

Emergency Ride Home Program Survey

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173

Total Responses

Date Created: Thursday, June 22, 2017

Complete Responses: 129

Emergency Ride Home

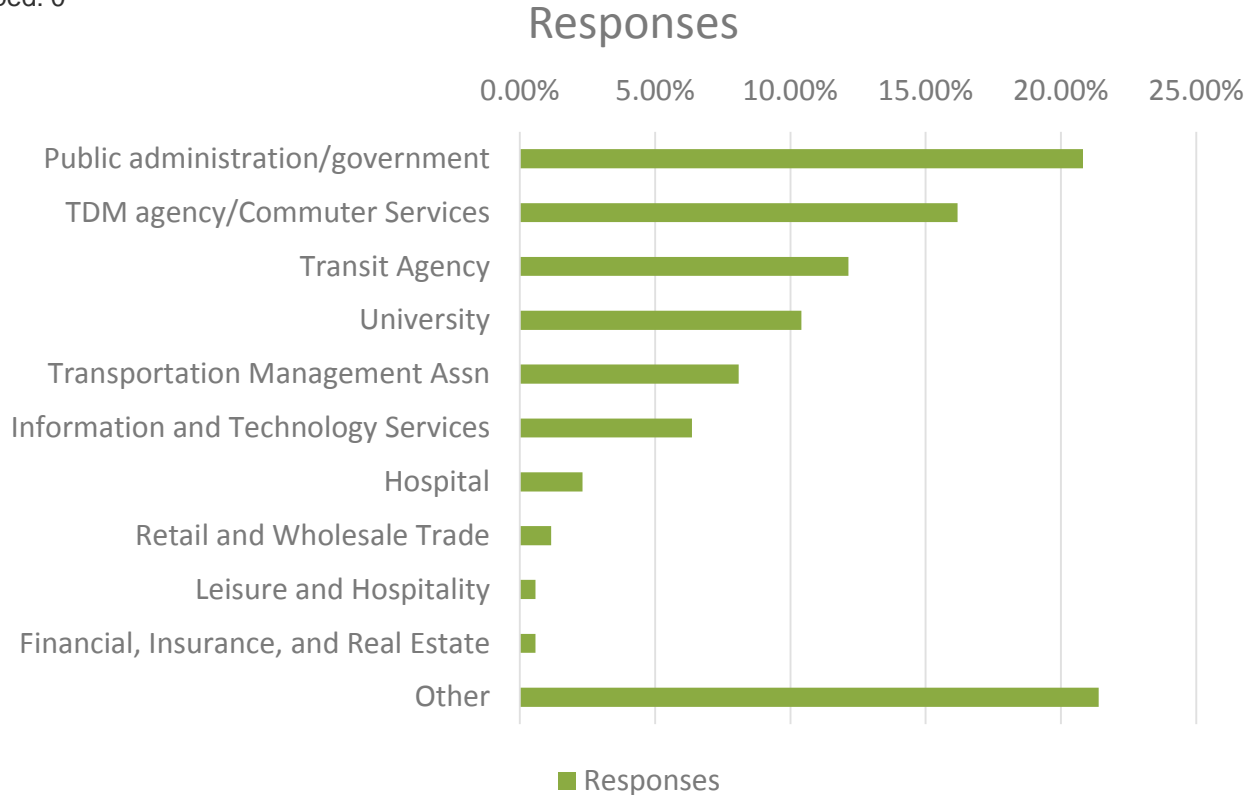
“ERH programs are commonly described as an inexpensive form of commuter insurance, reassuring transit users, ridesharers, walkers, bikers, and vanpoolers that they have a timely and inexpensive way to leave work in the event of a personal or family emergency, illness, or unexpected job-related delay.”

Best Workplaces for Commuters

https://www.bestworkplaces.org/pdf/erh_researchsum_508.pdf

Q1: By what type of organization are you employed?

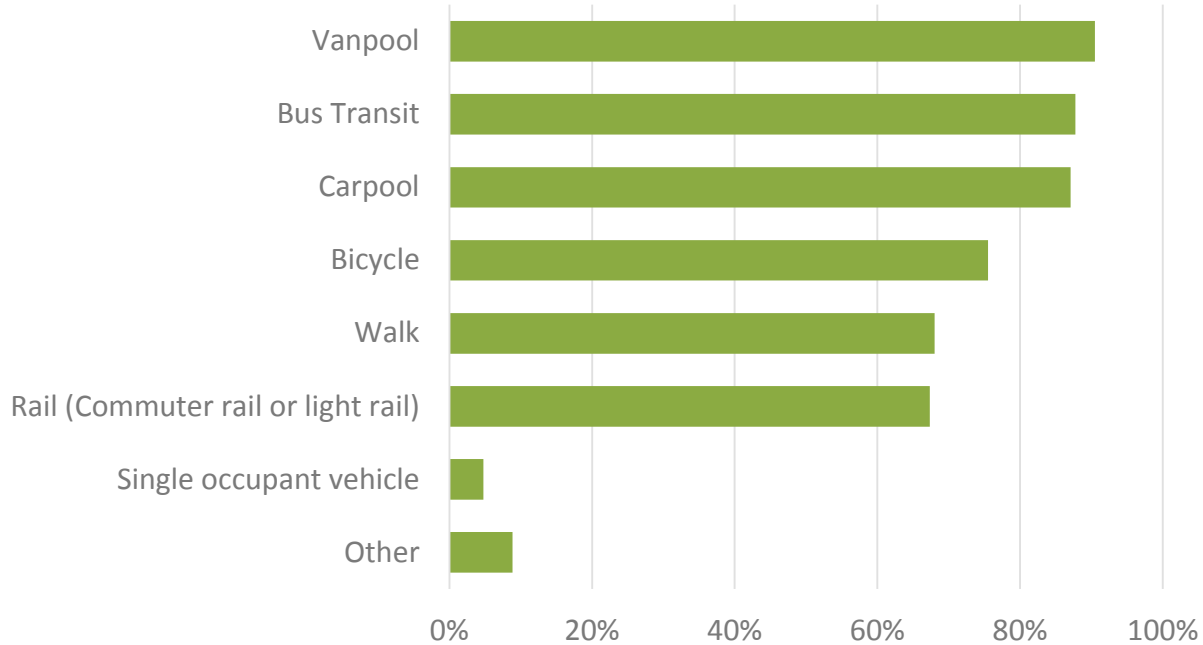
Answered: 173 Skipped: 0



Q2: Which mode(s) must a commuter use to qualify for receiving ERH benefits? (Check all that apply)

