

METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS



GRH AD-HOC GROUP

Meeting Minutes

Tuesday, October 9, 2002

Staff Contact: Nicholas Ramfos 202-962-3313

Item #1 Program Status Briefing

Mr. Arabia reviewed the GRH activities for FY02. During FY2002, 2,696 GRH trips were provided, 26% more than the number of trips provided in FY2001. At the end of the fiscal year, 21,224 commuters were registered for GRH. COG received 6,194 GRH applications during fiscal year 2002. Ninety-one percent (91%) of these applications were received from the Commuter Connections web site. The majority of registered commuters live in Virginia (62%), with 33% residing in Maryland and less than four percent in the District. Registered commuters residing in Delaware, Pennsylvania and West Virginia account for less than 1.5% of all registrants. Sixty-four percent (64%) of all GRH registrants use transit to travel to work, 39% carpool or vanpool, and one percent either bike or walk to work. Among the GRH registrants who ride transit, 45% ride Metrorail, 25% ride VRE, 8% ride MARC, 28% ride local bus service, and 20% ride Metrobus.

Mr. Arabia stated the spring marketing campaign was conducted from April through June. Television, radio and post card advertisements were used to promote the program.

COG renewed its Guaranteed Ride Home contracts with Enterprise, Yellow Cab of D.C., Blue Star Group, Alexandria Yellow Cab, Falls Church Yellow Cab, Manassas Cab, Red Top Cab to provide taxi service; and Diamond Transportation Services, Inc. for daily trip scheduling. Taxi-Taxi, Inc. has not provided an update to their rates and insurance information for the GRH contract. COG staff has contacted them several times requesting this information.

Item #2 Daily Operations Status

Mr. Werth with Diamond Transportation, Inc. briefed the group on the daily trip scheduling activities. Mr. Werth distributed an organizational chart for GRH operations. Staff works in two shifts, 6 am to 2 pm and 2 pm to 10 pm. Diamond staff are crossed trained on the basics of the program. Also, Diamond staff calls the GRH registrants whose registration is about to expire to re-register the commuter. The re-registration list is provided by COG. Participants of the program are called and the information for the

commuter is updated. Diamond staff is asking re-registrants for their e-mail address when they update the commuter's record.

Item #3 Review of E Communicator Software

Mr. Arabia explained that the E-Communicator software will process ridematching and GRH applications received through the Commuter Connections web site. The software will allow COG staff to review, edit and import applications into the GRH and Rideshare databases. Mr. Arabia explained the new software will speed up the application process by eliminating manual data entry. E-Communicator can send notices to GRH registrants who are about to expire through e-mail. The registrants may enter an updated GRH application through the web site and E-Communicator will update the existing record in the E-Communicator database. Reregistration notices will be sent to commuters who do not respond to follow up phone calls and e-mail.

Item #4 GRH TERM Analysis Results for 2002

Mr. Ramfos stated that the regional goals for the Guaranteed Ride Home Program have not been reached. However, Mr. Ramfos explained that the program completed its fifth of an eight year build out. Therefore, there is time left to meet the goal. The program needs 12,000 more participants to reach its goal before the year 2005.

Item #5 Review of Participation Guidelines

Mr. Ramfos stated that references to the one-time exception trip in the Participation Guidelines need to be revised. Mr. Ramfos said that COG has received several complaints regarding the requirements for using the one-time exception trip. The Ad-Hoc Group discussed possible wording changes in the Participation Guidelines to better explain a one-time exception, the maximum number of annual GRH trips, and registration requirements in guideline numbers 2 and 4.