home (GRH) program? **(OPTIONAL.)**

01	Before 2020	**SKIP TO Q2**
02	2020	**SKIP TO Q2**
03	2021	**SKIP TO Q2**
04	2022	**SKIP TO Q2**
05	2023	**SKIP TO Q2**
06	2024	**SKIP TO Q2**
07	2025	**SKIP TO Q2**
97	Never registered, don't recall registering	**SKIP TO Q3**
98	Don't remember/don't know year registered	
99	*Left blank*	

THOSE WHO DON'T REMEMBER WHEN THEY REGISTERED OR LEFT BLANK [Q1(98,99)], ASK:

Q1A. Do you recall that you did register for the GRH program at some time? **(OPTIONAL.)**

01	Yes	
02	No	**SKIP TO Q3 AND RECODE Q1(97)**
98	Don't know	**SKIP TO Q3 AND RECODE Q1(97)**
99	*Left blank*	**SKIP TO Q3 AND RECODE Q1(97)**

THOSE WHO RECALL REGISTERING [Q1(01-07) OR Q1A(01)], ASK:

Q2. Are you currently registered for the GRH program? **(OPTIONAL.)**

01	Yes	**SKIP TO Q6**
02	No	**SKIP TO Q4**
98	Don't know	**SKIP TO Q4**

99 *Left blank* **SKIP TO Q4**

IF [Q1(97) OR Q1A(02,98,99) OR Q2(99)], ASK:

Q3. Have you ever taken a GRH trip provided by Commuter Connections' GRH program?

01 Yes

02 No **THANK AND TERMINATE**

99 *Left blank* **THANK AND TERMINATE**

THOSE WHO DON'T RECALL REGISTERING AND TOOK A GRH TRIP Q3(01), ASK:

Q3A. For what reason did you not register for the GRH program after you took this one-time GRH trip? (OPTIONAL.)

_____

IF [Q1(97) OR Q1A(02,98,99)], SKIP TO Q8.

THOSE WHO ARE NOT REGISTERED OR DON'T KNOW IF THEY ARE CURRENTLY REGISTERED FOR GRH [Q2(02,98,99)], ASK:

Q4. How long were you registered in the GRH program? **(OPTIONAL.)**

01 Less than 1 year

02 1 year

03 2 years

04 3 years

05 More than 3 years

98 Don't remember/don't know

99 *Left blank*

Q5. Why did you not re-register when your registration expired? (OPTIONAL.)

_____

THOSE WHO RECALL REGISTERING FOR GRH [Q1(01-07) OR Q1A(01)], ASK:

Q6. Did you participate in another GRH program before registering for Commuter Connections' GRH program? **(OPTIONAL.)**

01 Yes

02 No **SKIP TO Q8**

98 Don't know **SKIP TO Q8**

99 *Left blank* **SKIP TO Q8**

THOSE WHO PREVIOUSLY PARTICIPATED IN ANOTHER GRH PROGRAM [Q6(01)], ASK:

Q7. Who offered/sponsored that program? **(OPTIONAL.)**

01 My employer

02 County or city government

03 VRE

95 Other **(specify)**

99 *Left blank*

CURRENT COMMUTE PATTERNS

ASK EVERYONE:

Q8. In a TYPICAL week, how many weekdays (Monday-Friday) are you assigned to work? Please include both days you commute to work and days you work remotely/telework (from home or a coworking center). If your work schedule varies from week to week, select the response that is most typical.

01 1 day per week

02 2 days per week

03 3 days per week

04 4 days per week

05 5 days per week

00 0 weekdays (not currently working or work only on weekends) **SKIP TO INTRO TO DEMOGRAPHICS – BEFORE Q60**

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)], ASK:

Q10. Which of the following best represents your work schedule? **(OPTIONAL.)**

01 Work five or more days per week
02 Work part-time
03 Work four 10-hour days per week, total of 40 hours per week (4/40 compressed schedule)
04 Work nine days every two weeks, total of 80 hours across two weeks (9/80 compressed schedule)
05 Work three 12-hour days per week, total of 36 hours per week (3/36 compressed schedule)
95 Other **(specify)**
99 *Left blank*

Q10AB. Do you currently work remotely/telework (from home or a coworking center) for any of your assigned workdays? Please include only days that you work from home/telework during an entire workday.

01 No, do not currently work from home or telecommute/telework any workdays

02 1 to 3 times per month

03 1 day per week

04 2 days per week

05 3 days per week

06 4 days per week

07 Yes, work from home or telecommute/telework from home or a coworking center **all** my workdays

98 Don't know

99 *Left blank*

IF [Q10AB(07)], AUTOCODE Q10A(01),

IF [Q10AB(02-06)], AUTOCODE Q10A(02),

IF [Q10AB(01)], AUTOCODE Q10A(03),
IF [Q10AB(98)], AUTOCODE Q10A(98),

IF [Q10AB(99)], AUTOCODE Q10A(99),

Q10A. Do you currently work remotely/telework (from home or a coworking center) for any of your assigned workdays? Please include only days that you work from home/telework during an entire workday. **(OPTIONAL.)**

01 Yes, work from home or telecommute/telework from home **all** my workdays

02 Yes, work from home or telecommute/tele work from home **some** of my workdays

03 No, do not currently work from home or telecommute/telework any workdays

98 Don't know

99 *Left blank*

IF [Q10AB(06)], AUTOCODE Q10B(06),

IF [Q10AB(05)], AUTOCODE Q10B(05),

IF [Q10AB(04)], AUTOCODE Q10B(04),
IF [Q10AB(03)], AUTOCODE Q10B(03),

IF [Q10AB(02)], AUTOCODE Q10B(02),

IF [Q10A(01)], AUTOCODE Q10B(07),
IF [Q10A(03)], AUTOCODE Q10B(08),

Q10B. Currently, how often do you usually telecommute/telework for an entire workday? **(SHOW RESPONSES 01-07 AND 95; DO NOT SHOW RESPONSES 08 OR 99) (OPTIONAL.)**

01 Less than 1 time per month, only in emergencies (e.g., sick child, snowstorm)
02 1 to 3 times per month
03 1 day per week
04 2 days per week
05 3 days per week
06 4 days per week
07 Yes, work from home or telecommute/telework from home or a coworking center **all** my workdays)
08 **AUTOCODE** - *Never, don't telecommute now*
95 Other **(specify)**

99 *Left blank*

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)], ASK:

Q10C. Next, think back three years to early 2022, while the COVID-19 pandemic was ongoing—you might have been in a different job or not working. At that time, how often did you usually telecommute/telework? **(OPTIONAL.)**

08 Never, I did not telecommute/telework in early 2022

01 Less than 1 time per month, only in emergencies

02 1 to 3 times per month

03 1 day per week

04 2 days per week

05 3 days per week

06 4 days per week

07 5 or more days per week

09 Was not employed/working then or not working in the region

95 Other **(specify)**
99 *Left blank*

Q10D. Has your employer recently announced and/or implemented a "return-to-office" (RTO) policy that requires employees who work or worked remotely to commute to their employer's designated worksite more or all workdays? (OPTIONAL.)

01 Yes, employer has already implemented an RTO policy
02 Yes, employer has announced an RTO policy but has not implemented it yet
03 No, employer permits telework/remote work and the policy has not recently changed
04 Employer never permitted any telework/remote work
95 Some other situation (specify)

98 Not sure

99 Left blank

IF [Q10D(03,04,98,99)], SKIP TO Q14 INSTRUCTIONS

IF [Q10D(01,02,95)], ASK Q10E:

Q10E. How many days per week does the return-to-office policy require employees to commute to this worksite? (OPTIONAL.)

01 Less than 1 day per week
02 1 or 2 days per week
03 3 or 4 days per week
04 5 or more days per week (or all workdays)
95 Some other situation (specify)

98 Not sure

99 Left blank

INSTRUCTIONS BEFORE Q14: SOME RESPONSES ARE EXCLUDED FOR WASHINGTON RESPONDENTS:

IF WASHINGTON, EXCLUDE R8 (Baltimore Metro Subway), AND R19 (Light Rail)

IF BALTIMORE, INCLUDE ALL Q14 RESPONSES

IF [Q10B(07)], AUTOCODE Q14.2=Q8 (NUMBER OF WEEKDAYS WORKED) AND Q14.17=5-Q8.

IF Q14 IS FULLY AUTOCODED, DO NOT SHOW Q14 ON THE SCREEN.

(IF WASHINGTON, DO NOT SHOW RESPONSES 08 OR 19.)

IF WORK ON A WEEKDAY [Q8(01-05)] AND NOT AUTOCODED, ASK:

Q14. Thinking about a TYPICAL week, how do you get to work, Monday through Friday?

In the table below, enter the number of weekdays you typically use each of the listed types of transportation. If you use more than one type on a single day (e.g., walk to the bus stop, then ride the bus), count only the type you use for the **longest distance part** of your trip. You may also indicate how many weekdays (if any) you telecommute/work from home or have a regular day off or compressed work schedule day off.

Q14 PROGRAMMER NOTES:

CHECK SUM OF Q14 DAYS. IF TOTAL OF Q14.1-24 IS LESS THAN 5, SHOW MESSAGE: "Please report for all days Monday – Friday, including telework days, compressed schedule days, and days you do not work**." IF TOTAL OF Q14.1-24 IS GREATER THAN 5, SHOW MESSAGE:** "You've reported more than 5 days. Please report only for Monday – Friday and only one type of transportation per day."

