



**National Capital Region
Transportation Planning Board
COMMUTER CONNECTIONS
PROGRAM**

**GUARANTEED RIDE HOME
CUSTOMER SATISFACTION SURVEY**

**WASHINGTON, DC AND
BALTIMORE REGIONS**

FINAL REPORT

FY2026 (JULY 2025 – JUNE 2026)

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Guaranteed Ride Home Customer Satisfaction Survey
FY2026 Washington, DC and Baltimore Metropolitan Regions

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ABOUT COMMUTER CONNECTIONS

Commuter Connections, a program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments (COG), promotes bicycling to work, ridesharing, and other alternatives to drive alone commuting, provides ridematching for carpools and vanpools, incentive programs for alternative commuting, and offers the free Guaranteed Ride Home program. Commuter Connections is funded by the District of Columbia, Maryland, Virginia, and U.S. Department of Transportation.

The preparation of this program document was financially aided through grants from the District Department of Transportation; Maryland Department of Transportation; Virginia Department of Transportation; and the U.S. Department of Transportation.

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Program Background

The Metropolitan Washington Council of Governments (COG) through its Commuter Connections program, under the auspices of its state funding agencies introduced the Guaranteed Ride Home program (GRH) in the Washington, DC region beginning FY1997. In FY2011, GRH was expanded to include the Baltimore Metropolitan region and St. Mary's County, Maryland.

A "commuter insurance" program, GRH is designed to encourage non-Single Occupant Driver use by providing a way home for qualifying commuters in the case of an unexpected personal/family illness or emergency, or unscheduled overtime when their normal alternative commute mode is not available. Many area workers who consider switching commute modes from Single Occupant Vehicles (SOV) to carpools, vanpools, and transit are concerned about being stranded at work if they need to leave before or after standard work hours unexpectedly. GRH eliminates this concern and encourages alternative methods of commuting.

Commuters working within the region who use alternative transportation methods twice a week or more are provided with six free GRH rides home per year. Alternative mode commute practices help reduce roadway congestion and help support regional air quality goals. The GRH program's Participation Guidelines and survey samples used during FY2026 are provided in the appendix of this report.

Survey Methodology

The GRH Customer Satisfaction Survey collection period is ongoing throughout each fiscal year. All GRH customers who obtained a free ride home through the program during FY2026 were provided with the opportunity to participate in the survey. The number of surveys sent is equal to the total number of Guaranteed Ride Home rides taken during the fiscal year, as one survey invitation is sent for each completed GRH trip. Emails with a survey link were sent the day following the GRH trip.

The survey allows respondents to rate the GRH service and provide written feedback; see appendix for the example survey. Note: some respondents did not answer all questions, as a result, response totals to some questions may not be equal to the total number of survey respondents.

Survey Design

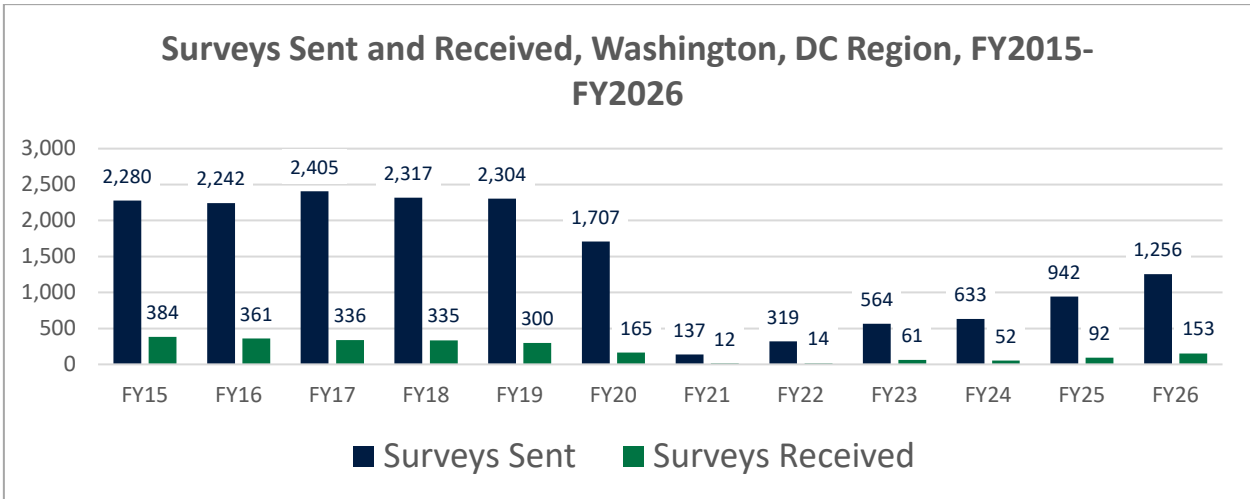
The survey consists of five multiple-choice questions, one filling in the blank and an area for comments. Four questions provide insight into customer opinions regarding various operational functions of GRH and ask respondents to rate aspects of the service by selecting one of four responses “Poor,” “Fair,” “Good,” or “Excellent.” Another multiple-choice question asks the reason for the trip, and a fill in the blank question asks respondents to indicate their wait time. The comments area provides an open-ended forum to offer specific or general feedback, whether positive or negative.

The performance areas of GRH were addressed by multiple-choice questions pertaining to reservations staff; transportation service; response time and overall service. Reservations staff refer to the operators who answered telephone calls from commuters requesting GRH service, verified the request in accordance with the official GRH participation guidelines, and arranged the ride for the commuter. These contracted staff are employees of WeDriveU (formerly Diamond Transportation Services, Inc.), which provides such services under arrangement with COG. Transportation service refers to the modes of transportation (taxi or ridehailing) and the affiliated organizations (e.g. XYZ Cab Company or Uber) that provided the trips from the workplace to the destination. The transportation modes used for GRH trips are selected by WeDriveU based on the type and severity of the emergency, distance traveled, and availability.

Response Rates – Washington, DC Region

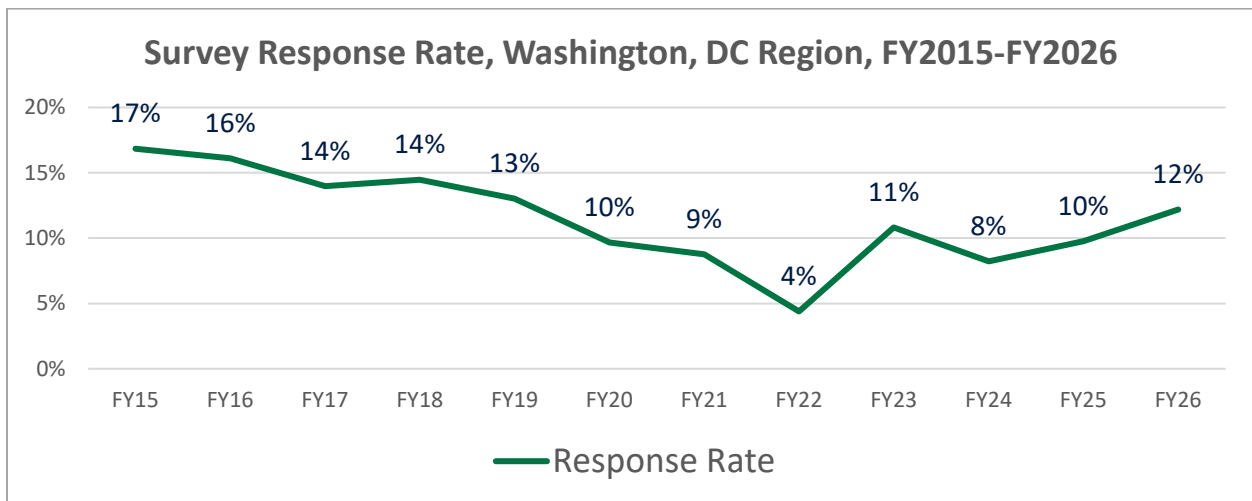
Number of Surveys Sent and Received Past Decade

Of the 1,256 surveys distributed to GRH participants in the Washington, DC region in fiscal year 2026 (equivalent to 1,256 GRH rides taken), 153 completed surveys were received.



