

Guaranteed Ride Home Programs

A study of program characteristics, utilization, and cost

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May 19, 2006

BACKGROUND

As part of its effort to increase transit ridership nationwide, FTA conducted this research on guaranteed ride home (GRH) programs that served some of the 150 largest transit agencies in the United States. The overall goals of the research were to identify and describe key elements of the programs and performance measures to determine their use and cost effectiveness. The results of the research are intended to be used to convince communities to adopt such programs where they presently do not exist and where they can help improve public transportation ridership.

According to a survey¹ conducted on behalf of FTA by the Mineta Transportation Institute, 63 of the 150 largest transit agencies are covered by GRH programs. Of the 63 programs identified in the Mineta study, this study is based on a review of 47 programs where complete data could be obtained. Data were also obtained for an additional 8 programs not included in the Mineta study that were in the top 150 largest transit agency list. A total of 55 GRH programs were reviewed. The guaranteed ride home concept was originated by King County Metro for downtown Bellevue, Washington in 1987.² In 1989, the Transportation Research Board found that only 11 GRH programs were in operation in the United States.³

Appendix A contains a complete list of organizations contacted over the course of conducting this study.

Information on how to implement GRH programs was beyond the scope of this study since adequate guidance already exists.⁴

DEFINING “Guaranteed Ride Home”

Guaranteed Ride Home programs also referred to as “emergency ride home,” are often described as an economical form of insurance. It reassures those commuters who do not drive alone that they have a timely and inexpensive way to leave work in the event of a personal or family emergency, illness, or unexpected employment-related delay, such as unscheduled overtime. These commuters include transit users, carpoolers, vanpoolers, pedestrians, and bikers, and in Santa Cruz Metro Transit District, roller bladders.

¹ Haas, Peter J., Mineta Transportation Institute, “Ridership Enhancement Quick Study,” Federal Transit Administration Report Number FTA-CA-26-7070-05.01, September 29, 2005

² Puget Sound Regional Council, “Metropolitan Transportation System: Transportation Demand Strategies,” Seattle, WA, February 2005.

³ U.S. Environmental Protection Agency, Office of Mobile Sources, “Guaranteed Ride Home: TCM Program Information Directory,” April 1998.

⁴ For example, see U.S. Environmental Protection Agency, “Guaranteed Ride Home Programs: Implementing Commuter Benefits under the Commuter Choice Leadership Initiative,” EPA 420-S-01-002, September 2002 (<http://www.commuterchoice.gov/pdf/guarride.pdf>) and University of South Florida, “Fundamentals About A Guaranteed Ride Home Program,” 2004 (<http://www.nctr.usf.edu/clearinghouse/grhfund.htm>).

The purpose of the program is to increase transit use and ridesharing by removing the barrier of not having access to transportation in the event of an emergency. This lack of access prevents many from foregoing single occupant vehicle (SOV) travel to work.

Eligibility

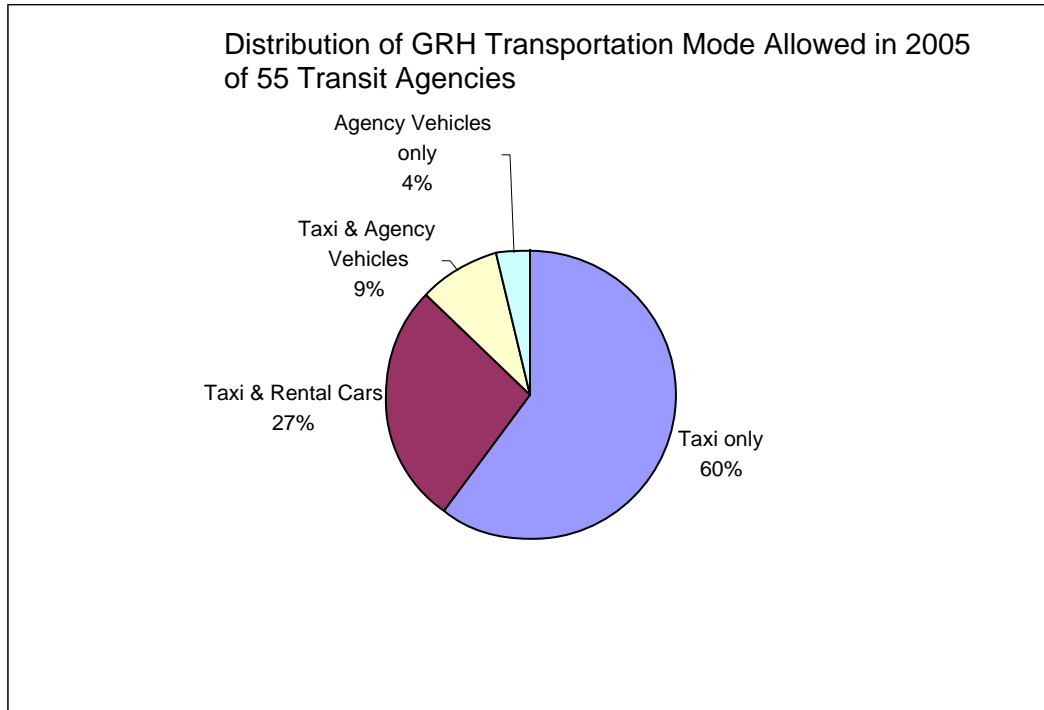
Most GRH programs surveyed require that employees use alternative commuter modes such as public transportation, carpool, vanpool, walking, or biking for a minimum number of times per week. Tucson is an exception since walkers and bikers are not covered by the GRH program. In Monterey, California, employees must use alternate modes to commute to work at least once a week, while Sacramento requires three times a week, and Volusia County, Florida, four times a week. Other GRH programs require that the employee use an alternate commute mode on the day that a GRH is requested, such as Lane District Transit in Eugene, Oregon and Clark County Transportation in Vancouver, Washington.