TYPE OF TRANSPORTATION	DAYS USED, MON-FRI (0 TO 5)
Days you travel to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 **[IF BALTIMORE:** Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail**]**	
21 Other **(specify)** _____	
Days you do not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24

THOSE WHO TYPICALLY CARPOOL OR VANPOOL AT LEAST ONCE A WEEK [Q14.05-07(01-05)], ASK:

Q14A. Including yourself, how many people usually ride in your [carpool or vanpool]? (**IF MORE THAN ONE ANSWER IN Q14, SELECT ONE USING THIS PRIORITY**: vanpool, carpool, casual carpool.) **(OPTIONAL.)**

_____ total people in pool [RANGE: 2-20]

99 *Left blank*

THOSE WHO ARE TYPICALLY ASSIGNED TO WORK WEEKDAYS [Q8(01-05)]:

DEFINE CALTDAYS (days currently using alternative modes)

CALTDAYS = TOTAL Q14_5-15, 19, 24 DAYS

DEFINE CMCA (Current Most Common Alternate)

Set CMCA using Q14_5-15, 19, 24 alt mode used most days

IF CALTDAYS = 0, SET CMCA = 96 (no MCA)

IF CALTDAYS > 0, SET CMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q14.5-15, 19, 24 =

Q14.5, SET CMCA = 5 (Carpool)

Q14.6, SET CMCA = 6 (Casual Carpool / Slug)

Q14.7, SET CMCA = 7 (Vanpool)

Q14.8, SET CMCA = 8 (Baltimore Metro Subway)

Q14.9, SET CMCA = 9 (Bus)

Q14.10, SET CMCA = 10 (Metrorail train)

Q14.24, SET CMCA = 24 (Commuter rail train)

Q14.14 SET CMCA = 14 (Bicycle)

Q14.15 SET CMCA = 15 (Walk)

Q14.19, SET CMCA = 19 (Light rail)

IF TIE FOR MOST Q14 DAYS USED, SELECT IN THIS ORDER:

VANPOOL

CARPOOL

BUS

BALTIMORE METRO SUBWAY

LIGHT RAIL

COMMUTER RAIL METRORAIL

CASUAL CARPOOL

BIKE

WALK

DEFINITION OF REGISTRATION/ELIGIBILITY STATUS (GRHTYPE)

IF Q1(01-07, 98, 99) AND Q2(01) AND CALTDAYS > 0: GRHTYPE(1) (CURR_REG)

IF Q1((01-07, 98, 99) AND Q2(01) AND CALTDAYS = 0)) OR ((Q1(01-07, 98, 99) AND Q2(02,98,99)) OR ((Q1(97) AND Q3(01) AND CALTDAYS = 0)): GRHTYPE(2) (PAST_REG)

IF Q1(97) AND Q3(01) AND CALTDAYS > 0, GRHTYPE(3) (ONE_TIME)

IF (CALTDAYS > 0), SKIP TO Q15 INSTRUCTIONS

IF (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), SKIP TO Q14B

IF (CALTDAYS = 0 AND (Q10B(07) OR Q14.2 = Q8 (FULL-TIME TW))), ASK:

Q14A1. You said you typically telecommute/work from home all your workdays. If you were not telecommuting now, what types of transportation would you use to get to work? Select all that apply. **(ALLOW MULTIPLE RESPONSES.)**

01 Carpool or casual carpool (slug)

02 Vanpool

03 Bus or train

04 Bike or walk

05 Would not be using any of these modes now **(EXCLUSIVE)**

98 Not sure **(EXCLUSIVE)**

99 *Left blank*

IF (CALTDAYS = 0 AND ([Q10B(07)] OR Q14.2 = Q8 (FULL-TIME TW))), SKIP TO Q21

IF (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), ASK:

Q14B. You said you typically do not use any of the types of transportation that are eligible for the GRH program. Do you occasionally use any of the following types of transportation to get to work? Select all that apply. **(ALLOW MULTIPLE RESPONSES.)**

01 Carpool or casual carpool (slug)

02 Vanpool

03 Bus or train

04 Bike or walk

05 Do not use any of these modes now **(EXCLUSIVE)**

99 *Left blank*

IF (CALTDAYS > 0) OR (CALTDAYS = 0 AND ANY OF Q14.3,4,18,21 > 0), ASK:

Q15. How long is your current typical daily commute one-way? First, how many miles? **(OPTIONAL.)**

01 Less than 5 miles
02 5 to less than 10 miles
03 10 to less than 20 miles
04 20 to less than 30 miles
05 30 to less than 40 miles
06 40 or more miles
998 Not sure

999 Left blank

Q16. How many minutes (total time) does it typically take you to travel from home to work? If the time varies from day to day, enter what would be most typical. **(OPTIONAL.)**

Number of minutes_____ **(WHOLE NUMBERS ONLY.)**

998 Not sure

999 *Left blank*

Q16A. At what time do you typically arrive at work? **(OPTIONAL.)**

01 12:01 am – 5:59 am
02 6:00 am – 6:29 am
03 6:30 am – 6:59 am
04 7:00 am – 7:29 am
05 7:30 am – 7:59 am
06 8:00 am – 8:29 am
07 8:30 am – 8:59 am
08 9:00 am – 9:29 am
09 9:30 am – 9:59 am
10 10:00 am – 5:59 pm
11 6:00 pm – 12 midnight
98 Not sure

99 Left blank

IF CALTDAYS=0, SKIP TO Q21 INSTRUCTIONS

IF CALTDAYS>0, ASK:

Q17. About how long have you been using **[CMCA:** carpool, vanpool, bus, train, bicycle, walk**]** for your trip to work? **(OPTIONAL.)**

01 Less than 1 year
02 1 to less than 2 years
03 2 to less than 3 years
04 3 to less than 4 years
05 4 to less than 5 years
06 5 years or more
98 Not sure

99 Left blank

IF [SUM OF Q14.5-10, 19,24=0], SKIP TO Q21 INSTRUCTIONS

THOSE WHO USE CARPOOL, VANPOOL, TRAIN, OR BUS [Q14.5-13, 19, 24(01-05)], ASK:

Q19. How do you get from home to where you meet your [carpool, vanpool, bus, train*]? (OPTIONAL. *SELECT Q19MODE AS GREATEST NUMBER OF Q14 DAYS, IF TIE CHOOSE IN THIS ORDER: VANPOOL (Q14.7), CARPOOL (Q14.5+Q14.6), BUS (Q14.9), TRAIN (Q14.10++Q14.8+Q14.24+Q14.19)

01 Picked up at home by carpool/vanpool (or carpool/vanpool leaves from my home) **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN] à SKIP TO INSTRUCTIONS BEFORE Q21**

02 Drive alone to driver's home or drive alone to passenger's home **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN]**

03 Drive to a central location, like a park & ride or bus stop/train station

04 Dropped off (including by household member)

05 Bicycle (personal bike or Capital Bikeshare bike)

06 Motorcycle

07 Walk

08 I always drive the carpool/vanpool and pick up riders **[DO NOT SHOW IF Q19MODE: BUS OR TRAIN] SKIP TO INSTRUCTIONS BEFORE Q21**

09 Bus/transit**[DO NOT SHOW IF Q19MODE: BUS]**

10 Taxi

11 Uber, Lyft, Via

95 Other **(specify)**

99 *Left blank*

IF [Q19(02-07,09-11,95,99)], ASK:

Q20. How many miles is it one way from your home to where you meet your **[SAME MODE AS Q19:** carpool, vanpool, bus, train**]**? **(OPTIONAL.)**

01 Less than 5 miles
02 5 to less than 10 miles
03 10 to less than 20 miles
04 20 to less than 30 miles
05 30 to less than 40 miles
06 More than 40 miles
998 Not sure

999 Left blank

MODE DURING GRH (Past Registrants ONLY)

IF [GRHTYPE(1,3)], SKIP TO Q27

IF [GRHTYPE(2)], ASK:

Q21. Next, think back to the time that you were **[If Q2(02,98,99):** registered**] [IF Q2(01) OR Q3(01):** eligible**]** for the GRH program. During that time, how many weekdays (Monday–Friday) were you assigned to work in a typical week? Please include both days you commuted to work and days you worked remotely/telework (from home or a coworking center).

06 Same as my current work schedule **(AUTOCODE Q21(06)=Q21(1-5) BASED ON Q8)**

01 1 day per week

02 2 days per week

03 3 days per week

04 4 days per week

05 5 days per week

Q23a. And while you were [IF Q2(02,98,99): registered] [IF Q2(01) OR Q3(01): eligible] for GRH, thinking about a TYPICAL week, how did you get to work, Monday through Friday?

01 My commute then was the same as my current commute **[AUTOCODE Q23a(1)=Q23(3-24) BASED ON Q14] SKIP TO POST-PROCESSING INSTRUCTIONS AFTER Q23]**

02 My commute then was different than my current commute

IF [Q23a(02)], ASK:

Q23. You mentioned your commute was different while you were [IF Q2(02,98,99): registered] [IF Q2(01) OR Q3(01): eligible] for GRH than your current commute. Thinking about a TYPICAL week, how did you get to work, Monday through Friday?

In the table below, enter the number of weekdays you typically used each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip. You may also indicate how many weekdays (if any) you telecommuted/worked from home or had a regular day off or compressed work schedule day off.

CHECK SUM OF Q23 DAYS.

IF TOTAL OF Q23.1-24 IS LESS THAN 5, SHOW MESSAGE: "Please report for all days Monday–Friday, including telework days, compressed schedule days, and days you did not work**."**

IF TOTAL OF Q23.1-24 IS GREATER THAN 5, SHOW MESSAGE: "You've reported more than five days. Please report only for Monday–Friday and only one type of transportation per day."