Response Rates Percentage – Washington, DC Region

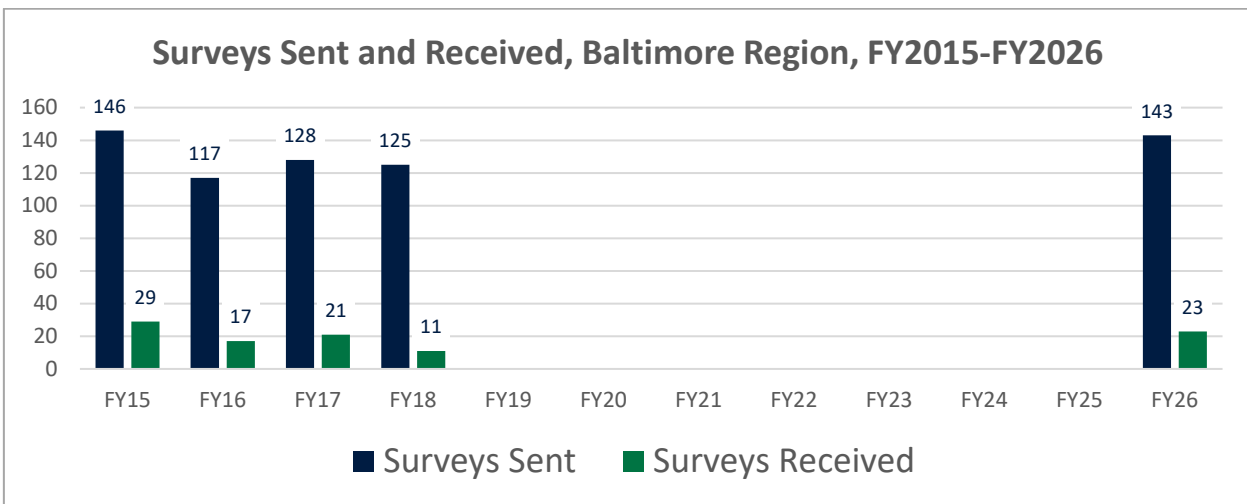
The survey response rate in FY2026 was 12 percent.



Response Rates – Baltimore Region

Number of Surveys Sent and Received Past Decade

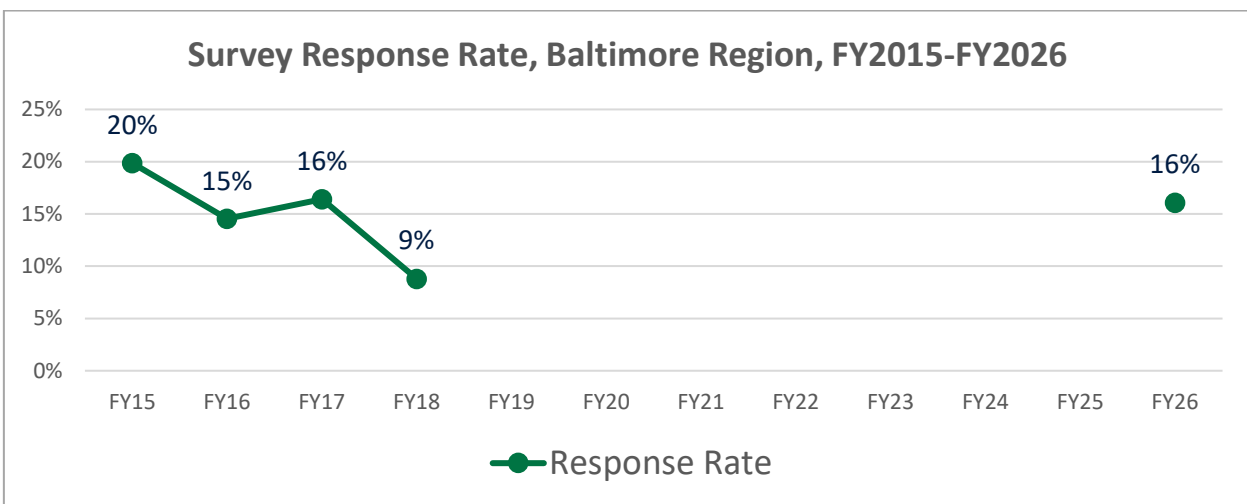
Of the 143 surveys distributed to GRH participants in the Baltimore region in fiscal year 2026 (equivalent to 143 GRH rides taken), 23 completed surveys were received, a response rate of 16 percent. Baltimore results are reported for FY2015 through FY2018 and again in FY2026. Surveys were distributed in FY2019 through FY2025, but response rates in those years were too low to produce a report for the Baltimore region.



Note: surveys were distributed in FY2019–FY2025, but response rates were too low to produce a Baltimore region report; the break is not a reading of zero.

Response Rates Percentage – Baltimore Region

The survey response rate in FY2026 was 16 percent. Rates for FY2015 through FY2018 ranged from 9 to 20 percent.