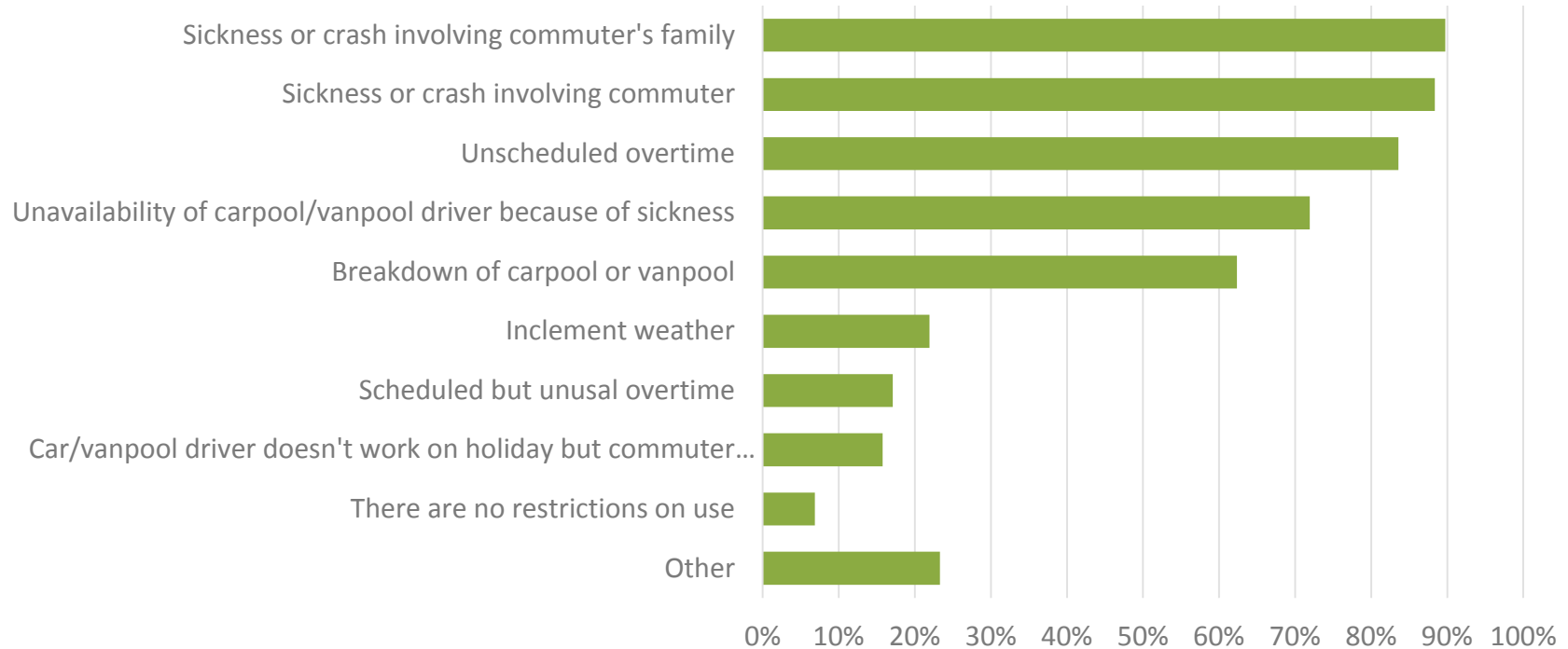
Answered: 147 Skipped: 26

Eligible Modes for ERH



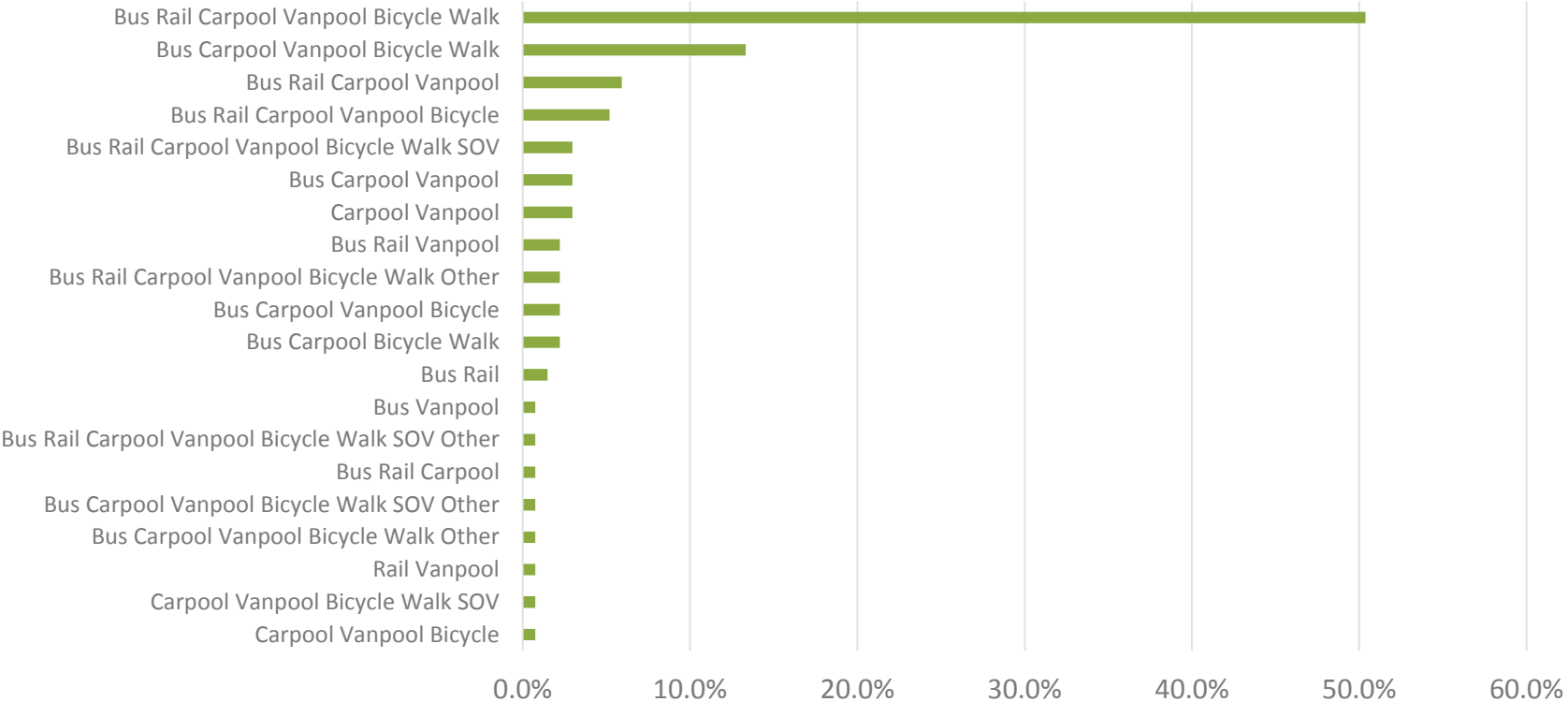
Q3: What are eligible reasons, if any, for using your organization's ERH program? (Check all that apply)

Answered: 146 Skipped: 27



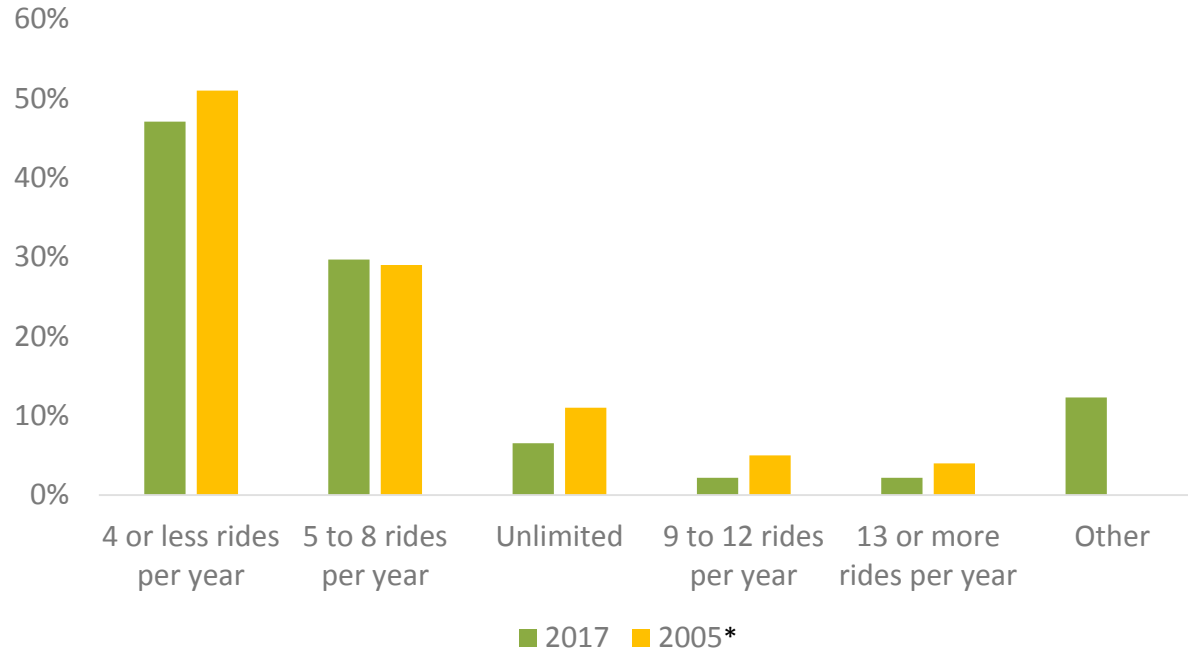
Q3: What are eligible reasons, if any, for using your organization's ERH program? - Modal Combinations

Answered: 135 Skipped: 38



Q4: For each eligible employee, what is the maximum number of the emergency ride home or guaranteed ride home trips that your organization is willing to provide PER YEAR?