TYPE OF TRANSPORTATION – WHILE *REGISTERED OR ELIGIBLE* FOR GRH	DAYS USED, MON-FRI (0 TO 5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 **[IF BALTIMORE:** Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail**]**	
21 Other **(specify)**	
Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24

DEFINE DALTDAYS (Days using alt modes during GRH – past registrants only)

DALTDAYS = TOTAL Q23.5-15, 19, 24 DAYS

DEFINE DMCA (During Most Common Alternate)

Set DMCA using Q23.5-15, 19, 24 alt mode used most days

IF DALTDAYS = 0, SET DMCA = 96 (no MCA)

IF DALTDAYS > 0, SET DMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q23.5-15, 19, 24 =

Q23.5, SET DMCA = 5 (Carpool)

Q23.6, SET DMCA = 6 (Casual Carpool / Slug)

Q23.7, SET DMCA = 7 (Vanpool)

Q23.8, SET DMCA = 8 (Baltimore Metro Subway)

Q23.9, SET DMCA = 9 (Bus)

Q23.10, SET DMCA = 10 (Metrorail)

Q23.24, SET DMCA = 24 (Commuter rail)

Q23.14 SET DMCA = 14 (Bicycle)

Q23.15 SET DMCA = 15 (Walk)

Q23.19 SET DMCA = 19 (Light rail)

IF TIE FOR MOST DAYS USED, SELECT DCMA IN THIS ORDER:

VANPOOL

CARPOOL

BUS

BALTIMORE METRO SUBWAY

LIGHT RAIL

Commuter rail METRORAIL

CASUAL CARPOOL

BIKE

WALK

PROGRAMMER NOTE:

Q24 and Q26 have been replaced by inserts in Q27 and Q29.

BHALTDAYS calculation also has been deleted – replaced by BRALTDAYS following Q29.

MODE BEFORE GRH (ALL RESPONDENTS)

PROGRAMMER NOTE: GRHTYPE Cases 1 and 2 below were asked Q27/Q29 in 2022, while Cases 3 and 4 were asked parallel questions Q24/Q26. The inserts for Q27/Q29 now enable Q27/Q27 to capture "pre-GRH" mode info also for Case 3 and 4. The BRALTDAYS calculations that follow Q29 also now apply for these respondents, eliminating the need for the parallel BHALTDAYS calculation.

There are four types of inserts for Q27 and Q29 depending on GRHTYPE:

- **Current registrants [GRHTYPE(1)], insert "before you registered for"**
- **Past registrants who recall registering [GRHTYPE(2) AND Q2(01,02,98)], insert "before you registered for"**
- **Past registrants who do NOT recall registering but took GRH trip [GRHTYPE(2) AND Q3(01)], insert "before you heard about"**
- **One-time exception registrants [GRHTYPE(3)], insert "before you heard about"**

ASK EVERYONE, WITH APPROPRIATE INSERTS

Q27. Now, please think back to the time **[IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]:** before you registered for**] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3):** before you heard about**]** the GRH program. At that time, how many weekdays (Monday–Friday) were you assigned to work in a typical week? Please include both days you commuted to work and days you worked remotely/telework (from home or a coworking center).

06 Same as my current work schedule **(AUTOCODE Q27(06)=Q27(01-05) BASED ON Q8)**

00 0, I did not work any weekdays then

01 1 day per week

02 2 days per week

03 3 days per week

04 4 days per week

05 5 days per week

96 **[IF BALTIMORE:** I did not work in the Baltimore area then]

97 **[IF WASHINGTON:** I did not work in the Washington area then]

IF [Q27(00,96,97) AUTOCODE Q29.1-20,22,23(05)], THEN SKIP TO BRALTDAYS

IF [Q27(01-06)], ASK:

Q29a. And [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): before you heard about] GRH, thinking about a TYPICAL week, how did you get to work, Monday through Friday?

01 My commute then was the same as my current commute **[AUTOCODE Q29a(1)=Q29(3-24) BASED ON Q14] SKIP TO POST-PROCESSING INSTRUCTIONS AFTER Q29]**
02 My commute then was different than my current commute

IF [Q29a(03)], ASK:

Q29. You mentioned your commute was different [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]: before you registered for] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3): before you heard about] GRH than your current commute. Thinking about a TYPICAL week, how did you get to work, Monday through Friday?

In the table below, enter the number of weekdays you typically used each of the listed types of transportation. If you used more than one type on a single day (e.g., walked to the bus stop, then rode the bus), count only the type you used for the **longest distance part** of your trip. You may also indicate how many weekdays (if any) you telecommuted/worked from home or had a regular day off or compressed work schedule day off.

Q29 PROGRAMMER NOTES:

CHECK SUM OF DAYS.

IF TOTAL OF Q29.1-24 NOT EQUAL TO 5, SHOW MESSAGE: "Please report for all days Monday–Friday, including telework days, compressed schedule days, and days you did not work**."**

IF TOTAL OF Q29.1-24 IS GREATER THAN 5, SHOW MESSAGE: "You've reported more than five days. Please report only for Monday–Friday and only one type of transportation per day."

TYPE OF TRANSPORTATION – BEFORE GRH	DAYS USED, MON-FRI (0-5)
Days you traveled to your usual work location	
3 Drive alone in a car, truck, van, SUV, or motorcycle	
5 Carpool (including drop off)	
6 Casual carpool (slugging)	
7 Vanpool	
8 **[IF BALTIMORE:** Baltimore Metro Subway]	
9 Bus (including commuter bus)	
10 Metrorail	
24 MARC, VRE, or Amtrak	
14 Bicycle/e-scooter	
15 Walk/wheelchair	
18 Taxi, Uber, or Lyft	
19 [IF BALTIMORE: Light rail**]**	
21 Other **(please specify)**	
Days you did not travel to your usual work location	
1 Compressed work schedule day off	
2 Telecommute/telework all day	
17 Regular day off	
20 Did not work Monday-Friday then	
22 **[IF BALTIMORE]** Did not work in the Baltimore area then	
23 **[IF WASHINGTON]** Did not work in the Washington area then	
Total Days (DO NOT SHOW THIS LINE ON SCREEN)	Sum of 1-24

IF [GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]

DEFINE BRALTDAYS (Days using alt modes before GRH (All Respondents)

BRALTDAYS = TOTAL Q29.5-15, 19, 24 DAYS

DEFINE BRMCA (Most Common Alt Mode before GRH

Set BRMCA using Q29.5-15, 19, 24 alt mode used most days

IF BRALTDAYS = 0, SET BRMCA = 96 (no MCA)

IF BRALTDAYS > 0, SET BRMCA AS FOLLOWS:

IF GREATEST NUMBER OF Q29.5-15, 19, 24 =

Q29.5, SET BRMCA = 5 (Carpool)

Q29.6, SET BRMCA = 6 (Casual Carpool / Slug)

Q29.7, SET BRMCA = 7 (Vanpool)

Q29.8, SET BRMCA = 8 (Baltimore Metro Subway)

Q29.9, SET BRMCA = 9 (Bus)

Q29.10, SET BRMCA = 10 (Metrorail)

Q29.24, SET BRMCA = 24 (Commuter rail)

Q29.14 SET BRMCA = 14 (Bicycle)

Q29.15 SET BRMCA = 15 (Walk)

Q29.19 SET BRMCA = 19 (Light rail)

IF TIE FOR MOST DAYS USED, SELECT BRCMA IN THIS ORDER:

VANPOOL

CARPOOL

BUS

BALTIMORE METRO SUBWAY

LIGHT RAIL

Commuter rail

METRORAIL

CASUAL CARPOOL

BIKE

WALK

Q29A IS NOT A QUESTION THAT IS ASKED OF RESPONDENTS; IT IS CALCULATED

IF [(GRHTYPE(1,2,3)]:

PROGRAMMER NOTE: THE BRALTDAYS NOW APPLIES TO ALL RESPONDENTS. SO REFERENCES TO BHALTDAYS SHOULD BE REMOVED FROM THE CHG_Q29A DEFINITIONS.

CHG_Q29A – DEFINE GRH CHANGE – AUTOCODE ONLY – DO NOT ASK

COMPARE MODE WHILE IN GRH TO MODE BEFORE GRH TO DETERMINE CHANGE

IF GRHTYPE(1) (CURR_REG) AND IF CALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(2) (PAST_REG) AND IF DALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(3) (ONE_TIME) AND IF CALTDAYS > 0 AND BRALTDAYS = 0, SET CHG_Q29A(1)

IF GRHTYPE(1) (CURR_REG) and IF CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE2 (PAST_REG) and IF DALTDAYS > 0 AND BRALTDAYS > 0 AND DALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE3 (ONE_TIME) and IF CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS > BRALTDAYS, SET CHG_Q29A(02)

IF GRHTYPE1 (CURR_REG) AND CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE2 (PAST_REG) AND DALTDAYS > 0 AND BRALTDAYS > 0 AND DALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE3 (ONE_TIME) AND CALTDAYS > 0 AND BRALTDAYS > 0 AND CALTDAYS <= BRALTDAYS, SET CHG_Q29A(03)

IF GRHTYPE(1) (CURR_REG) AND CALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(2) (PAST_REG) AND DALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(3) (ONE_TIME) AND CALTDAYS = 0, SET CHG_Q29A(04)

IF GRHTYPE(1) (CURR_REG) AND Q29.20,22,23 > 0, SET CHG_Q29A(09)

IF GRHTYPE(2) (PAST_REG) AND (Q29.20,22,23 > 0), SET CHG_Q29A(09)

IF GRHTYPE(3) (ONE_TIME) AND Q29.20,22,23 > 0, SET CHG_Q29A(09)

01 Started alt mode

02 Increased alt mode

03 Continued alt mode

04 No alt mode while in GRH

09 Unknown – no previous mode reported

IF MORE THAN ONE CHG_Q29A CODE, SELECT IN THIS ORDER:

09 Unknown – no previous mode reported

01 Started alt mode

02 Increased alt mode

03 Continued alt mode

04 No alt mode while in GRH

IF [CHG_Q29A(01)], CONTINUE TO INSTRUCTIONS BEFORE Q30, AFTER FOLLOWING Q30-Q33 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(02)], SKIP TO INSTRUCTIONS BEFORE Q35, AFTER FOLLOWING Q35-Q38 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(03)], SKIP TO INSTRUCTIONS BEFORE 40, AFTER FOLLOWING Q40-Q43 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(04,09)], SKIP TO Q44A

INSTRUCTIONS BEFORE Q30

Skips for Respondents who drove alone before GRH and started using an alternative mode, by registration status

FOR Q30 – Q33, INSERT GRHTYPE STATUS AND MODE NAME USING CMCA, DMCA

GRHTYPE

IF GRHTYPE = 1 (CURR_REG), insert "before you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), insert "before you registered for"