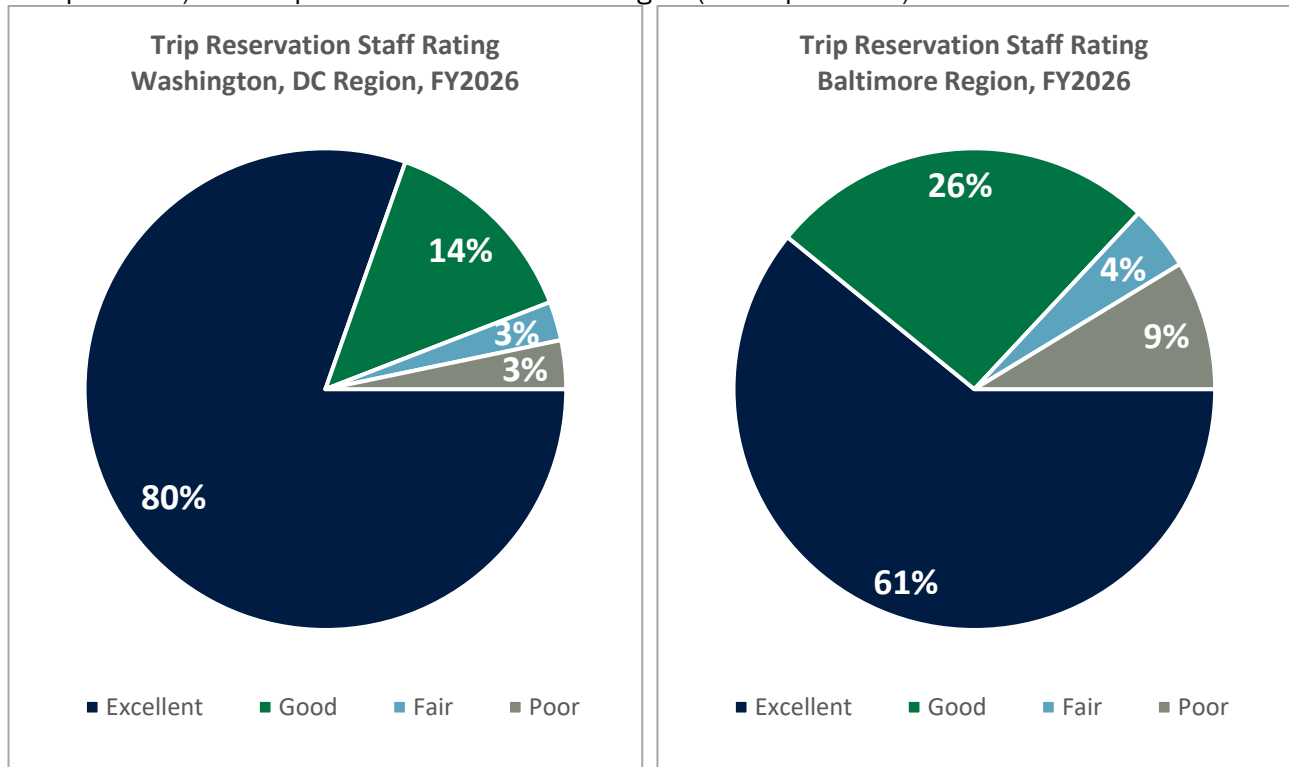
Fiscal Year Survey Results

This section indicates survey results from the 153 GRH Washington, DC region respondents and the 23 GRH Baltimore region respondents for fiscal year 2026. Baltimore percentages rest on 23 responses, so single respondents move them several points; differences between the two regions should be read with that in mind.

Reservation Staff Rating

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

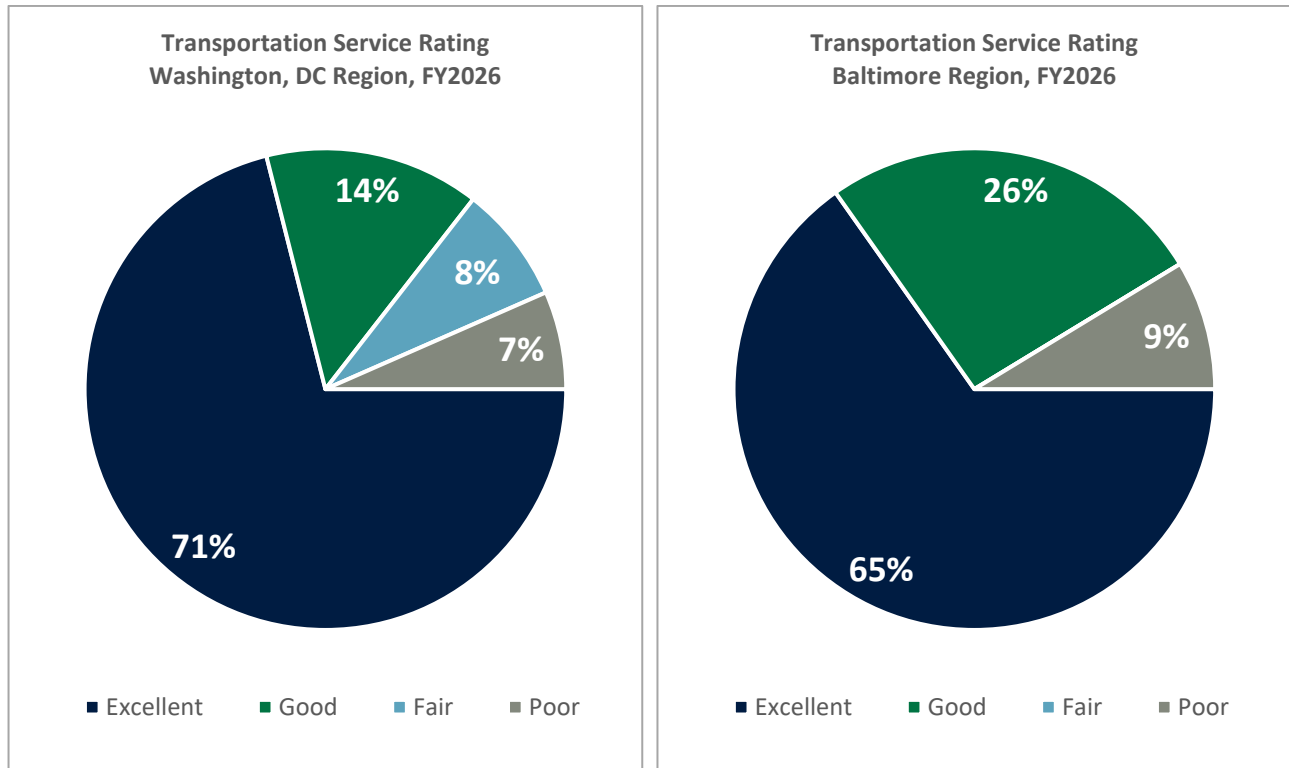
Combined excellent and good ratings equaled 94 percent for the Washington, DC region (153 respondents) and 87 percent for the Baltimore region (23 respondents).



Transportation Service Rating

How would you rate the taxi, ridehail, or rental car service?

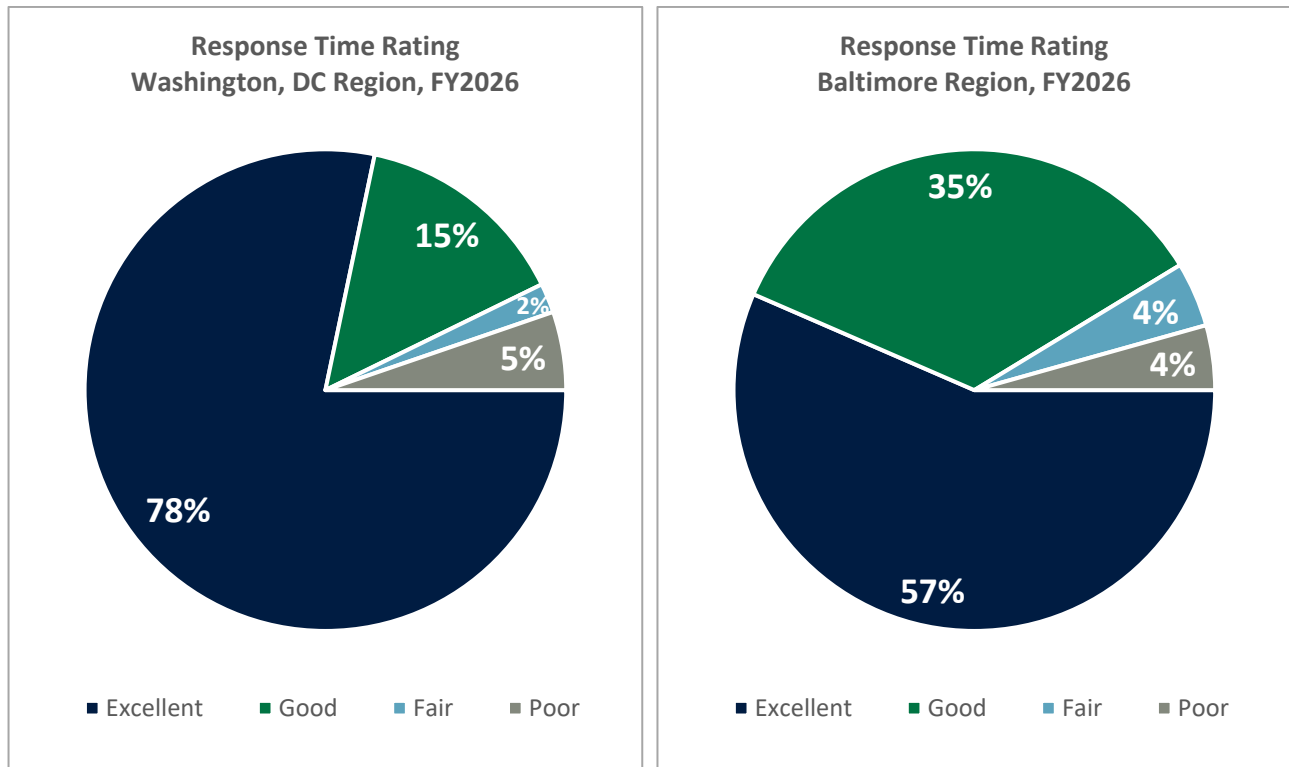
The favorability rating (combined excellent and good) equaled 85 percent for the Washington, DC region (152 respondents) and 91 percent for the Baltimore region (23 respondents).