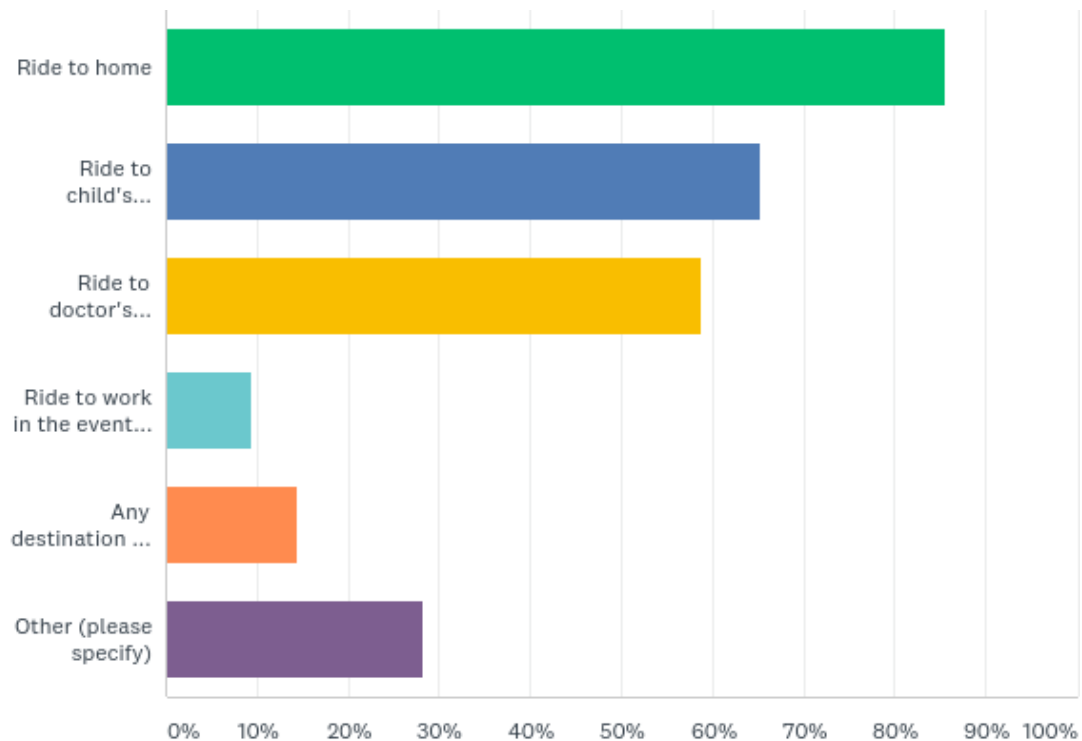
Answered: 138 Skipped: 35



*Menczer, William B. 2007. Guaranteed Ride Home Programs: A Study of Program Characteristics, Utilization, and Cost. Journal of Public Transportation, 10 (4): 131-149. DOI: <http://dx.doi.org/10.5038/2375-0901.10.4.7>
Available at: <http://scholarcommons.usf.edu/jpt/vol10/iss4/7>

Q5: What are allowable destinations for the commuter using ERH? (Check all that apply)

Answered: 138 Skipped: 35



Q5: What are allowable destinations for the commuter using ERH? (Check all that apply) – Top 6 Combinations

Combination	Count of Combination	Share
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Breakdown of carpool or vanpool; Unscheduled overtime; Unavailability of carpool/vanpool driver because of sickness	28	20.1%
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Unscheduled overtime; Unavailability of carpool/vanpool driver because of sickness	12	8.6%
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Breakdown of carpool or vanpool; Unscheduled overtime; Unavailability of carpool/vanpool driver because of sickness Inclement weather	9	6.5%
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Unscheduled overtime	9	6.5%
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Breakdown of carpool or vanpool; Unscheduled overtime; Unavailability of carpool/vanpool driver because of sickness; Other	7	5.0%
Sickness or crash involving commuter; Sickness or crash involving commuter's family; Breakdown of carpool or vanpool; Unavailability of carpool/vanpool driver because of sickness	6	4.3%

Q6: How does your organization provide emergency ride home or guaranteed ride home? (Check all that apply)

Answered: 131 Skipped: 42

	Total	Provided by My Organization	Provided by a Third-Party on Our Behalf
Taxi - contracted providers only	56%	34%	21%
Taxi - any available	43%	19%	24%
Transportation Network Company	34%	20%	15%
Rental car	34%	15%	20%
Transit	22%	10%	12%
Carshare	12%	5%	7%
Company fleet car	7%	6%	1%
Other	15%	11%	3%

Other: Mileage reimbursement for friend/family member/co-worker

Top 10 Combinations of ERH Providers (Based on Q6)

Answered: 131 Skipped: 42

33 different combinations

Rank	Combination	Number	Share
1	Taxi - contracted providers only	25	19.1%
2	Taxi - any available; Taxi - contracted providers only; Rental car; Carshare; Company fleet car; Transit ;Transportation Network Company; Other	22	16.8%
3	Taxi - any available; Taxi - contracted providers only; Rental car; Carshare; Company fleet car; Transit; Transportation Network Company	20	15.3%
4	Taxi - any available; Rental car ; Carshare; Transit; Transportation Network Company	7	5.3%
4	Taxi - contracted providers only; Rental car	7	5.3%
6	Other	5	3.8%
6	Taxi - any available; Transportation Network Company	5	3.8%
8	Taxi - any available	4	3.1%
8	Taxi - any available; Rental car	4	3.1%
10	Taxi - any available; Taxi - contracted providers only; Rental car; Carshare; Company fleet car; Transportation Network Company; Other	3	2.3%
10	Taxi - contracted providers only; Company fleet car	3	2.3%
10	Taxi - contracted providers only; Rental car; Transportation Network Company	3	2.3%

Q7: How is the payment of an ERH trip made? (Check all that apply)

Answered: 133 Skipped: 40

Answer Choices	2017	2005*
Reimbursement to employee	41%	22%
Voucher for employee to provide to driver	38%	56%
Direct billed to company account/Direct payment	23%	22%
Payment to a third party (e.g., TMA)	10%	NA
Other (e.g., fleet vehicle charged to transportation services; property management provides voucher)	12%	NA

*Menczer, William B. 2007. Guaranteed Ride Home Programs: A Study of Program Characteristics, Utilization, and Cost. *Journal of Public Transportation*, 10 (4): 131-149.

