



RIDE FOLLOW-UP QUESTIONNAIRE

Please complete this form after taking a ride and return it with the pink copy of your voucher in the envelope provided or fax to (415) 561-7621.

Name _____ Date of Ride Taken _____

1. How long have you been using an alternative transportation mode (BART, bus, vanpool, carpool, bicycle, etc.) in your commute to work?

- Less than 6 months 1 to 2 years
 6 months to 1 year More than 2 years

2. Did you use an alternative mode for your commute to work PRIOR to joining the Guaranteed Ride Home Program?

- No Yes → (Skip to Question 3)
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2a. If **No**, how important was the Guaranteed Ride Home Program in your decision to BEGIN using an alternative transportation mode for your commute to work?

- Very important. (It was the main reason for my switch.)
 Important. (It was an important part of my decision.)
 Somewhat Important. (It had some influence.)
 Not Important. (I began using alternative modes for other reasons.)

3. Does having a guaranteed ride home available when you need it encourage you to use alternative modes MORE OFTEN than you would otherwise?

- No Yes

4. If the Guaranteed Ride Home Program were not available, would you... (*check one*)

- Discontinue using alternative modes and go back to driving alone.
 Continue using alternative modes, but less frequently than before.
 Continue using alternative modes at the same frequency as before.

5. How long did you wait for the taxi/rental car to arrive?

_____ minutes

6. Was the taxi/rental car clean?

- Yes No

7. Was the driver/agent friendly and helpful?

- Yes No

8. Please rate the following:

	Excellent	Good	Fair	Poor	N/A
Overall quality of service received from the taxi or rental car company.					
Clarity of information provided about how the program works (brochures, instructions, etc.).					
Prompt and knowledgeable assistance when calling the GRH Hotline.					

9. Comments: _____