Response Time Rating

How would you rate our response time?

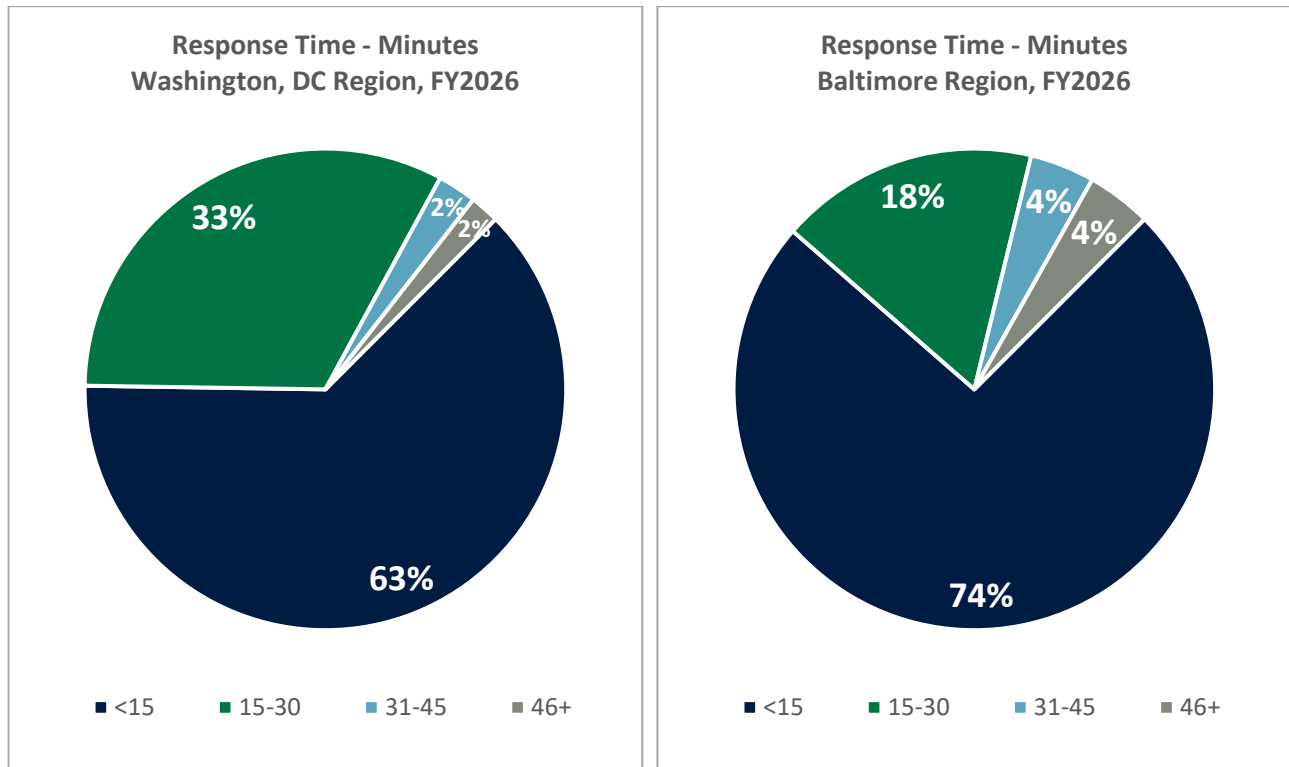
The favorability rating (combined excellent and good) equaled 92 percent for the Washington, DC region (152 respondents) and 92 percent for the Baltimore region (23 respondents).



Response Time - Minutes

Approximately how many minutes did you wait until your ride arrived?

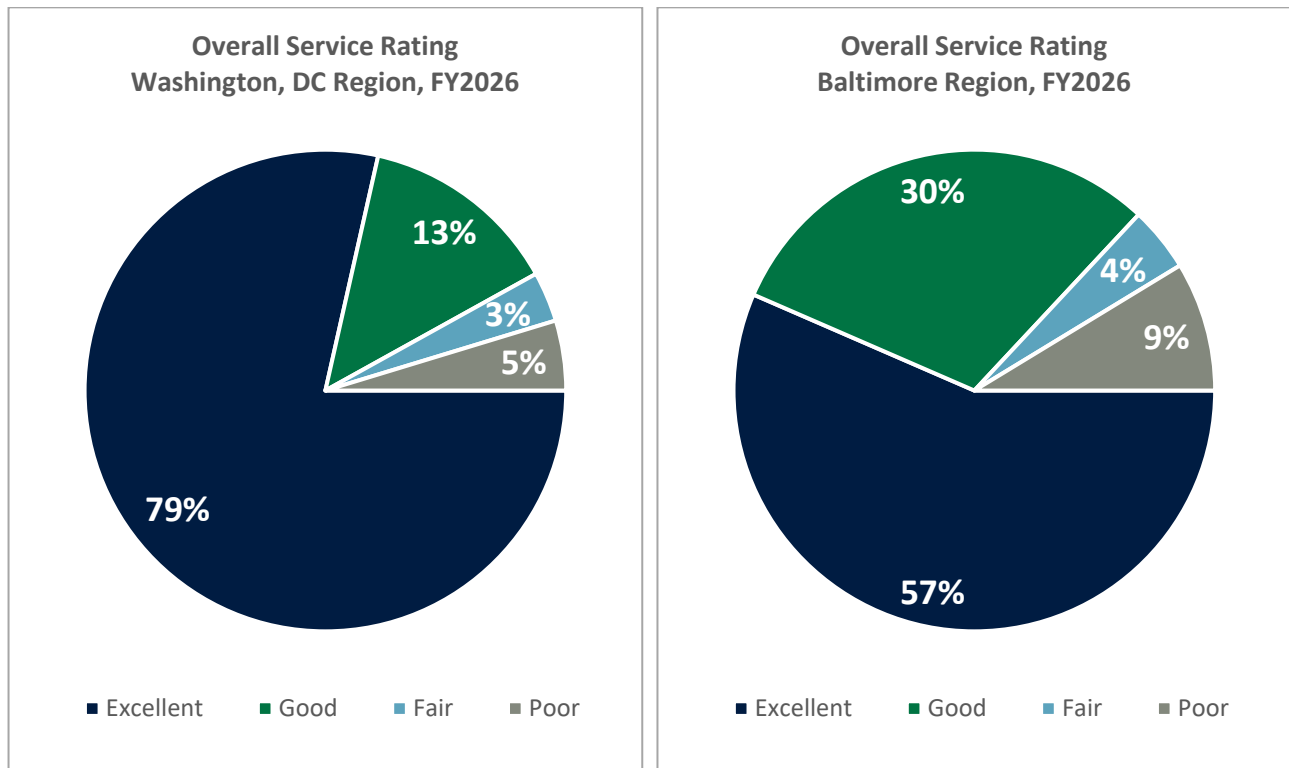
Average response wait in FY2026 was 12 minutes in the Washington, DC region, where 96 percent of customers waited 30 minutes or less. In the Baltimore region the average wait was 13 minutes, with 91 percent of customers waiting 30 minutes or less.