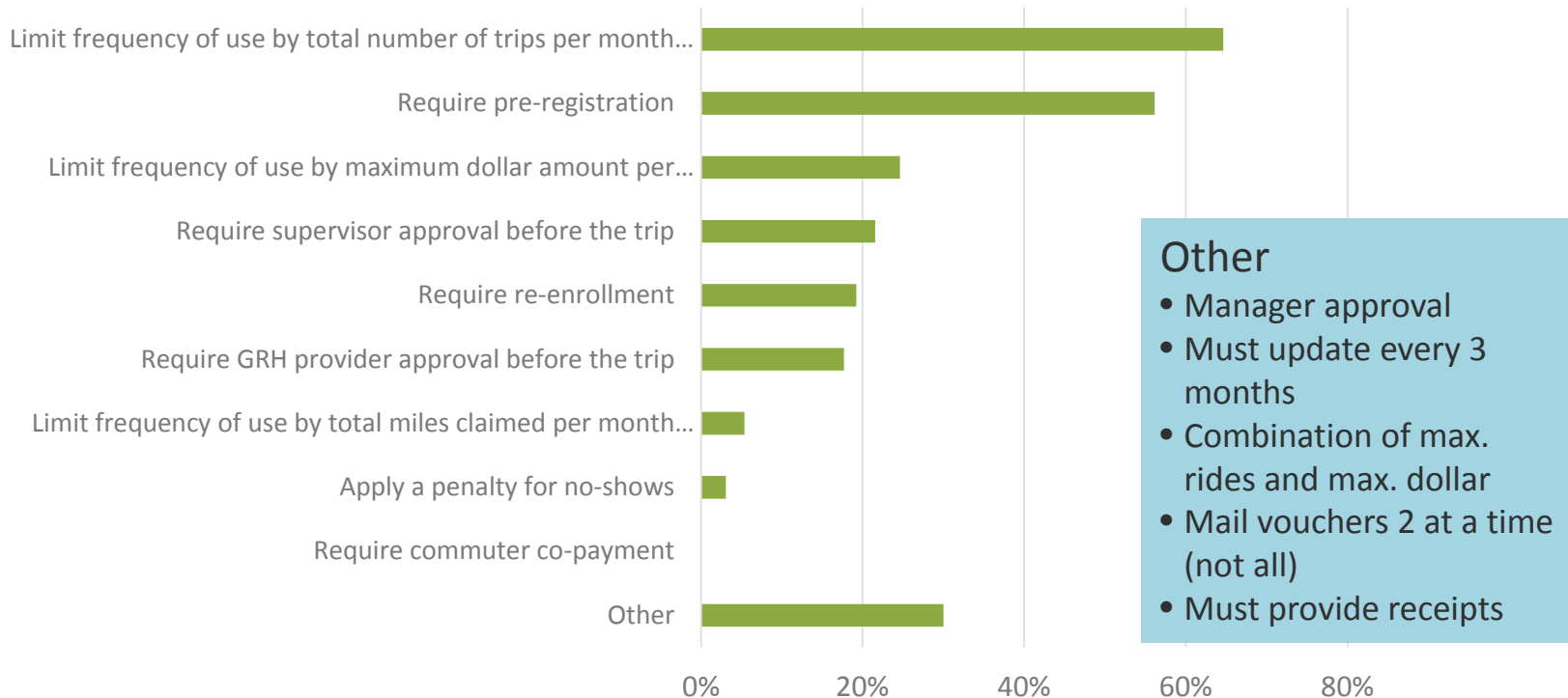
DOI: <http://dx.doi.org/10.5038/2375-0901.10.4.7>

Available at: <http://scholarcommons.usf.edu/jpt/vol10/iss4/7>

Q8: Which, if any, of the following steps are used to limit potential abuse? (Check all that apply)

Answered: 130 Skipped: 43

Share of Respondents



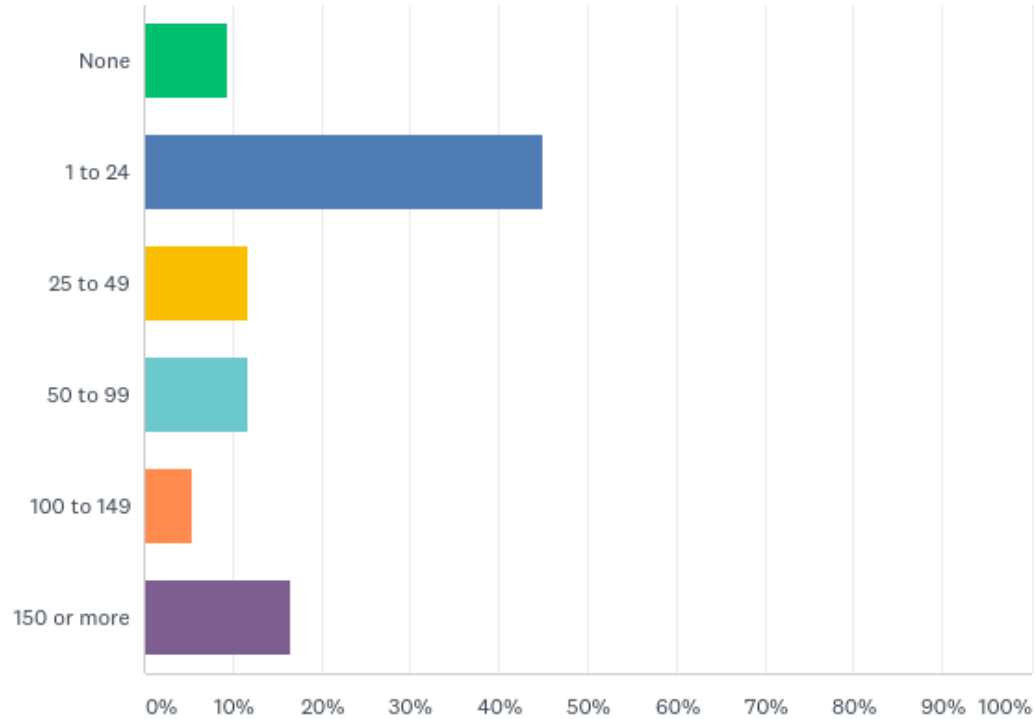
Top 10 Combinations of Strategies to Limit Potential ERH Abuse (Based on Q8)

