



D R A F T
M E M O R A N D U M

To: Commuter Connections Subcommittee

From: Tas Hossain
TDM Program Analyst, COG/TPB

Date: March 17, 2026

Re: GRH FY2025 Customer Satisfaction Survey Baltimore Region

The intent of this correspondence is to communicate the status of the Guaranteed Ride Home (GRH) FY2025 Customer Satisfaction Survey Results for the Baltimore Region.

The adopted FY2025 Commuter Connections Work Program (CCWP) called for COG/TPB staff to produce a report based on findings of the GRH Customer Satisfaction Survey for the Baltimore Region. The report is based on analysis of data from survey response collected for GRH trips taken during fiscal year FY2025; period of performance from July 1, 2024, through June 30, 2025. The purpose of the survey is to gauge the level of satisfaction from those who have used the program within the Baltimore metropolitan region.

During FY2025, a total of 121 GRH customer satisfaction surveys were distributed in the Baltimore region, with one survey issued for each GRH trip taken, indicating that 121 GRH rides occurred. Eight survey responses were received from users in the Baltimore region, representing a response rate of 6.6 percent of all surveys distributed regionwide.

Due to the lack of a substantial number of responses to the GRH FY2025 Customer Satisfaction Survey Baltimore region, it was determined that no analysis or report was warranted. As a result, no formal analysis or report was prepared.

Should you have further questions or need additional information, please feel free to contact me at 202 962-3235, or at thossain@mwkog.org.

cc: S. King, COG/TPB