Overall Service Rating

Overall, how would you rate our GRH service?

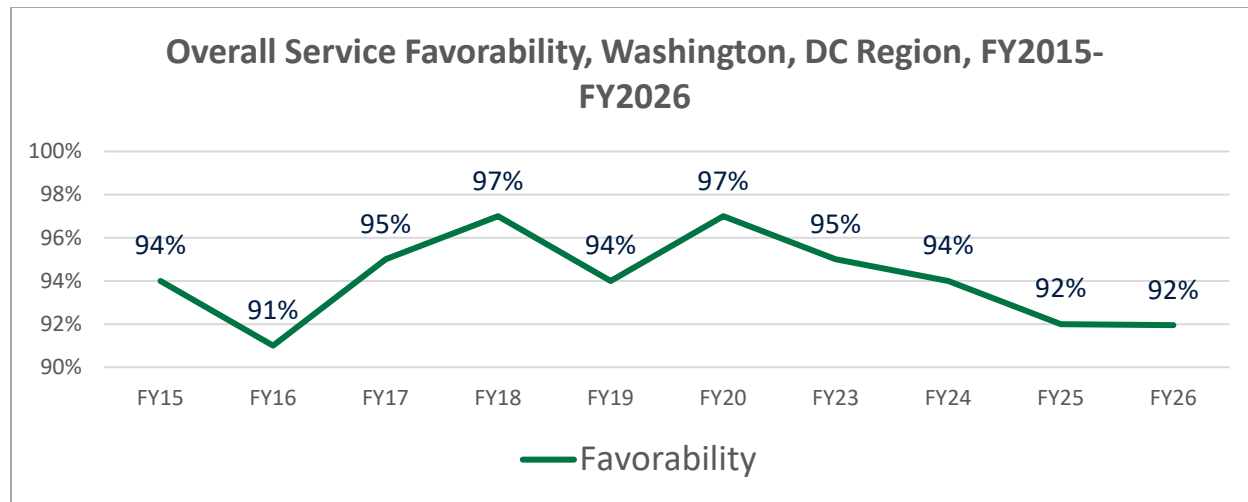
The favorability rating (combined excellent and good) equaled 92 percent for the Washington, DC region (149 respondents) and 87 percent for the Baltimore region (23 respondents).



**Overall Service Rating Past Ten Fiscal Years –
Washington, DC Region**

Overall, how would you rate our GRH service?

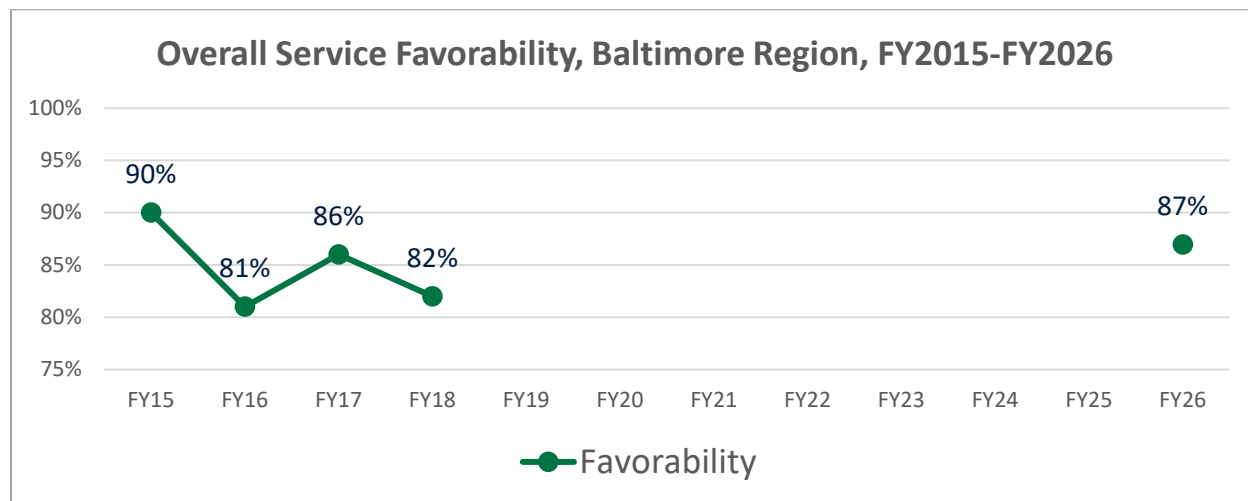
The favorability rating (combined excellent and good) in FY2026 was 92 percent.



**Overall Service Rating Past Ten Fiscal Years –
Baltimore Region**

Overall, how would you rate our GRH service?

The favorability rating (combined excellent and good) in FY2026 was 87 percent. Response rates from FY2019 through FY2025 were too low to produce a report for the Baltimore region, so those years appear as a break in the chart.