Answered: 130 Skipped: 43

Combination of	Count of Combination	
Limit frequency of use by total number of trips per month or year; Require pre-registration	11	8.5%
Limit frequency of use by total number of trips per month or year	9	6.9%
Other	7	5.4%
Limit frequency of use by maximum dollar amount per month or year; Limit frequency of use by total number of trips per month or year; Require pre-registration; Other	5	3.8%
Limit frequency of use by total number of trips per month or year; Require pre-registration; Other	5	3.8%
Require pre-registration	5	3.8%
Limit frequency of use by maximum dollar amount per month or year; Limit frequency of use by total number of trips per month or year; Require pre-registration	4	3.1%
Limit frequency of use by total number of trips per month or year; Require GRH provider approval before the trip	4	3.1%
Limit frequency of use by total number of trips per month or year; Require pre-registration; Require re-enrollment	4	3.1%
Limit frequency of use by total number of trips per month or year; Other	4	3.1%
Require supervisor approval before the trip	4	3.1%

Q10: Approximately, how many commuters use your organization's emergency ride home or guaranteed ride home trips each YEAR?

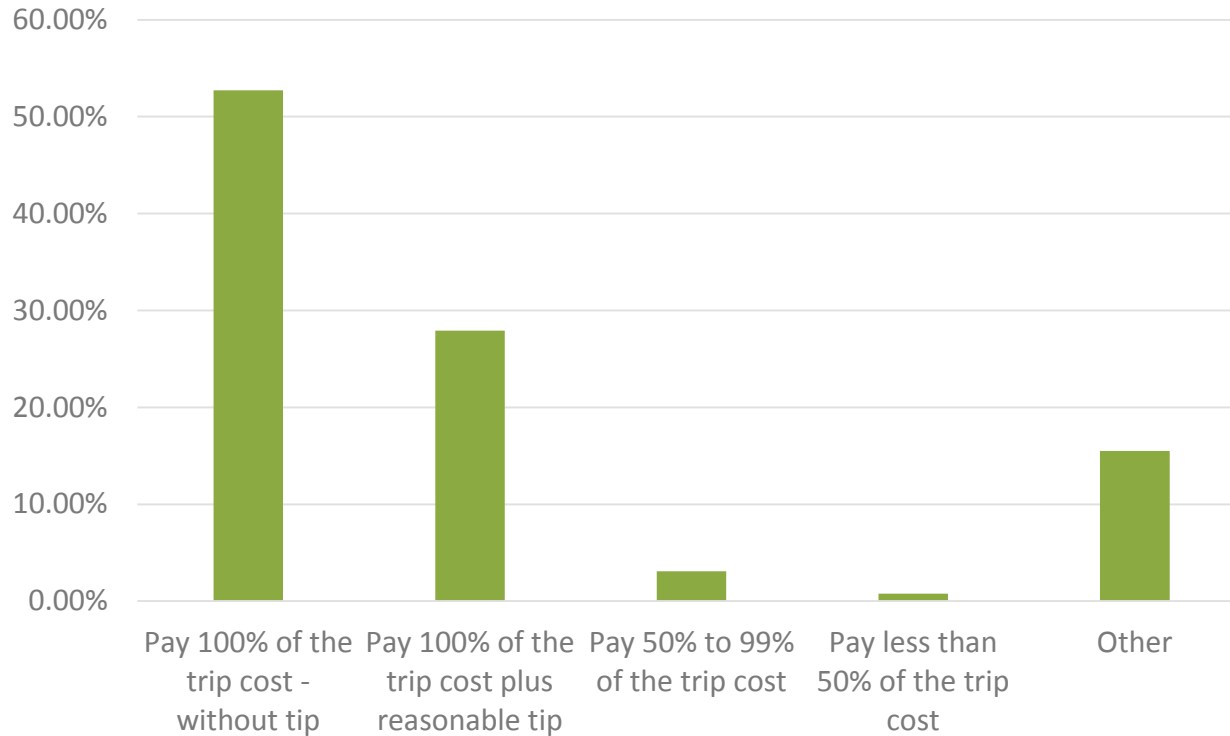
Answered: 127 Skipped: 46



Q11: What portion of the trip cost is paid by your organization or third-party on your organization's behalf?