IF GRHTYPE = 2 (Past_REG) and Q3(01), insert "before you heard about"

IF GRHTYPE = 3 (ONE_TIME), insert "before you heard about"

MODE NAME

IF GRHTYPE(1) (CURR_REG), USE CMCA

IF GRHTYPE(2) (PAST_REG), USE DMCA

IF GRHTYPE(3) (ONE_TIME), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpooling

IF CMCA, DMCA = 7, INSERT vanpooling

IF CMCA, DMCA = 8, 9, 10, 20, OR 19, INSERT using transit

IF CMCA, DMCA = 14, INSERT biking

IF CMCA, DMCA = 15, INSERT walking

SHIFT FROM DRIVING ALONE

AFTER FOLLOWING Q30-Q33 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(01)], ASK Q30 AND Q33:

Q30. You said that you regularly drove alone to work **[IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]:** before you registered for**] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3):** before you heard about] GRH. How important was the availability of GRH to your decision to start **[INSERT CMCA:** carpooling, vanpooling, using transit, biking, walking**]**? **(OPTIONAL.)**

01 Very important

02 Somewhat important

03 Not at all important

98 Not sure

99 *Left blank*

Q33. If GRH had not been available, how likely would you have been to start **[INSERT CMCA OR DMCA**: carpooling, vanpooling, using transit, biking, walking**] (OPTIONAL.)**

01 Very likely

02 Somewhat likely

03 Not at all likely

98 Don't know

99 Left blank

INSTRUCTIONS BEFORE Q35

Skips for Respondents who used alt modes before GRH and increase alt mode days, by registration status

FOR Q35, INSERTS DEPENDING ON GRHTYPE STATUS

IF GRHTYPE = 1 (CURR_REG), insert "since you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), INSERT "while you were registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q3(01), INSERT "since you heard about"

IF GRHTYPE = 3 (ONE_TIME), insert "since you heard about"

INCREASED ALT MODE USE SINCE GRH

AFTER FOLLOWING Q35-Q38 INSTRUCTIONS, SKIP TO Q44A

IF [CHG_Q29A(02)], ASK Q35 AND Q38:

Q35. You said that **[IF GRHTYPE(1):** since you registered for**] [IF GRHTYPE(2) AND Q2(01,02,98):** while you were registered for**] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3):** since you heard about] GRH, you increased the number of days per week that you use types of transportation OTHER than driving alone for your trip to work. How important was GRH to your decision to make this change? **(OPTIONAL.)**

01 Very important

02 Somewhat important

03 Not at all important

98 Don't know

99 *Left blank*

Q38. If GRH had not been available, how likely would you have been to make this change? **(OPTIONAL.)**

01 Very likely

02 Somewhat likely

03 Not at all likely

98 Don't know

99 *Left blank*

INSTRUCTIONS BEFORE Q40

Skips for Respondents who used alt modes before GRH and did not increase alt mode days, by registration status

FOR Q40, INSERTS DEPENDING ON GRHTYPE STATUS AND BRMCA

GRHTYPE

IF GRHTYPE = 1 (CURR_REG), insert "before you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q2(01,02,98), INSERT "before you registered for"

IF GRHTYPE = 2 (PAST_REG) AND Q3(01), INSERT "before you heard about"

IF GRHTYPE = 3 (ONE_TIME), insert "before you heard about"

MODE NAME

IF BRMCA = 5 OR 6, INSERT carpooling

IF BRMCA = 7, INSERT vanpooling

IF BRMCA = 8, 9, 10, 24, OR 19, INSERT using transit

IF BRMCA = 14, INSERT biking

IF BRMCA = 15, INSERT walking

CONTINUED ALT MODE USE SINCE GRH (NO CHANGE)

IF [CHG_Q29A(03)], ASK Q40 AND Q43:

Q40. You said that you were **[INSERT BRMCA:** carpooling, vanpooling, using transit, biking, walking**] [IF GRHTYPE(1) OR (GRHTYPE(2) AND Q2(01,02,98))]:** before you registered for**] [IF (GRHTYPE(2) AND Q3(01)) OR GRHTYPE(3):** before you heard about] GRH. How important was the availability of GRH to your decision to continue using a type of transportation other than driving alone for your trip to work? **(OPTIONAL.)**

01 Very important

02 Somewhat important

03 Not at all important

98 Don't know

99 *Left blank*

Q43. If GRH had not been available, how likely would you have been to continue using a type of transportation other than driving alone for your trip to work? **(OPTIONAL.)**

01 Very likely

02 Somewhat likely

03 Not at all likely

98 Don't know

99 *Left blank*

Other Services Received That Could Have Influenced Decisions (Current, Past, OTE)

IF GRHTYPE(1,2,3), ASK:

Q44A. Do you recall receiving or accessing any of the following commute information or assistance services from Commuter Connections? **(OPTIONAL.) (RANDOMIZE 01-13. ANCHOR 96. MULTIPLE RESPONSES ACCEPTED)**

01 Names of people you could contact to form a carpool or vanpool (matchlist)
02 Map showing home and work locations of people you could contact to form a carpool or vanpool
03 Other carpool / vanpool information
04 HOV lane, Express lane information
05 'Pool Rewards carpool/vanpool financial incentive
06 Transit schedule / route / fare information
07 Park & Ride lot information
08 Telework information, telework center information, coworking center
09 Bicycling information, online bicycle route planning
10 Special events information (e.g., Bike to Work Day, Car Free Day)
11 CarpoolNow mobile application (real-time ridematching)
12 incenTrip trip tracking/points application (now CommuterCash)
13 Flextime Rewards incentive program
96 Did not receive or access any of these services **(EXCLUSIVE)**

99 *Left blank*

IF [Q29A(04,09)],SKIP TO Q49

IF [Q44A(96,99)], SKIP TO INSTRUCTIONS BEFORE Q45

IF [(Q44A(01-13)) AND (((GRHTYPE(1) OR GRHTYPE(3)) AND CALTDAYS = 0)], SKIP TO Q49

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND DALTDAYS = 0)], SKIP TO Q49

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND Q29A(01,02,03))], SKIP TO Q44C

IF [(Q44A(01-13)) AND ((GRHTYPE(1) OR GRHTYPE(3)) AND Q29A(01,02,03))], ASK Q44B

FOR Q44B – Q44C, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE = 1 (Current Registrant), USE CMCA

IF GRHTYPE = 2 (Past Registrant), USE DMCA

IF GRHTYPE = 3 (OTE), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 8, 9, 10, 24 , OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

Q44B. Did any of these have a larger influence on your decision to **[INSERT CMCA:** carpool, vanpool, use transit, bike, walk**]** compared to GRH? **(OPTIONAL.) (SHOW ONLY RESPONSES SELECTED IN Q44A AND SHOW Q44B(96). MULTIPLE RESPONSES ACCEPTED.)**

01 Names of people you could contact to form a carpool or vanpool (matchlist)
02 Map showing home and work locations of people you could contact to form a carpool or vanpool
03 Other carpool / vanpool information
04 HOV lane, Express lane information
05 'Pool Rewards carpool/vanpool financial incentive

06 Transit schedule / route / fare information
07 Park & Ride lot information
08 Telework information, telework center information, co-working center
09 Bicycling information, online bicycle route planning
10 Special events information (e.g., Bike to Work Day, Car Free Day)
11 CarpoolNow mobile application (real-time ridematching)
12 incenTrip trip tracking/points application (now CommuterCash)
13 Flextime Rewards incentive program
96 No, services were not more influential than GRH

99 *Left blank*

IF [(Q44A(01-13)) AND (GRHTYPE(2) AND Q29A(01,02,03))], ASK:

Q44C. Did any of these have a larger influence on your decision to **[INSERT DMCA:** carpool, vanpool, use transit, bike, or walk**]** compared to GRH? **(OPTIONAL.) (SHOW ONLY RESPONSES SELECTED IN Q44A AND SHOW Q44C(96). MULTIPLE RESPONSES ACCEPTED.)**

01 Names of people you could contact to form a carpool or vanpool (matchlist)
02 Map showing home and work locations of people you could contact to form a carpool or vanpool
03 Other carpool / vanpool information
04 HOV lane, Express lane information
05 'Pool Rewards carpool/vanpool financial incentive
06 Transit schedule/ route / fare information
07 Park & Ride lot information
08 Telework information, telework center information, co-working center
09 Bicycling information, online bicycle route planning
10 Special events information (e.g., Bike to Work Day, Car Free Day)
11 CarpoolNow mobile application (real-time ridematching)
12 incenTrip trip tracking/points application
13 Flextime Rewards incentive program
96 No, services were not more influential than GRH

99 *Left blank*

FOR Q45 – Q46, INSERT MODE NAME USING CMCA, DMCA

IF GRHTYPE(1) (CURR_REG), USE CMCA

IF GRHTYPE(2) (PAST_REG), USE DMCA

IF GRHTYPE(3) (ONE_TIME), USE CMCA

IF CMCA, DMCA = 5 OR 6, INSERT carpool

IF CMCA, DMCA = 7, INSERT vanpool

IF CMCA, DMCA = 8, 9, 10, 24, OR 19, INSERT use transit

IF CMCA, DMCA = 14, INSERT bike

IF CMCA, DMCA = 15, INSERT walk

IF (GRHTYPE(1,3)) (CURR_REG OR ONE_TIME) AND CALTDAYS > 0, ASK Q45:

IF GRHTYPE(2) (PAST_REG) AND DALTDAYS > 0, ASK Q46

OTHERWISE, SKIP TO Q49

Q45. Did you receive any other commute assistance or benefits, from any source, that influenced your decision to **[INSERT CMCA:** carpool, vanpool, use transit, bike, walk**]**? **(OPTIONAL.)**

01	Yes	**SKIP TO Q46A**
02	No	**SKIP TO Q47A**
98	Don't know	**SKIP TO Q47A**
99	*Left blank*	**SKIP TO Q47A**

IF [GRHTYPE(2) AND DALTDAYS > 0], ASK:

Q46. Did you receive any other commute assistance or benefits, from any source, that influenced your decision to **[INSERT DMCA:** carpool, vanpool, use transit, bike, walk**]**? **(OPTIONAL.)**

01	Yes	
02	No	**SKIP TO Q47A**
98	Don't know	**SKIP TO Q47A**
99	*Left blank*	**SKIP TO Q47A**

IF [Q45(01) OR Q46(01)], ASK:

Q46A. What was that assistance or benefit? **(OPTIONAL.) (OPEN ENDED.)**

_____

99 Left blank

IF [((GRHTYPE(1) OR GRHTYPE(3)) AND (CALTDAYS > 0)) OR (GRHTYPE(2) AND DALTDAYS > 0)], ASK:

Q47A. Were any other factors or circumstances important to your decision? **(OPTIONAL.)**

01 Yes

02 No **SKIP TO Q49**

98 Don't know **SKIP TO Q49**

99 *Left blank* **SKIP TO Q49**

IF [Q47A(01)], ASK:

Q48. What other factors or circumstances were important to your decision? **(OPTIONAL.)**

_____

99 Left blank

REFERRAL SOURCES FOR GRH, GRH ADVERTISING RECALL

IF [GRHTYPE(1,2,3)], ASK:

Q49. How did you hear about the GRH Program? **(OPTIONAL.)**

_____

99 Left blank

Q50. Have you heard, seen, or read any advertising about GRH? **(OPTIONAL.)**

01 Yes
02 No **SKIP TO INSTRUCTIONS BEFORE Q54**
98 Don't know **SKIP TO INSTRUCTIONS BEFORE Q54**
99 *Left blank* **SKIP TO INSTRUCTIONS BEFORE Q54**

THOSE WHO HAVE HEARD, SEEN, OR READ ANY GRH ADVERTISING [Q50(01)], ASK:

Q52. Had you registered for GRH before you saw or heard this advertising? **(OPTIONAL.)**

01 Yes **SKIP TO INSTRUCTIONS BEFORE Q54**
02 No
98 Don't know
99 *Left blank*

THOSE WITH A GRH TYPE WHO DID NOT REGISTER BEFORE SEEING OR HEARING ADVERTISING [Q52(02-99)], ASK:

Q53. Did the advertising encourage you to seek information about GRH or to register for GRH? **(OPTIONAL.)**

01 Yes
02 No
98 Don't know
99 *Left blank*

USE OF GRH

IF [Q3(01)], AUTOCODE [Q54(01)], THEN SKIP TO Q55

IF [GRHTYPE(1,2,3)] AND Q2(01,02,98,99)], ASK:

Q54. Have you taken a GRH trip since you registered for GRH? **(OPTIONAL.)**

01 Yes
02 No **SKIP TO Q59**
98 Don't know **SKIP TO Q59**
99 Left blank **SKIP TO Q59**

IF [GRHTYPE(1,2,3)], ASK:

Q55. **[IF Q3(01), SHOW**: You said you have taken a GRH trip. For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.**]**

[IF Q2(01,02,98,99), SHOW: For what reason did you take the trip? If you have taken more than one trip, report about the most recent trip.**]**

(ACCEPT ONLY ONE RESPONSE) (OPTIONAL.)

01 Illness (self)

04 Illness of child

02 Illness of other family member

03 Other personal emergency

05 Child care problem

06 Illness or unavailability of carpool partner

07 Unscheduled overtime

08 Missed carpool/vanpool

95 Other **(specify)**

99 *Left blank*

Q56. Was the service satisfactory? **(OPTIONAL.)**

01 Yes **SKIP TO Q58**

02 No

98 Don't know **SKIP TO Q58**

99 *Left blank* **SKIP TO Q58**

THOSE WHO DIDN'T FIND THE SERVICE ON THEIR MOST RECENT GRH TRIP SATISFACTORY [Q56(02)], ASK:

Q57. Why was it not satisfactory? Select all that apply. **(OPTIONAL.) (MULTIPLE RESPONSES ACCEPTED.)**

01 Waited too long

02 Hard to get approval

03 Did not like GRH trip provider vehicle or driver

95 Other **(specify)**

99 *Left blank*

IF [GRHTYPE(1,2,3)], ASK:

Q58. About how long did you wait for your GRH trip provider to arrive? **(OPTIONAL.)**

_____ Minutes **(RANGE 0-300.)(WHOLE NUMBERS ONLY)**

999 *Left blank*

Q59. Do you have any suggestions for ways Commuter Connections could improve the GRH program? **(OPTIONAL.)**

_____

Code responses in the following categories in survey post-processing

01 Quicker response for GRH ride requests

02 Don't require registration

03 Allow use of GRH if ridesharing/using transit less than twice per week

04 Allow more GRH trips in a year

05 Easier/faster approval process

06 Wider area for trips

95 Other

96 No improvement needed

98 Don't know

99 *Left blan*k

DEMOGRAPHICS

ASK EVERYONE:

Now just a few last questions to help us group your answers with those of others. These questions will not be used to identify you in any way.

Q60. Which of the following groups includes your age? **(OPTIONAL.)**

01 Under 18

02 18 - 24

03 25 - 34

04 35 - 44

05 45 - 54

06 55 - 64

07 65 or older

99 *Left blank*

Q61. Do you consider yourself to be any of the following: Latino, Hispanic, or Spanish? **(OPTIONAL.)**

01 Yes

02 No

99 *Left blank*

Q62. Which one of the following best describes your racial background? You may select more than one category **(ACCEPT MULTIPLES FOR 1-95) (OPTIONAL.)**

01 White

02 Black or African-American

03 American Indian or Alaska Native

04 Asian

05 Native Hawaiian or Other Pacific Islander

06 Middle Eastern or North African

95 Other **(specify)**

99 *Left blank*

Q63. Please indicate the category that best represents your household's total annual income. **(OPTIONAL.)**

01 Less than $20,000

02 $20,000 - $29,999

03 $30,000 - $39,999

04 $40,000 - $59,999

05 $60,000 - $79,999

06 $80,000 - $99,999

07 $100,000 -$119,999

08 $120,000 - $139,999

09 $140,000 - $159,999

10 $160,000 - $179,999

11 $180,000 - $199,999

12 $200,000 - $249,000

13 $250,000 or more

99 *Left blank*

Q64. What is your gender? **(OPTIONAL.)**

01 Female
02 Male
03 Non-binary
98 Prefer not to answer

99 *Left blank*

Q65. Commuter Connections is offering a drawing for ten $50 Amazon gift cards. If you would like to participate in the drawing for one of these gift cards, please provide your name and email address. Please be assured that we will not sell or use your information for anything other than the drawing. Would you like to participate in the drawing? **(OPTIONAL.)**

01 Yes

02 No **SKIP TO END**

99 *Left blank* **SKIP TO END**

IF [Q65(01)], ASK:

Q66. Please provide your name and email address so we can contact you if you are one of the 10 winners. **(OPTIONAL.)**

First Name:

Last Name:

Email Address:

EVERYONE:

END
Please click on "SUBMIT" to submit your responses.

PAGE FOLLOWING SUBMIT BUTTON

Thank you for submitting your responses. Your input is very important to us.

If you would like more information on commuting options, click this Commuter Connections logo. It will direct you to the Commuter Connections website.

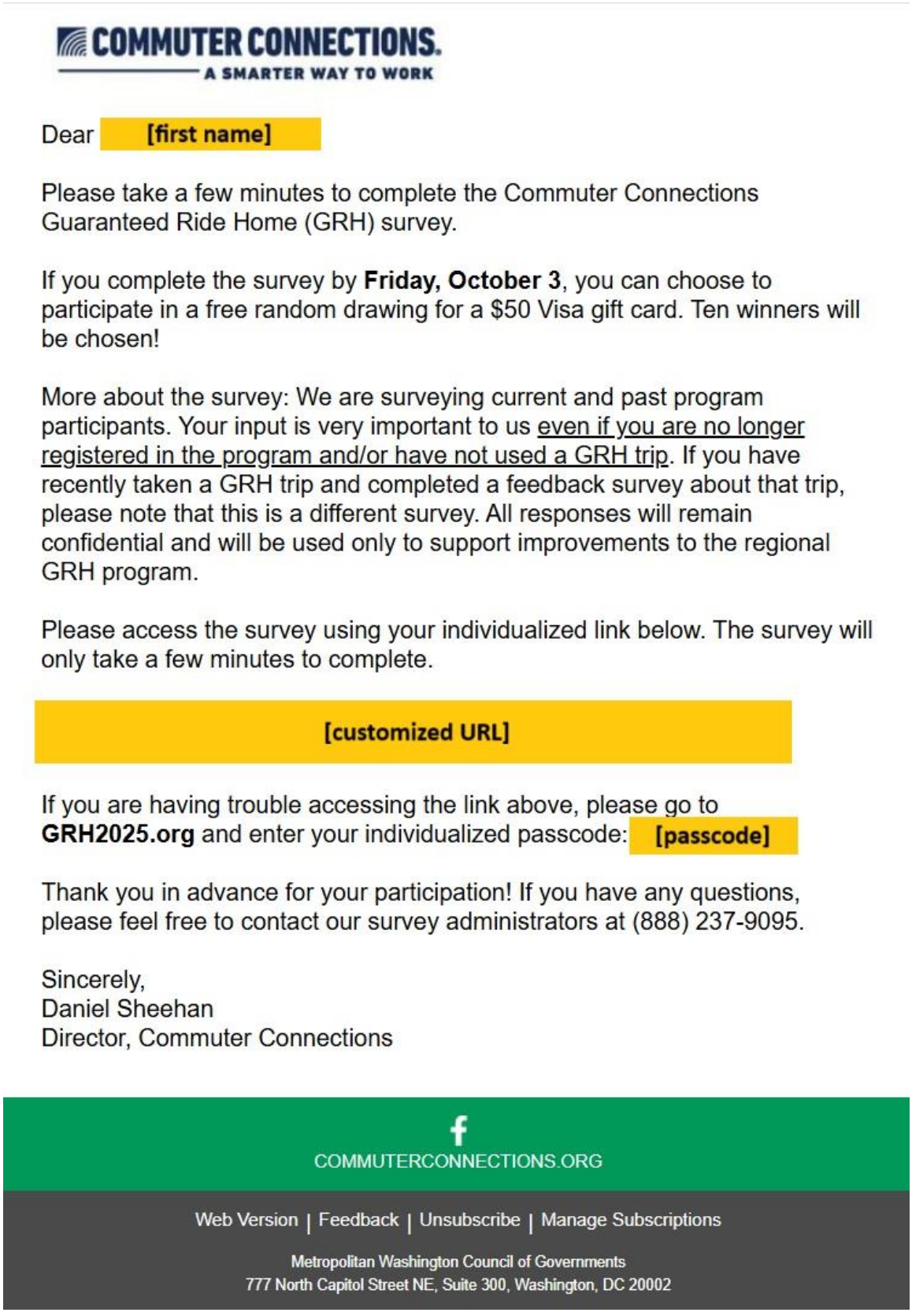
www.commuterconnections.org

Appendix B: Respondent Alert Letters

Figure 47: Postcard mailed to Baltimore GRH participants without email addresses in GRH system