GRH Transportation Mode

Most GRH programs have agreements with taxi companies, rental car companies, or both to provide service. Depending on the distance the employee must travel, some employees are allowed to rent cars, use employer vehicles, or be driven by another employee. The Transit Authority of Northern Kentucky provides rides only by agency road supervisors instead of rental cars. Central New York RTA in Syracuse, Niagara Frontier in Buffalo, Greater Cleveland, and Metro Tulsa Transit allow the use of either taxis or transit agency vehicles driven by agency supervisors. Madison Metro permits use of either taxis or employer fleet vehicles driven by the employee. San Francisco is the only GRH program that allows the use of a car sharing company, City Car Share.

As shown in Chart 1 below, the vast majority of sponsors chose to offer a GRH only by taxi (60%), followed by taxi or rental car (27%). Transit agency vehicles are used either exclusively or in conjunction with taxis by 13% (9% with taxis and 4% exclusively agency-provide rides).

Chart 1: Distribution of GRH Transportation Mode Allowed



Public transportation is often an integral part of a flexible, low-cost GRH program. GRH programs in areas with extensive transit systems often incorporate transit into their program design. Metropolitan Washington Council of Government's program in Washington, D.C. uses public transportation as one mode to get a commuter home quickly with minimal cost. When a commuter calls to request a ride, he or she may be instructed to take Metrorail or Metrobus to a distant station where a taxi will be waiting to complete the ride. Programs in Boston, New York City, Minneapolis/St. Paul, and Wilmington only approve an emergency ride for a transit rider when there is not transit service available within 30 to 60 minutes.

Public transportation offers the potential to reduce the provider's cost of an emergency ride, but it may not serve every commuter's needs when a bonafide emergency occurs. Commuters who carpool or vanpool long distances or use transit periodically, particularly express buses and commuter rail, require GRH programs that supplement transit with more flexible and responsive services such as taxicabs or rental cars.

Payment

The two main methods of payment for the GRH program are vouchers issued to employees and reimbursement for direct payment by the employee to the vendor. With vouchers, only certain taxi companies can be used, which are arranged in advance by the program administrator. Vouchers may be used in some programs for rental cars. In the event of employee payment to the vendor, the employee may or may not be restricted to choices of taxis and rental car companies. Vouchers are distributed to employees either

when they register for the program or when requested from the on-site employee transportation coordinator (ETC) on the day of need.

Destinations

Most programs allow employees to travel to destinations other than their homes, such as a park and ride lot, an educational facility to pick up a dependant, a pharmacy to obtain a prescription, or a hospital to check on a family member. Program rules normally specify where and how many intermediate stops are permitted. For example, Sacramento allows 10 minute intermediate stops to a park and ride lot, home, or to a hospital. Lane Transit in Eugene allows a 15 minute stop to a location directly related to the emergency. Programs in Miami, Orlando, Seattle, and San Francisco permit multiple intermediate stops, while those in Kansas City, Santa Cruz, and San Antonio each allow only one stop.