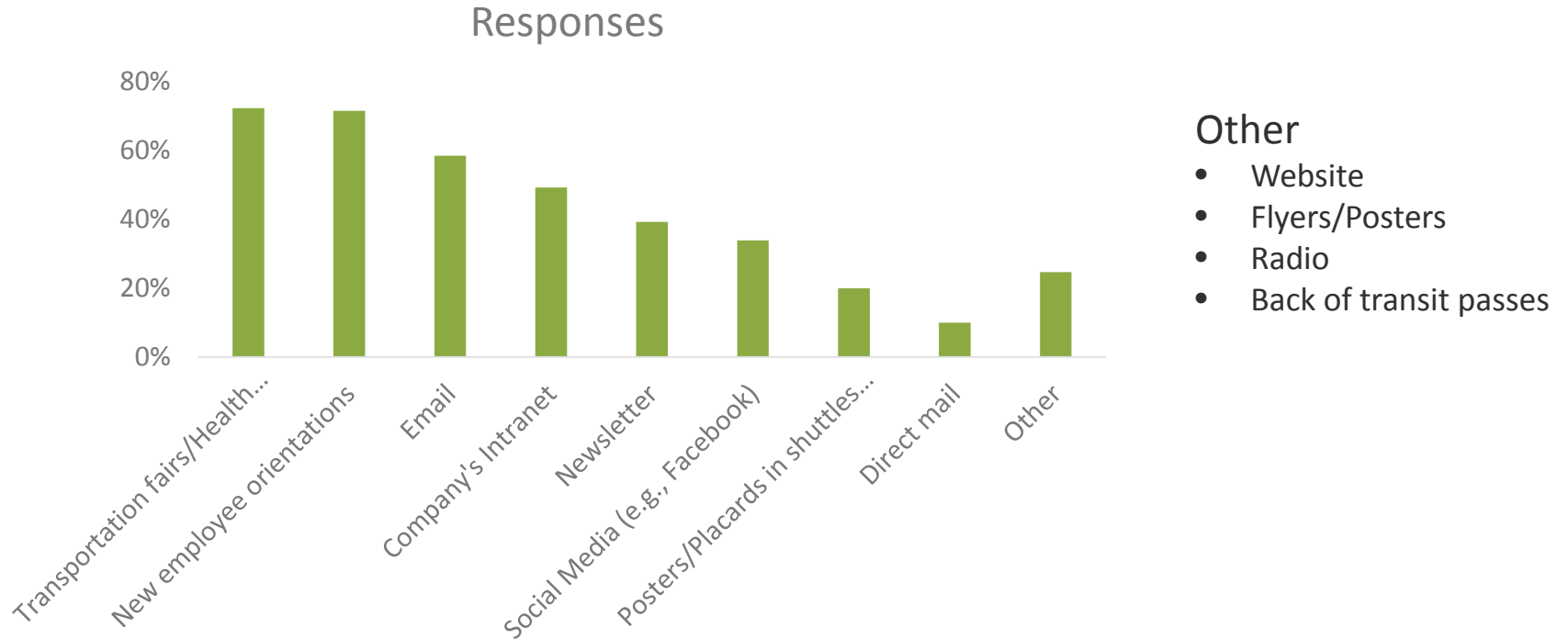
Answered: 129 Skipped: 44

Responses



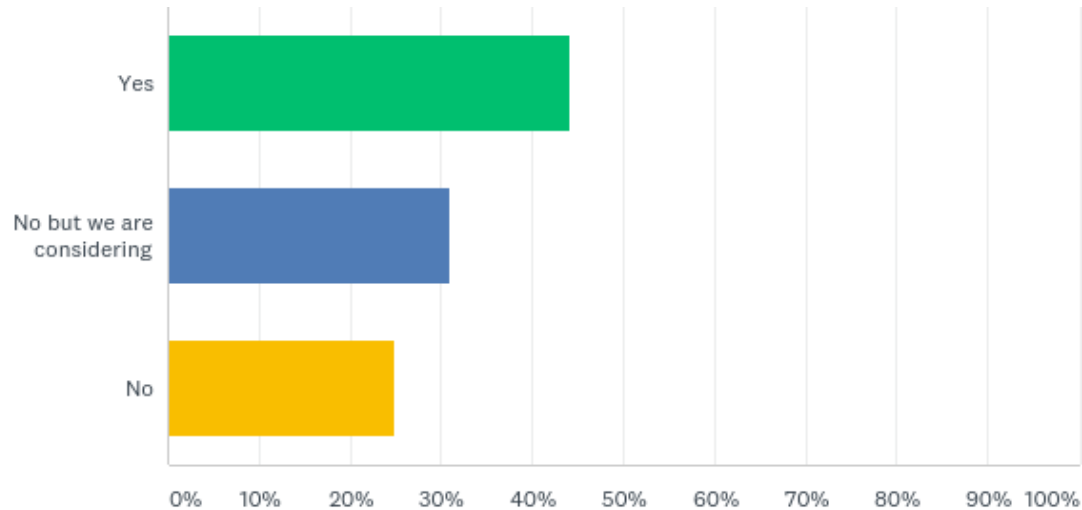
Q12: How do you market ERH to your commuters? (Check all that apply)

Answered: 130 Skipped: 43



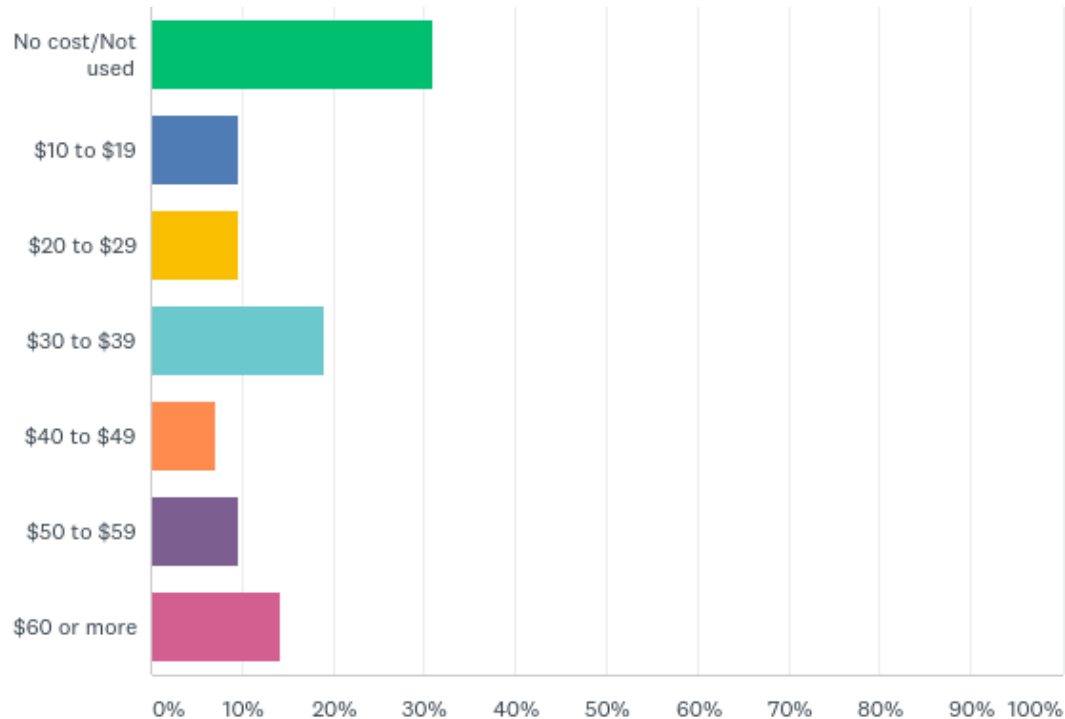
Q13: May commuters use a transportation network company (e.g., Uber, Lyft) as part of your organization's ERH?