Figure 48: Postcard mailed to DC GRH participants without email addresses in GRH system

Figure 49: Sample email alert sent to GRH participants with email addresses in GRH system



COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

Dear **[first name]**

Please take a few minutes to complete the Commuter Connections Guaranteed Ride Home (GRH) survey.

If you complete the survey by **Friday, October 3**, you can choose to participate in a free random drawing for a $50 Visa gift card. Ten winners will be chosen!

More about the survey: We are surveying current and past program participants. Your input is very important to us even if you are no longer registered in the program and/or have not used a GRH trip. If you have recently taken a GRH trip and completed a feedback survey about that trip, please note that this is a different survey. All responses will remain confidential and will be used only to support improvements to the regional GRH program.

Please access the survey using your individualized link below. The survey will only take a few minutes to complete.

[customized URL]

If you are having trouble accessing the link above, please go to **GRH2025.org** and enter your individualized passcode: **[passcode]**

Thank you in advance for your participation! If you have any questions, please feel free to contact our survey administrators at (888) 237-9095.

Sincerely,
Daniel Sheehan
Director, Commuter Connections

COMMUTERCONNECTIONS.ORG

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Metropolitan Washington Council of Governments
777 North Capitol Street NE, Suite 300, Washington, DC 20002

Appendix C: Disposition of Final Dialing Results

DIALING DISPOSITION OF ALL TELEPHONE SAMPLE AT THE SURVEY CONCLUSION	TELEPHONE SURVEY	
	Number	Percent
METROPOLITAN WASHINGTON REGION		
Interviews Completed by Telephone	25	5.6%
Answering Machine	262	58.8%
No answer	63	14.1%
Callback	3	0.7%
Disconnected	55	12.3%
Wrong Number	4	0.9%
Busy	0	0.0%
Refusal	24	5.4%
Non-Residential	2	0.5%
Needed Person not Available	2	0.5%
Terminated	6	1.4%
Deceased	0	0.0%
TOTAL DIALING	**446**	**100%**
AVERAGE DIALING PER COMPLETE	**17.8**	
BALTIMORE REGION		
Interviews Completed by Telephone	3	9.7%
Answering Machine	20	64.5%
No answer	4	12.9%
Callback	0	0.0%
Disconnected	3	9.7%
Wrong Number	0	0.0%
Busy	0	0.0%
Refusal	0	0.0%
Non-Residential	0	0.0%
Needed Person not Available	0	0.0%
Terminated	0	0.0%
Deceased	0	0.0%
Language Barrier	1	3.2%
TOTAL DIALING	**31**	**100%**
AVERAGE DIALING PER COMPLETE	**10.3**	

Appendix D: Historic Results – Comparison on Key Questions

WASHINGTON, DC

Registration Information

Table W-28: Registration Status of Respondents as Defined in the GRH Database – percentage of all respondents

	2025	2022	2019	2016	2013	2010
Current registrant	69%	20%	43%	44%	51%	40%
Past registrant	31%	80%	57%	55%	49%	60%
One-time exception	0%	0%	0%	1%	0%	0%

Table W-29: Length of Time in GRH – percentage of all registrants

	2025	2022	2019	2016	2013	2010
Less than 1 year	8%	3%	10%	11%	15%	12%
1 year	13%	5%	12%	11%	14%	21%
2 years	7%	10%	11%	11%	13%	15%
3 years	6%	10%	8%	9%	9%	9%
More than 3 years	66%	72%	59%	58%	49%	43%

REASONS FOR NOT RE-REGISTERING – PAST REGISTRANTS ONLY

Table W-30: Program Related Reasons for not Re-Registering

	2025	2022	2019	2016	2013	2010
Didn't get around to it, forgot	13%	10%	29%	20%	22%	32%
Didn't know I had to re-register	13%	9%	21%	23%	23%	21%
Had a problem with registering	4%	---	8%	6%	7%	10%
Did not receive reminder	5%	5%	---	---	---	---
Dissatisfied, bad experience	2%	2%	4%	9%	6%	6%
Too much effort to use program	2%	---	1%	2%	3%	0%

Table W-31: Personal Circumstance Reasons for not Re-Registering

	2025	2022	2019	2016	2013	2010
Changed job/work hours	10%	3%	12%	8%	18%	10%
Never used program	6%	4%	10%	10%	9%	6%
Couldn't CP/VP/use transit 2+ day/week	---	2%	7%	6%	8%	3%
Moved to different residence/out of area	6%	5%	6%	4%	4%	6%
Not commuting/commuting as much or stopped using public transportation	7%	---	---	---	---	---
Needed car for work/other purpose	---	---	5%	3%	4%	5%
Carpool/Vanpool/Transit didn't work out	---	---	2%	---	---	3%
Driving to work now	3%	2%	---	---	---	---

GRH Information Sources

Table W-32: How Heard about GRH – Percentage of all respondents

INFORMATION SOURCE	2010 GRH	2013 GRH	2016 GRH	2019 GRH	2022 GRH	2025 GRH
Word Of Mouth	35%	31%	30%	30%	29%	**31%**
At Work/Employer	8%	9%	9%	12%	15%	**17%**
Other Rideshare/Transit Organization	2%	5%	4%	4%	4%	**8%**
Internet/Social Media	14%	9%	11%	8%	4%	**7%**
Advertisement	3%	2%	4%	2%	3%	**6%**
Radio	12%	12%	10%	9%	7%	**6%**
Commuter Connections	2%	3%	4%	3%	3%	**4%**
Bus/Train	4%	5%	4%	5%	2%	**3%**
Brochure/Promo Materials/ Newspaper/Newsletter	4%	3%	3%	3%	2%	**3%**
Direct Mail/Postcard	3%	2%	<1%	3%	2%	**2%**
Other	2%	5%	3%	3%	3%	**10%**
Don't Know/Cannot Recall	13%	20%	20%	21%	11%	**9%**

Multiple responses accepted

Table W-33: Awareness/Influence of GRH advertising – Percentage of all respondents

	2025	2022	2019	2016	2013	2010
Heard or saw GRH ad	58%	44%	58%	58%	57%	62%
Registered after hearing ads	35%	30%	37%	37%	39%	38%
Ad encouraged registration	32%	25%	31%	30%	33%	33%

Current Travel

Table W-34: Current Mode Split – primary mode

	2025	2022	2019	2016	2013	2010
Current Registrant						
Drive Alone/Motorcycle	1%	3%	1%	2%	1%	2%
Bus	28%	22%	29%	30%	31%	27%
Carpool/Vanpool	23%	19%	29%	28%	30%	19%
Commuter Rail	20%	16%	25%	24%	23%	22%
Metrorail	13%	4%	10%	11%	11%	13%
Bike/walk	3%	1%	1%	1%	2%	1%
Telework	11%	35%	5%	4%	2%	1%
Past Registrant						
Drive Alone/Motorcycle	29%	12%	30%	25%	31%	29%
Bus	11%	5%	17%	19%	19%	19%
Carpool/Vanpool	9%	3%	17%	17%	18%	14%
Commuter Rail	10%	3%	13%	17%	14%	12%
Metrorail	9%	1%	13%	12%	12%	10%
Bike/walk	4%	1%	3%	2%	2%	2%

	2025	2022	2019	2016	2013	2010
Telework	23%	75%	7%	7%	4%	3%

Table W-35: Average Length of Commute – all respondents

	2025	2022	2019	2016	2013	2010
Distance (miles)	29.1	37.0	34.4	35.9	35.4	36.5
Time (minutes)	65	66	67	68	66	67

Table W-36: Primary Modes "Pre-GRH" vs "During-GRH" (Mode used most days during the week) – percentage of all registrants

Note: Modes used before registering/participating in GRH and the modes used while registered/participating in GRH.

	2025	2022	2019	2016	2013	2010
Pre-GRH						
Drive alone*	17%	26%	27%	24%	24%	23%
Bus	21%	23%	19%	20%	19%	17%
Carpool/Vanpool	18%	19%	19%	19%	23%	27%
Commuter Rail	16%	16%	18%	19%	18%	15%
Metrorail	12%	11%	14%	15%	14%	16%
Bike/Walk	2%	1%	2%	1%	----	----
Telework	12%	4%	1%	2%	2%	2%
During-GRH						
Drive alone*	5%	4%	3%	3%	3%	4%
Bus	25%	25%	28%	29%	30%	27%
Carpool/Vanpool	21%	26%	27%	28%	30%	33%
Commuter Rail	19%	20%	24%	24%	22%	20%
Metrorail	13%	8%	12%	12%	12%	14%
Bike/Walk	3%	1%	2%	1%	----	----
Telework	12%	4%	3%	3%	3%	2%

* Drive alone includes motorcycle, taxi, and ride-hail

Table W-37: Average Days Using Non-Drive Alone Modes "Pre-GRH" and "During GRH" – Percentage of all registrants

Note: Number of days using carpool, vanpool, transit, bike, or walk for commuting before registering/participating in GRH, and the modes used while registered/participating in GRH.