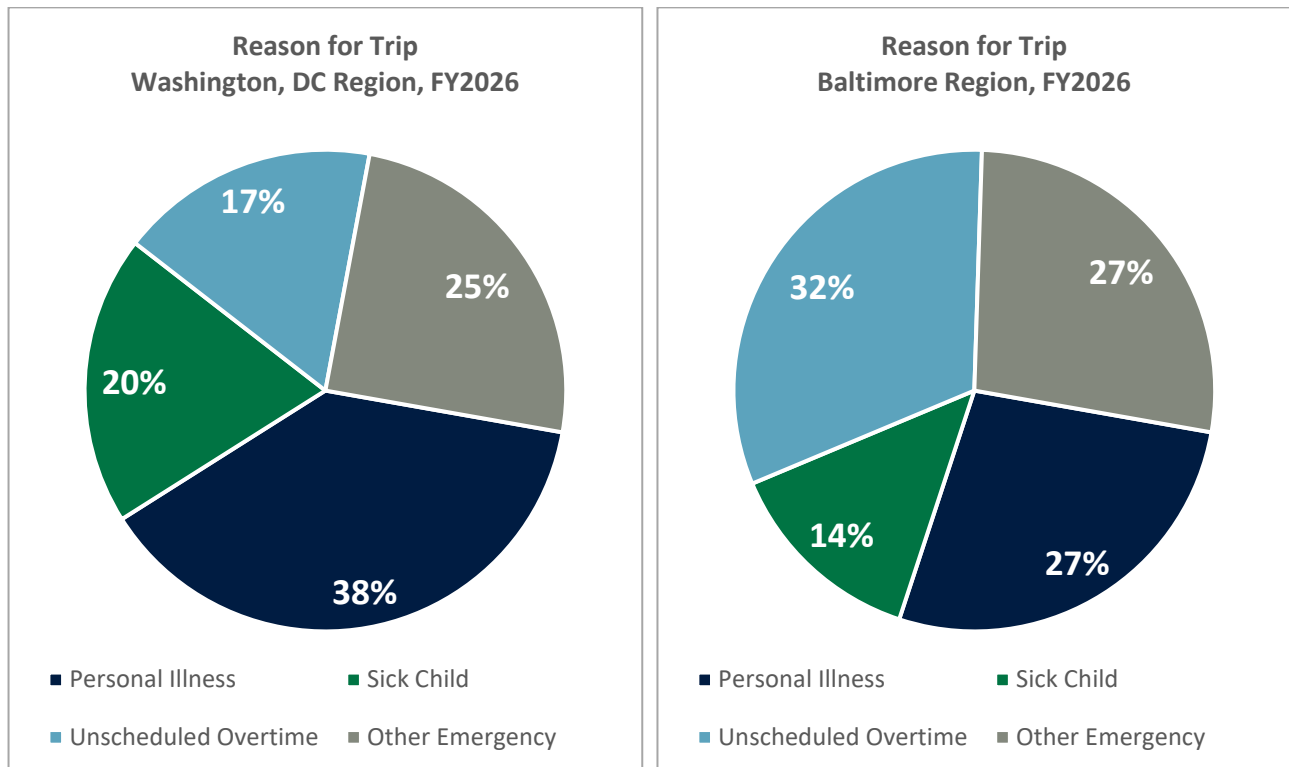


Note: surveys were distributed in FY2019–FY2025, but response rates were too low to produce a Baltimore region report; the break is not a reading of zero.

Reason for Trip

What was the reason for your GRH Trip?

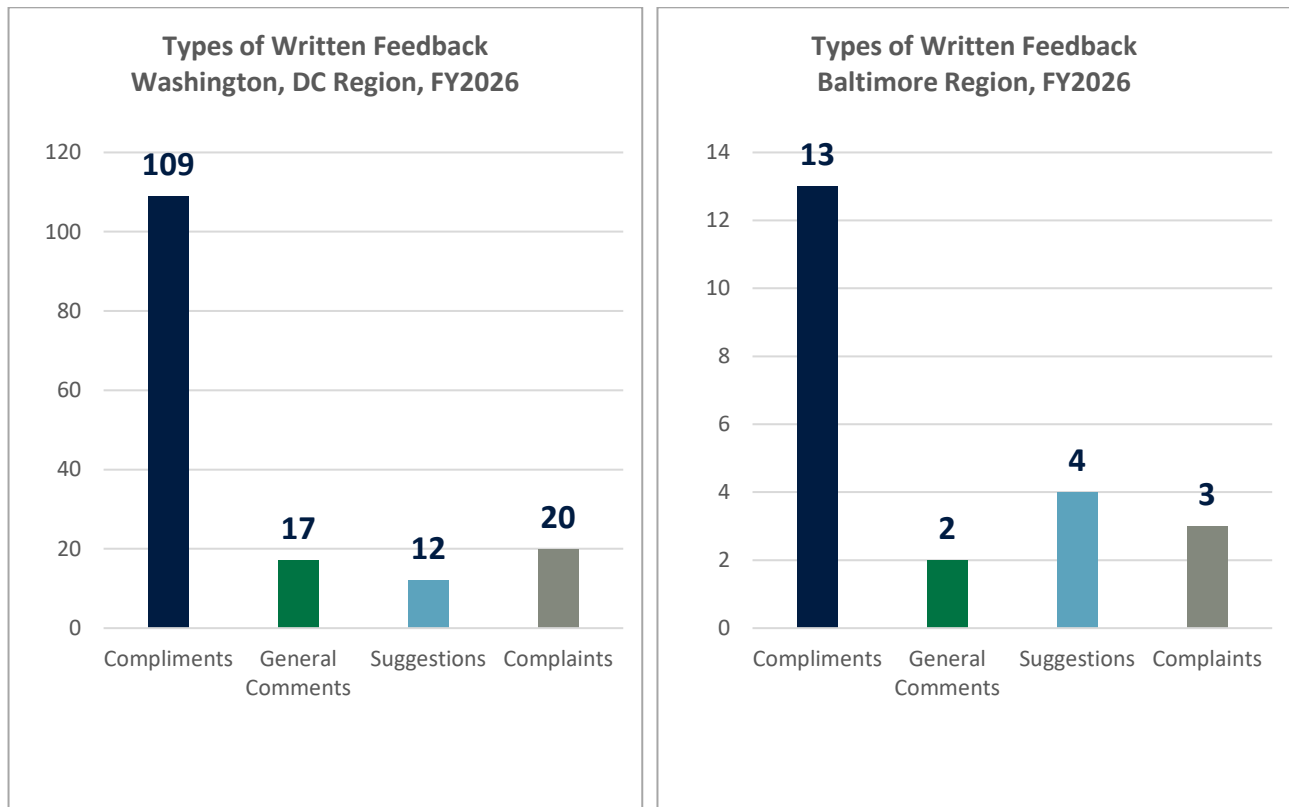
In the Washington, DC region, 38% of respondents indicated “Personal Illness” as the reason for using the GRH service; combined with Sick Child, illness represented well over half (58%) of trip reasons, with the remainder being overtime and other emergencies (42%). In the Baltimore region the most frequently cited reason was Unscheduled Overtime (32% of 22 responses), followed by Personal Illness and Other Emergency (27% each) and Sick Child (14%).



Written Responses

In addition to the multiple-choice questions, survey respondents were offered the opportunity to provide open-ended written comments. The types of open-ended written responses included compliments, general comments, suggestions, and complaints. Feedback is valuable for assessing customer attitudes regarding specific service areas and it helps to gauge the general pulse of the program.

More than two-thirds (69%) of Washington, DC region respondents provided written comments, 105 out of 153 returned surveys. In the Baltimore region, 18 of 23 respondents (78%) left a comment. A portion of the comments received fell into more than one type of feedback. For example, a respondent's comments could contain both a compliment and suggestion, or even a compliment and a complaint. For this reason, the numbers below add up to more than the number of total respondents who provided comments.



Written Feedback

Compliments

In the Washington, DC region a total of 109 compliments were received, making positive feedback by far the most prevalent type. Many respondents shared personal stories about how GRH supported them during emergencies, expressed gratitude for the reliability of the service, or praised the professionalism of reservation staff and drivers. Several noted that GRH enables them to continue using alternative commute modes with confidence. In the Baltimore region 13 of the 23 respondents offered compliments, most often naming the reservation staff and the speed with which a ride was arranged.