Answered: 129 Skipped: 44



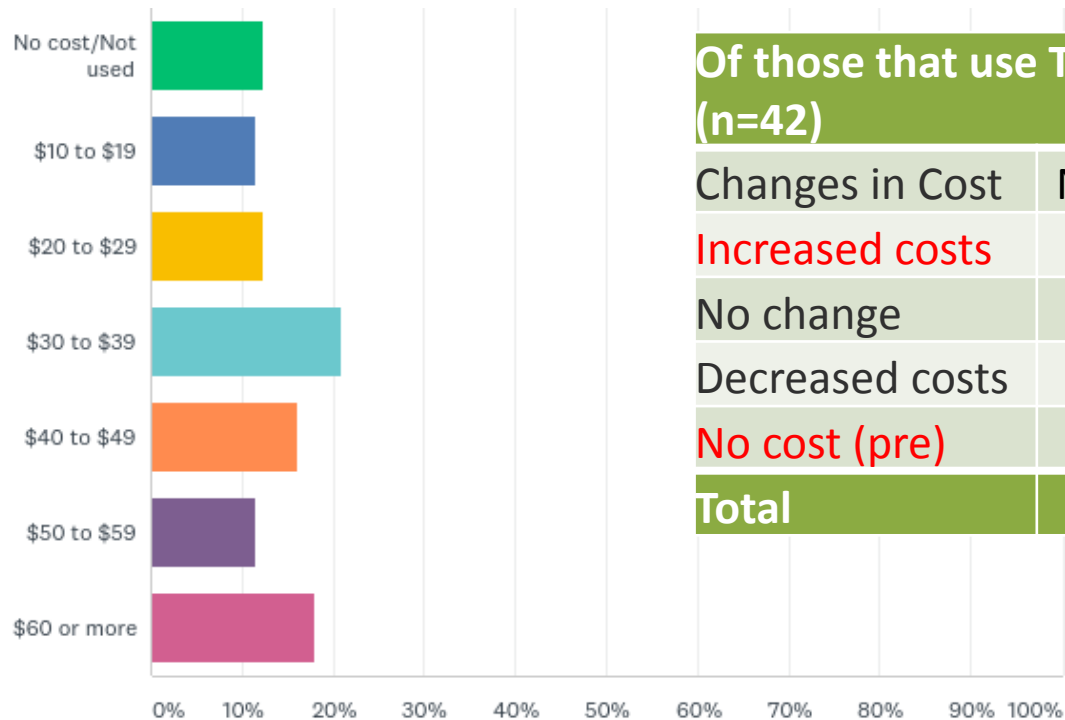
Q15: What is the approximate average cost per claim PRIOR to offering TNCs (e.g., Uber, Lyft, etc.) as an option?

Answered: 42 Skipped: 131



Q17: What is the approximate average cost per claim?

Answered: 105 Skipped: 68



Of those that use TNC services (n=42)

Changes in Cost	Number	Percent
Increased costs	1	2%
No change	28	67%
Decreased costs	5	12%
No cost (pre)	8	19%
Total	42	100%

Q18: Please share any evidence, if any, you have regarding the impact of offering ERH to your commuters on mode choice.

ERH is self funded.
Employers pay a per head fee to enroll.

We have gone from online registration for GRH to calling or emailing to register. When we do online registration there is a lot more abuse.

We need to do a better job advertising it.

I would like reimbursement to be easier.
Cutting checks is labor intensive.

We used Uber and Lyft for two years, but due to contract issues have had to go back to only taxi until the contracting can be resolved.

Q18: Please share any evidence, if any, you have regarding the impact of offering ERH to your commuters on mode choice.

About 20 vanpools work at a prison where mandated OT is common. **Without ERH, many would not have signed up.**

From survey data of commuters who used ERH, **40% say they would not continue their 'smart commute' if the ERH program wasn't available.**

In bi-annual regional commuter survey (random dial), **GRH/ERH ranked as higher motivator than even cash incentives** offered locally in the Atlanta market

Q20: Please share anything else about your ERH program

The largest segment of our ERH participants are transit users; limited research shows that most are transit-reliant. The ERH is highly valued by these riders, as a resource supporting their continued employment and independence.

We ask people at the time of reimbursement how important it is that ERH exists, and they say very, but I don't see any direct correlation with behavior change.

Q20: Please share anything else about your ERH program

If we were really serious about paying each registered commuter the amount we would be if they took all of their ERH rides, are we just as serious about using those funds to provide a REAL incentive?

[We are] considering using a TNC because many times our fleet vehicles are not returned the next day because the participant is ill and doesn't return to work.

When they are informed of the ERH, they not only sign up for a match request, they call friends over to the table! **Offering the ERH is our TOP incentive**

As much as we try to promote it through our employers, **it still seems to be a well-kept secret**

Contact

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CUTR's TDM Team:

Front row (left to right) Amy Lester, Christine Epps, Julie Bond and Lucy Gonzalez

Back row: Brentin Mosher, Sara Hendricks, Sean Barbeau, and Phil Winters