	2025	2022	2019	2016	2013	2010
Pre-GRH						
0 days/week	28%	26%	26%	27%	26%	23%
1 day/week	3%	1%	1%	1%	1%	0%
2 days/week	5%	3%	2%	1%	1%	1%
3 days/week	7%	7%	7%	5%	5%	2%
4 days/week	10%	11%	12%	13%	13%	11%
5 days/week	47%	52%	52%	53%	54%	62%
Average days/week	3.1	3.3	3.3	3.4	3.4	3.7
During GRH						
0 days/week	7%	3%	2%	1%	1%	2%
1 day/week	5%	8%	2%	2%	1%	1%
2 days/week	8%	12%	6%	5%	3%	2%
3 days/week	10%	17%	17%	15%	11%	6%
4 days/week	13%	17%	23%	24%	24%	22%
5 days/week	57%	43%	50%	53%	60%	67%
Average days/week	3.9	3.7	4.1	4.2	4.4	4.4

Influence of GRH on Commute Pattern Decisions

Table W-38: Non-Drive Alone Mode Changes from "Pre-GRH" to "During-GRH" – all respondents

Note: This table does not include respondents who said they did not commute in the Washington metropolitan area before they joined GRH.

	2025	2022	2019	2016	2013	2010
Started using non-drive alone mode	18%	23%	24%	23%	22%	24%
Increased non-drive alone mode use (frequency)	3%	2%	3%	3%	3%	4%
Maintained use of non-drive alone mode	79%	72%	71%	73%	74%	67%
No non-drive alone mode "during-GRH"	0%	3%	2%	1%	1%	0%

Table W-39: Importance of GRH to Decision to Start Using Non-Drive Alone Mode – respondents who started non-drive alone modes when they registered for GRH

	2025	2022	2019	2016	2013	2010
n=	135	291	479	468	479	208
Very important	41%	59%	52%	51%	50%	50%
Somewhat important	39%	27%	27%	29%	30%	30%
Not at all important	20%	14%	21%	20%	20%	20%

Table W-40: Importance of GRH to Decision to Increase Use of Non-Drive Alone Mode – respondents who were using non-drive alone modes before they registered for GRH and increased the frequency of non-drive alone mode use

	2025	2022	2019	2016	2013	2010
n=	23	26	47	58	70	28
Very important	11%	47%	48%	27%	37%	43%
Somewhat important	33%	27%	26%	37%	38%	39%
Not at all important	55%	26%	26%	36%	25%	18%

Table W-41: Importance of GRH to Decision to Maintain Use of Non-Drive Alone Mode – respondents who were using non-drive alone modes before they registered for GRH

	2025	2022	2019	2016	2013	2010
n=	605	890	1,360	1,459	1,606	678
Very important	56%	52%	47%	45%	43%	46%
Somewhat important	29%	32%	34%	32%	32%	33%
Not at all important	16%	16%	19%	23%	25%	21%

Table W-42: Likely to Start Using Non-Drive Alone Mode if GRH not available – respondents who started using non-drive alone modes when they registered for GRH

	2025	2022	2019	2016	2013	2010
n=	140	282	463	453	464	204
Very likely	41%	40%	41%	48%	48%	51%
Somewhat likely	42%	41%	39%	34%	34%	33%
Not at all likely	17%	19%	20%	18%	18%	6%

Table W-43: Likely to Increase Use of Non-Drive Alone Mode if GRH not available – respondents who were using non-drive alone modes before they registered for GRH and increased the frequency of non-drive alone mode use

	2025	2022	2019	2016	2013	2010
n=	22	22	42	53	66	42
Very likely	62%	35%	33%	37%	43%	48%
Somewhat likely	21%	42%	40%	40%	41%	28%
Not at all likely	17%	23%	27%	23%	16%	24%

Table W-44: Likely to Maintain Use of Non-Drive Alone Mode if GRH not available – respondents who were using non-drive alone modes before they registered for GRH

	2025	2022	2019	2016	2013	2010
n=	566	849	1,298	1,424	1,572	653
Very likely	58%	61%	60%	64%	68%	65%
Somewhat likely	33%	29%	29%	26%	25%	29%
Not at all likely	9%	10%	11%	10%	7%	5%

Table W-45: Other Factors or Circumstances that Influenced Decision to Start, Continue, or Increase use of Non-Drive Alone Mode (besides GRH, non-GRH services from Commuter Connections, and non-GRH assistance or benefits from another organization) – all respondents

	2025	2022	2019	2016	2013	2010
Commute ease/flexibility/convenience	9%	5%	5%	7%	8%	9%
Save money	7%	9%	8%	8%	10%	13%
Didn't want to drive	5%	4%	5%	5%	3%	9%
Save time	3%	4%	4%	4%	5%	9%
Help environment/reduce traffic	2%	2%	4%	6%	5%	2%
Save wear and tear on vehicle	2%	2%	2%	2%	3%	4%
Stress/health/exercise	2%	2%	3%	3%	5%	0%
Parking issues	2%	2%	3%	3%	3%	2%
Family obligations/personal reasons	2%	<1%	1%	1%	<1%	2%
Other options not reliable	1%	<1%	2%	3%	3%	2%
Moved to different residence	1%	<1%	1%	1%	<1%	0%
Changed job/work hours	<1%	<1%	1%	2%	<1%	2%
None	69%	73%	66%	64%	65%	55%

Use of and Satisfaction with GRH

Table W-46: Used GRH Trip – all respondents, by registration status and by mode used

	2025	2022	2019	2016	2013	2010
All respondents	**34%**	**40%**	**37%**	**33%**	**31%**	**33%**
By Registration Status						
Current registrants	35%	39%	39%	36%	33%	35%
Past registrants	31%	40%	30%	27%	25%	27%
By Mode Used "During-GRH"						
CP/VP	---	---	---	---	---	41%
Vanpool	38%	49%	47%	44%	39%	-----
Carpool	50%	52%	45%	44%	34%	-----
Bus	38%	39%	41%	35%	31%	35%
Commuter rail	32%	35%	34%	32%	31%	29%
Metrorail	14%	30%	21%	18%	22%	19%

Table W-47: Reasons for taking a GRH Trip – respondents who took a trip

	2025	2022	2019	2016	2013	2010
Illness (self)	31%	33%	35%	32%	33%	29%
Illness of other family member	14%	29%	21%	27%	21%	21%
Illness of child	21%	11%	15%	16%	19%	20%
Unscheduled overtime	14%	13%	14%	12%	15%	14%
Other personal emergency	11%	9%	11%	9%	9%	11%
Missed carpool/vanpool	2%	2%	2%	<1%	1%	2%
Other	8%	3%	2%	4%	2%	3%

Table W-48: Time Waiting for GRH Ridehail Provider – respondents who took a GRH trip using a taxi/ridehail service

	2025	2022	2019	2016	2013	2010
5 minutes or less	11%	15%	29%	28%	23%	26%
6 – 10 minutes	28%	22%	28%	28%	28%	27%
11 – 20 minutes	34%	34%	28%	29%	33%	32%
21 – 30 minutes	17%	18%	8%	9%	9%	7%
31 – 45 minutes	4%	4%	3%	2%	2%	2%
46 or more minutes	6%	7%	4%	4%	5%	7%
Average (minutes)	20 min	19 min	14 min	15 min	16 min	17 min

Demographics

Table W-49: State/District of Residence and Employment – all respondents

	2025	2022	2019	2016	2013	2010
Residence						
District of Columbia	2%	2%	2%	2%	2%	1%
Maryland	41%	38%	41%	40%	36%	32%
Virginia	55%	57%	55%	55%	60%	65%
Other/Refused	2%	3%	2%	3%	2%	2%
Employment						
District of Columbia	64%	59%	63%	64%	61%	63%
Maryland	15%	19%	16%	15%	11%	11%
Virginia	21%	22%	21%	21%	28%	26%
Other/Refused	0%	0%	0%	0%	0%	0%

Table W-50: Income – all respondents

	2025	2022	2019	2016	2013	2010
Under $40,000	4%	2%	1%	1%	1%	2%
$40,000 – $59,999	3%	2%	4%	4%	5%	6%
$60,000 – $79,999	6%	7%	9%	7%	10%	12%
$80,000 – $99,999	9%	9%	11%	13%	13%	14%
$100,000 – $119,999	11%	14%	15%	18%	18%	16%
$120,000 – $139,999	11%	11%	14%	15%	16%	15%
$140,000 – $159,999	8%	13%	11%	11%	12%	13%
$160,000 – $179,999	9%	11%	8%	8%	8%	8%
$180,000 or more	37%	31%	27%	23%	17%	14%

Table W-51: Ethnic/Racial Background – all respondents

	2025	2022	2019	2016	2013	2010
Hispanic	6%	6%	6%	5%	5%	5%
Non-Hispanic White	58%	62%	61%	70%	73%	68%
Non-Hispanic Black	21%	20%	22%	17%	16%	20%
Asian	10%	9%	8%	6%	6%	7%
Other/Mixed Race	4%	3%	3%	2%	0%	0%

Table W-52: Gender – all respondents

	2025	2022	2019	2016	2013	2010
Female	49%	46%	46%	47%	48%	47%
Male	44%	54%	54%	53%	52%	53%
Other	6%	---	---	---	---	---

Table W-53: Age – all respondents

	2025	2022	2019	2016	2013	2010
18 – 24	1%	<1%	<1%	<1%	<1%	<1%
25 – 34	9%	4%	7%	7%	9%	9%
35 – 44	19%	19%	20%	18%	20%	23%
45 – 54	28%	31%	33%	35%	39%	41%
55 – 64	35%	39%	34%	34%	27%	25%
65 or older	8%	7%	6%	5%	5%	3%

BALTIMORE

Registration Information

Table B-54: Registration Status of Respondents as Defined in the GRH Database – percentage of all respondents