Sample of actual compliments from FY2026 – Washington, DC region

- *"It was easy and quick."*
- *"Great service to have! Appreciate all the hard work you do for your customers!"*
- *"Both the reservation staff and Uber driver were fantastic."*
- *"This is an amazing program and greatly appreciate it."*
- *"The staff is extremely helpful in coordinating the ride in emergency."*
- *"When I called I was able to get a live person immediately and not an automated system."*
- *"I really appreciate her and the service. Many kudos!!"*
- *"I was distraught and the person that helped me with my reservation was very comforting and patient."*
- *"Friendly driver, quick pickup time, driver used the fastest route home."*
- *"This service is amazing and is very helpful when having sick kids... Please continue this program."*
- *"Thank you all so much for the care and support for DC's commuters."*
- *"The driver arrived quickly and I was most appreciative. This is a valuable service."*
- *"The driver was very nice and I'm so thankful for this service."*
- *"Excellent service. Thank you."*
- *"Great service. The driver was waiting for me to get off the elevator."*
- *"Every commuter to DC should sign up for this amazing service."*
- *"My son was taken to the hospital, and she really helped... It saved me at least an hour!!"*
- *"Extremely helpful and knowledgeable."*
- *"From my 1st call to drop off this was a great experience and service."*
- *"The reservation staff was friendly and showed genuine care for my well being."*
- *"Thank you for prompt service. It helps provide peace of mind as a working parent."*
- *"Process worked really great... 10 of 10 for service!"*
- *"Surprisingly easy and fast to use."*
- *"This is a wonderful, well-run program. Thank you!"*
- *"All were consummate professionals. Thank you very much."*
- *"It got me home even though the MARC train was cancelled. It was definitely a life saver."*

Sample of actual compliments from FY2026 – Baltimore region

- *“Thank you for your help to get a ride home after working such a long day... I appreciate it so much.”*
- *“Service and call center rep were great.”*
- *“Representative was professional, considerate and friendly.”*
- *“It really does help encourage me to continue carpooling... Really appreciate this service.”*
- *“Customer service was great. I was sent a link that showed me exactly who, and where my driver was.”*
- *“It’s comforting to know that when you are stranded or fall sick at work, commuter connection is always there... A huge relief.”*
- *“I cannot recommend the GRH program enough! Their service providing emergency rides home from work is truly life-changing.”*
- *“Grateful for the GRH staff members who helped me set up a safe ride home!”*
- *“I was impressed by the promptness of getting the ride scheduled and how quickly I was picked up.”*
- *“I couldn’t have asked for a better response and experience.”*
- *“Very accommodating and very helpful in time of need. Perfect.”*

Complaints

In the Washington, DC region a total of 20 survey respondents provided complaints about the GRH service. Most issues were related to taxi availability, long phone wait times, drivers declining or missing pickups, and vehicle condition. Several respondents also reported difficulty reaching GRH staff by phone, drivers refusing toll or express routes, or confusion about annual re-registration requirements. Three Baltimore region respondents provided complaints, each involving the transportation provider rather than the reservation process.

Samples of actual complaints from FY2026 – Washington, DC region:

- *"Nobody answered the phone at GRH for over an hour!"*
- *"I waited another 40 minutes after I connected with a staff member before the taxi arrived. It was almost 100 degrees outside & the cab had no a/c."*
- *"I was told to call customer service, but I got a voicemail that said they would return the call within two business days."*
- *"Vehicle had an odor."*
- *"The driver refused to take the MD-200 toll road... This resulted in heavy traffic and added an extra 15 minutes to my ride."*
- *"The taxi cab stinks."*
- *"After waiting for over 30 minutes I had to catch an Uber home. This is not the first time where the ride did not come."*
- *"The driver came, [but] he refused to let me get in the car."*
- *"Driver was on the phone and made several dangerous lane changes."*
- *"Driver never came... He lied, never came. Had to order an Uber to get home."*
- *"The lady on the phone gave me a hard time because I called to schedule a pick up 9 minutes after my pick up time."*
- *"Taxi driver missed the exit off 95, resulting in a longer mileage trip and additional time delay."*
- *"The initial Barwood driver declined my ride and Barwood could not locate another driver."*
- *"I called and requested a free ride home... I waited for 30 mins, and it did not show up."*
- *"The cab driver was incredibly rude the entire trip... Upon arrival at my vehicle he tried to make me pay."*
- *"The taxi that picked me up was not clean at all and felt unsafe... the A/C in the car was not working properly."*
- *"It took a while to connect with the reservations staff (both am & pm) which can create unnecessary anxiety."*
- *"In a time of urgency, I wanted to speak to a real person right then to know the system was working."*

Samples of actual complaints from FY2026 – Baltimore region:

- *"The taxi driver took 30 mins to pick me up. Then he states that he could not take me home in Baltimore."*
- *"Taxi could not locate the front of the Pentagon where I was standing... I also called back Commuter Connections and was told they could not assist."*
- *"The first driver canceled out and mention he needed to get gas and besides he could not get on base."*

Recap Summary

Of the 1,256 surveys distributed to GRH participants in the Washington, DC region in fiscal year 2026, 153 surveys were completed, resulting in a 12% response rate. In the Baltimore region, 143 surveys were distributed and 23 were completed, a 16% response rate. Many respondents expressed satisfaction with the Guaranteed Ride Home (GRH) service: 92% of Washington, DC region respondents and 87% of Baltimore region respondents rated the overall service as “Good” or “Excellent.” Personal Illness was the most frequently cited reason for using the service in the Washington, DC region, accounting for 38% of trips; combined with Sick Child, illness-related reasons represented 58% of all trips. In the Baltimore region, Unscheduled Overtime was cited most often, at 32% of trips. Written feedback was provided by 69% of Washington, DC region respondents and 78% of Baltimore region respondents, and compliments outnumbered complaints in both regions. For every program category—reservations staff, transportation service, and response time—favorability ratings were 85% or higher in both regions. The average wait time remained low at approximately 12 minutes in the Washington, DC region and 13 minutes in the Baltimore region. Baltimore percentages rest on 23 responses and carry a correspondingly wide margin of error.

Appendix

Sample Online Survey

Commuter Connections GRH Satisfaction Survey

We'd like to know how you feel about our program. Please take a moment to complete this survey. Your response is greatly appreciated.

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

☐ Poor

☐ Fair

☐ Good

☐ Excellent

How would you rate the taxi or rental car service?

☐ Poor

☐ Fair

☐ Good

☐ Excellent

How would you rate our response time?

☐ Poor

☐ Fair

☐ Good

☐ Excellent

Overall how would you rate our GRH service?

☐ Poor

☐ Fair

☐ Good

☐ Excellent

Approximately how many minutes did you wait until receiving your ride?

Sample Online Survey (continued)

What was the reason for your GRH trip?

- ☐ Sick Child
- ☐ Personal Illness
- ☐ Unscheduled Overtime
- ☐ Other Emergency

Please Provide us with any comments about your GRH experience.

