



# Contra Costa Countywide Guaranteed Ride Home Program

## EVALUATION QUESTIONNAIRE

<http://www.511contracosta.org/guaranteed-ride-home/>

*When the completed form is received at the GRH office a new voucher will be issued in about 10 days*

*Please print*

Your Name	Employer Name
Home City:	Employer Address
Miles one way to work:	(Your Mail Stop/Cubicle #)
Work Phone:	Employer City/ Zip Code
Work Fax:	Work Email:

1. Date voucher used: \_\_\_\_\_ 2. Voucher # used \_\_\_\_\_ 3. New voucher wanted? \_\_\_\_\_ Taxi, or \_\_\_\_\_ Rental Car
  
4. Please check which "commute alternative" you used to get to work on the day you used the Guaranteed Ride Home voucher:  
 Vanpool  Carpool  Bus  BART  Bicycle/Walk  Ace Train  Capitol Corridor  Other \_\_\_\_\_
  
5. How did you reach the starting point for the "commute alternative" noted in Question 4?  Drove alone to the pickup location  
 Walked to the pickup location  Dropped off by someone  Other \_\_\_\_\_
  
6. Please indicate how many days per week you use the following methods to get from home to work **NOW**:  
 \_\_\_ Vanpool \_\_\_ Carpool \_\_\_ Bus \_\_\_ BART \_\_\_ Bicycle/Walk \_\_\_ Ace Train \_\_\_ Capitol Corridor \_\_\_ Drive Alone
  
7. Please check the reason for using the Guaranteed Ride Home service today:  Personal illness/injury  Family illness/injury  
 Un-scheduled under/overtime  Commute vehicle issue  Other: \_\_\_\_\_
  
8. How long was it from your first contact with the taxi/rental car company and the arrival of the vehicle? \_\_\_\_\_ (minutes)
  
9. Did you make any stops on the way to your final GRH destination?  No  Yes, we stopped for \_\_\_\_\_
  
10. Please list other GRH participants who shared the ride with you: \_\_\_\_\_
  
11. Was the taxi/rental car clean and safe?  Yes  No \_\_\_\_\_
  
12. Please rate the quality of service you received from the rental car or taxi company representative:  
 Poor  Fair  Good  Excellent  Outstanding (comment) \_\_\_\_\_
  
13. Does the availability of the Guaranteed Ride Home Program influence you to use a "commute alternative" over driving alone?  
 Would not use a commute alternative with out GRH  Would use commute alternative even if GRH was not available.
  
14. Additional comments/ suggestions for improvement: \_\_\_\_\_

Use of the Guaranteed Ride Home Program vouchers is limited to twice in any month and/or six times in a calendar year.

**To receive your next voucher, please fax completed questionnaire (and your copy of used voucher) to 510.235.7059  
or email to [nancy@cl.san-pablo.ca.us](mailto:nancy@cl.san-pablo.ca.us)**