	2025	2022	2019	2016	2013
Current registrant	74%	16%	39%	36%	56%
Past registrant	26%	84%	61%	64%	44%
One-time exception	0%	0%	0%	1%	0%

Table B-55: Length of Time in GRH – percentage of all registrants

	2025	2022	2019	2016	2013
Less than 1 year	9%	0%	11%	10%	28%
1 year	14%	5%	15%	21%	40%
2 years	13%	15%	16%	15%	20%
3 years	---	15%	14%	11%	4%
More than 3 years	64%	65%	44%	43%	8%

GRH Information Sources

Table B-56: How Heard about GRH – percentage of all respondents

INFORMATION SOURCE	2013 GRH	2016 GRH	2019 GRH	2022 GRH	2025 GRH
Word Of Mouth	27%	36%	36%	27%	**37%**
At Work/Employer	23%	21%	23%	19%	**31%**
Internet/Social Media/E-mail	11%	7%	2%	12%	**14%**
Bus/train sign	11%	5%	9%	4%	**6%**
Other rideshare/transit organization	8%	7%	2%	12%	**3%**
Brochure/Promo Materials/Newspaper/Newsletter	3%	2%	3%	2%	**3%**
Radio	2%	3%	3%	2%	**3%**
Advertisement	2%	0%	2%	2%	**---**
Net: Other	6%	4%	2%	1%	**6%**
Don't Know/Cannot Recall	11%	10%	9%	7%	**6%**

Table B-57: Awareness/Influence of GRH Advertising – percentage of all respondents

	2025	2022	2019	2016	2013
Heard or saw GRH ad	56%	40%	45%	41%	46%
Registered after hearing ads	28%	24%	27%	24%	28%
Ad encouraged registration	21%	19%	24%	20%	24%

Current Travel

Table B-58: Current Mode Split – primary mode

	2025	2022	2019	2016	2013
Current Registrant					
Drive alone/Motorcycle	3%	---	2%	1%	1%
Bus	22%	49%	35%	28%	33%
Carpool/Vanpool	43%	23%	36%	49%	38%
Commuter Rail	24%	11%	15%	10%	11%
Subway/Light Rail	3%	6%	9%	10%	9%
Bike/walk	---	5%	2%	1%	7%
Telework	3%	6%	1%	1%	1%
Past Registrant					
Drive alone/Motorcycle	31%	34%	38%	33%	41%
Bus	8%	15%	22%	23%	24%
Carpool/Vanpool	---	6%	14%	24%	16%
Commuter Rail	15%	3%	7%	---	3%
Subway/Light Rail	---	2%	9%	12%	6%
Bike/walk	8%	2%	4%	4%	8%
Telework	23%	38%	6%	4%	2%

Table B-59: Average Length of Commute – all respondents

	2025	2022	2019	2016	2013
Distance (miles)	29.9	32.1	32.5	35.3	29.9
Time (minutes)	60	55	54	56	53

Table B-60: Primary Modes "Pre-GRH" vs "During-GRH" (Mode used most days during the week) – percentage of all registrants

Note: Modes used before registering/participating in GRH and the modes used while registered/participating in GRH.

	2025	2022	2019	2016	2013
Pre-GRH					
Drive alone*	14%	40%	45%	39%	34%
Carpool/Vanpool	33%	14%	12%	17%	16%
Bus	25%	25%	25%	26%	28%
Subway/Light Rail	2%	9%	8%	10%	8%
Commuter Rail	22%	9%	6%	5%	7%
Bike/Walk	2%	3%	4%	3%	7%
Telework	2%	---	---	---	---
During-GRH					
Drive alone*	15%	6%	6%	4%	5%
Carpool/Vanpool	36%	30%	31%	42%	34%
Bus	17%	38%	35%	31%	33%
Subway/Light Rail	2%	5%	10%	11%	9%
Commuter Rail	21%	13%	14%	9%	11%
Bike/Walk	2%	3%	3%	3%	7%
Telework	7%	5%	---	---	---

* Drive alone includes motorcycle, taxi, and ride-hail

Table B-61: Average Days Using Non-Drive Alone Modes "Pre-GRH" and "During GRH" – percentage of all registrants

Note: Number of days using carpool, vanpool, transit, bike, or walk for commuting before registering/participating in GRH, and the modes used while registered/participating in GRH.

	2025	2022	2019	2016	2013
Pre-GRH					
0 days/week	17%	42%	43%	41%	34%
1 day/week	---	---	1%	---	1%
2 days/week	2%	1%	1%	1%	2%
3 days/week	17%	3%	5%	4%	4%
4 days/week	9%	6%	5%	6%	9%
5 days/week	55%	48%	45%	48%	50%
Average days/week	3.7	2.7	2.6	2.8	3.1
During GRH					
0 days/week	15%	5%	5%	3%	3%
1 day/week	2%	1%	1%	---	1%
2 days/week	4%	6%	3%	2%	2%
3 days/week	17%	10%	15%	9%	11%
4 days/week	9%	12%	11%	16%	14%
5 days/week	53%	66%	65%	70%	69%
Average days/week	3.6	4.3	4.2	4.5	4.4

Influence of GRH on Commute Pattern Decisions

Table B-62: Importance of GRH to Decision to Maintain Use of Non-Drive Alone Mode – respondents who were using non-drive alone modes before they registered for GRH

	2025	2022	2019	2016	2013
n=	34	51	126	151	323
Very important	65%	59%	53%	54%	34%
Somewhat important	26%	29%	31%	25%	32%
Not at all important	9%	12%	16%	21%	34%

Table B-63: Likely to Maintain Use of Non-Drive Alone Mode if GRH not available – respondents who were using non-drive alone modes before they registered for GRH

	2025	2022	2019	2016	2013
n=	33	50	123	149	317
Very likely	64%	54%	65%	81%	70%
Somewhat likely	30%	42%	27%	16%	21%
Not at all likely	6%	4%	8%	3%	9%

Use of and Satisfaction with GRH

Table B-64: Used GRH Trip – all respondents, by registration status and by mode used

	2025	2022	2019	2016	2013
All respondents	**45%**	**30%**	**30%**	**21%**	**10%**
By Registration Status					
Current registrants	35%	31%	33%	24%	12%
Past registrants	31%	30%	24%	16%	5%
By Mode Used "During-GRH"					
Bus	40%	39%	32%	20%	12%
CP/VP	67%	28%	---	---	---
Train	20%	13%	---	---	---
Individual modes reported prior to 2022					
Vanpool	---	---	42%	26%	15%
Carpool	---	---	36%	---	9%
Commuter rail	---	---	31%	14%	12%
Subway/Light Rail	---	---	---	13%	---

Table B-65: Reasons for Taking a GRH Trip – respondents who took a GRH trip

	2025	2022	2019	2016	2013
Illness (self)	38%	47%	27%	29%	40%
Illness of other family member	5%	25%	19%	26%	8%
Illness of child	29%	14%	9%	5%	3%
Illness of carpool partner	5%	---	3%	2%	---
Unscheduled overtime	14%	7%	20%	27%	26%
Other personal emergency	5%	7%	15%	5%	18%
Missed carpool/vanpool	5%	---	---	3%	---
Other	---	---	7%	3%	5%

Table B-66: Time Waiting for GRH Ridehail Provider – respondents who took a GRH trip using a taxi/ridehail service

	2025	2022	2019	2016	2013
5 minutes or less	19%	3%	14%	11%	5%
6 – 10 minutes	38%	14%	9%	9%	12%
11 – 20 minutes	---	21%	24%	29%	44%
21 – 30 minutes	19%	17%	30%	19%	10%
31 – 45 minutes	10%	17%	8%	12%	11%
46 or more minutes	14%	28%	15%	20%	18%
Average (minutes)	20 min	36 min	27 min	28 min	27 min

Demographics

Table B-67: State/District of Residence and Employment – all respondents

	2025	2022	2019	2016	2013
Residence					
District of Columbia	4%	1%	2%	1%	2%
Maryland	79%	87%	85%	71%	72%
Virginia	2%	6%	4%	15%	14%
Other/Refused	15%	6%	9%	13%	14%
Employment					
District of Columbia	6%	8%	3%	1%	<1%
Maryland	91%	91%	96%	98%	100%
Virginia	4%	1%	<1%	1%	<1%
Other/Refused	0%	1%	<1%	0%	0%

Table B-68: Income – all respondents

	2025	2022	2019	2016	2013
Under $40,000	13%	11%	9%	8%	9%
$40,000 – $79,999	13%	16%	32%	19%	27%
$80,000 – $119,999	10%	25%	23%	35%	32%
$120,000 – $159,999	22%	26%	22%	24%	20%
$160,000 – $199,999	24%	10%	8%	6%	8%
$200,000 or more	19%	12%	6%	8%	4%

Table B-69: Ethnic/Racial Background – all respondents

	2025	2022	2019	2016	2013
Hispanic	4%	4%	4%	7%	4%
Non-Hispanic White	59%	52%	57%	61%	64%
Non-Hispanic Black	29%	38%	27%	24%	21%
Asian	6%	6%	11%	6%	8%
Other/Mixed Race	2%	---	1%	2%	3%

Table B-70: Gender – all respondents

	2025	2022	2019	2016	2013
Female	58%	62%	59%	47%	46%
Male	40%	38%	41%	53%	54%
Other	2%	---	---	---	---

Table B-71: Age – all respondents

	2025	2022	2019	2016	2013
18 – 24	---	2%	1%	---	3%
25 – 34	14%	9%	11%	13%	16%
35 – 44	30%	20%	22%	17%	24%
45 – 54	12%	25%	29%	31%	32%
55 – 64	38%	39%	32%	31%	21%
65 or older	6%	5%	5%	8%	4%

Appendix E: Future Questionnaire Adjustments

Future GRH survey questionnaires should include questions about the following topics to enable further detailed analysis:

- Mode used for GRH trips (e.g., taxi, Uber, transit)
- Participants' professional category (e.g., service job, retail job, office job)