Do you consider your comments to be a: (check all that apply)

☐ Compliment



☐ Suggestion



☐ Complaint



☐ General Comment



Do your comments refer to: (check all that apply)

☐ Taxi or Rental Car Service

☐ Overall Service

☐ Reservation Staff

☐ Response Time

Survey Response Summary Table – Washington, DC Region

Survey Questions	Re	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25	FY26
Trip Reservations Staff	E	83%	79%	84%	85%	86%	91%	n/a	n/a	79%	86%	81%	80%
	G	12%	13%	12%	13%	11%	7%	n/a	n/a	15%	6%	4%	14%
	F	3%	3%	3%	1%	2%	2%	n/a	n/a	5%	4%	10%	3%
	P	2%	5%	1%	1%	1%	0%	n/a	n/a	1%	4%	5%	3%
Transportation Service	E	74%	71%	77%	74%	74%	80%	n/a	n/a	56%	61%	86%	71%
	G	21%	19%	16%	19%	21%	15%	n/a	n/a	34%	27%	8%	14%
	F	2%	6%	4%	4%	2%	3%	n/a	n/a	5%	10%	3%	8%
	P	3%	4%	3%	3%	3%	2%	n/a	n/a	5%	2%	3%	7%
Response Time	E	75%	73%	81%	83%	82%	88%	n/a	n/a	62%	77%	86%	78%
	G	16%	17%	13%	13%	14%	9%	n/a	n/a	25%	13%	7%	14%
	F	5%	4%	2%	1%	1%	1%	n/a	n/a	10%	6%	1%	2%
	P	4%	6%	4%	3%	3%	2%	n/a	n/a	3%	4%	6%	5%
Overall Service	E	81%	77%	80%	85%	82%	86%	n/a	n/a	79%	81%	76%	79%
	G	13%	14%	15%	12%	12%	11%	n/a	n/a	16%	15%	16%	13%
	F	4%	4%	3%	1%	4%	3%	n/a	n/a	2%	4%	5%	3%
	P	2%	5%	2%	2%	2%	0%	n/a	n/a	3%	2%	2%	5%

Survey Response Summary Table – Baltimore Region (FY2026, 23 respondents)

Survey Questions	E	G	F	P
Trip Reservations Staff	61%	26%	4%	9%
Transportation Service	65%	26%	0%	9%
Response Time	57%	35%	4%	4%
Overall Service	57%	30%	4%	9%

GUARANTEED RIDE HOME PROGRAM PARTICIPATION GUIDELINES WASHINGTON/BALTIMORE METROPOLITAN AREA

1. Commuters must be officially registered with Commuter Connections before using the Guaranteed Ride Home service. However, commuters who have not been officially registered may use the GRH service one time, providing they meet all other eligibility criteria. This is referred to as a “one-time exception.” Any commuter granted a one-time exception must officially register before additional trips are granted. Commuters must provide the supervisor name and phone number and at least two (2) phone numbers (home/cell and work) in order to register for GRH service. Registered commuters are those who have received an official registration letter and GRH ID card from Commuter Connections. Registered and one-time exception commuters must be carpooling, vanpooling, taking transit, bicycling, or walking to their site of employment at least two (2) days per week and on the day they use the GRH service. GRH is only available to people commuting to and from work.
2. Commuters must call Commuter Connections and receive authorization from Commuter Connections prior to using the GRH service. Commuter Connections will issue an authorization number to the commuter to approve a GRH trip. Commuters will not be reimbursed for trips not authorized by Commuter Connections. After approval, Commuter Connections will make the GRH trip arrangements for the commuter and, if necessary, provide instructions on how and where the GRH transportation provider will pick up the commuter. Commuter Connections is equipped to provide wheelchair accessible transportation as part of the GRH service as needed.
3. Registered commuters may use the GRH program up to six (6) times annually from their official registration date. Commuters who received a one-time exception then officially register with Commuter Connections may use the GRH service five (5) more times within 12 months from the date of their one-time exception GRH trip. The GRH trip credits are non-transferable.
4. Commuters must re-register annually to maintain their GRH registration. Commuters may contact Commuter Connections to re-register and update their registration information or request re-registration through the Commuter Connections website.
5. The GRH program may only be used in cases of unexpected personal or family emergency, unexpected illness, or unscheduled overtime. Cases in which the GRH program cannot be used include, but are not limited to, the following: previously scheduled medical appointments, trips to the doctor, urgent care center, emergency room or hospital for a commuter that needs medical attention, personal errands, transit service disruptions and/or delays, business related travel, working late without a supervisor’s request, weather emergencies, any type of office or building closings and/or evacuations, natural and/or man-made disasters. If any of the above unqualified cases should lead to a qualifying reason, the trip will be denied due to its underlying cause.
6. Requests to use the GRH program because of unscheduled overtime must be made before the commuter’s registered work end time, and a supervisor’s verification will be required at the time of the request.
7. GRH service is available between 6:00 a.m. and 10:00 p.m., Monday through Friday, except designated program holidays and any planned and/or unplanned Federal Government office closings. GRH TRIPS MUST BE TAKEN BEFORE 10:00 P.M to ensure that the commuter has received their ride. Designated program Holidays include: New Year’s Eve, New Year’s Day, Birthday of Martin Luther King Jr., Washington’s Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

8. To be eligible, a commuter must be physically working in the following areas in the Washington, D.C. or Baltimore, MD regions. These areas include: the District of Columbia, the Maryland counties of Anne Arundel, Baltimore, Calvert, Carroll, Cecil, Charles, Frederick, Harford, Howard, Montgomery, Prince George's, and St. Mary's; the City of Baltimore, and the Virginia counties of Arlington, Fairfax, Loudoun, and Prince William; and the City of Alexandria as well as all cities within the aforementioned counties.
9. Eligible commuters can live anywhere inside the areas listed in Guideline #8 or in any of the following areas: Allegany, Caroline, Dorchester, Kent, Queen Anne's, Talbot or Washington counties in Maryland; and Caroline, Clarke, Culpeper, Fauquier, Frederick, King George, Lancaster, Madison, Northumberland, Orange, Page, Rappahannock, Richmond, Shenandoah, Stafford, Spotsylvania, Warren, or Westmoreland counties, the City of Fredericksburg, or the City of Winchester in Virginia; and Berkeley, Hampshire, or Jefferson County in West Virginia; and Adams, Franklin, or York counties in Pennsylvania. Any residence outside of the above-mentioned areas will be considered on a case-by-case basis.
10. All GRH trips must originate from the commuter's registered work location. Depending on the nature of the emergency, and home and work locations, a commuter using the GRH service may be required to use a taxi, car rental, transit, or any combination of these services to reach their destination point. Commuter Connections will determine the type of service used and will issue a valid GRH authorization number at that time.
11. Commuter Connections will pay for one vendor service and/or one transit service per request. If the GRH trip uses a taxi, Commuter Connections will pay for all charges, excluding gratuity, to the destination. The commuter is responsible only for tipping the taxi driver. Cancellation on the part of the commuter of a GRH trip may count as one of the six annual trips. If a transit option is used for part of the GRH trip, the commuter will be mailed a transit reimbursement voucher form. The transit reimbursement voucher must be completed and submitted back to Commuter Connections within thirty days of transit use in order for payment to be made. Please allow 45 days for reimbursement. A commuter's supervisor must sign the transit voucher for any trip granted because of unscheduled overtime in order for the reimbursement to be issued. If the GRH trip is made by rental car, the commuter is responsible for signing a standard rental agreement, showing a valid driver's license, proof of insurance, providing a credit card number for collateral, returning the rental car within a 24-hour period, and the following charges: gasoline refueling charges, taxes, purchase of insurance (if necessary), and additional rental charges if auto is not returned within a 24-hour period (unless Commuter Connections has given prior approval for additional rental time). The commuter will be responsible for any loss or damage to the rental car.
12. GRH is a free service provided by Commuter Connections at the Metropolitan Washington Council of Governments (COG). COG will use its best efforts to provide the Guaranteed Ride Home in accordance with the guidelines shown above. By requesting assistance from the Guaranteed Ride Home program, the participant in the program explicitly acknowledges that COG assumes no liability for the timeliness of the GRH participating vendor(s) or any accidents that may occur on the conveyance.