Distance and Cost

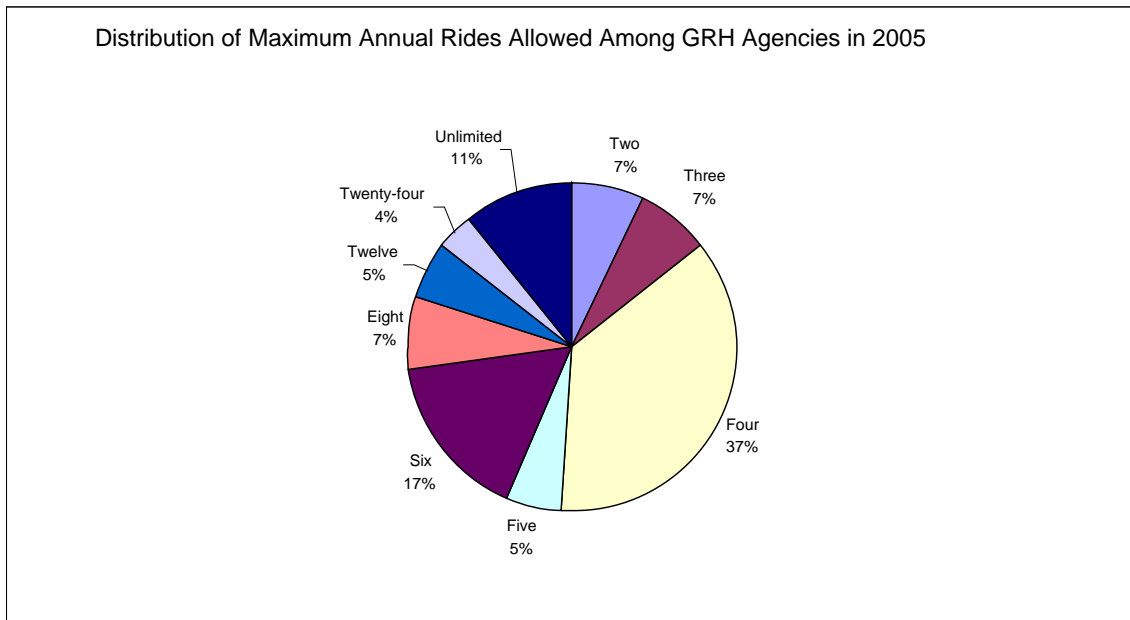
Most programs specify limits on either the distance to be traveled or the amount of payment that may be incurred. Some restrict travel within specific geographic boundaries, such as within the city or county limits. For example, in San Antonio, taxi rides up to 60 miles within Bexar County are permitted. Clark County limits cab rides to 50 miles. Most programs permit taxi cab use for rides less than 20 miles or when the commuter is ill, does not have a license, or does not meet other requirements of using a rental car. An exception to the 20 mile rule is found in Denver where the program allows taxi rides up to 100 miles one way. San Francisco permits the use of City Car Share vehicles for trips up to 200 miles.

Program Rules

To minimize abuse of the program, all programs surveyed place restrictions on their use. Most programs (89%) restrict the number of rides that may be claimed per a specified period. This study found the limits range from 2 per year to no limit at all. Those offering only two per year are Santa Cruz, Connecticut, Phoenix, and Las Vegas. San Mateo, Santa Clara Valley, Denver, Syracuse, Greater Richmond, and Kitsap Transit have no limits on the number of GRH requests a commuter can make either monthly or annually.

As shown in Chart 2, the most common GRH limit is 4 rides per year (offered by 37% of the transit agencies), followed by 6 rides per year (offered by 17% of the transit agencies). Eleven percent of the agencies surveyed have no annual limit on the number of rides permitted.

Chart 2: Limits on Number of Rides Permitted Annually



Most GRH programs do not place dollar limits on the cost of the trips, but those that do range from per-trip lows of \$25 in Minneapolis, \$30 in Oklahoma City, and \$35 in Cleveland, to highs of \$100 in Tampa, and \$200 in San Francisco (capped at \$700 per year).

Some programs require commuters to make co-payments. These include San Diego (\$3), Central Ohio Transit Authority (10% of the fare), Southwest Ohio Regional Transit (20% of the fare), Dallas (\$10 for vanpool users), Fort Worth (\$5), and Richmond (\$5 after the third claim). Phoenix provides the first ride free; subsequent rides cost the user 50% of the total cost. Saint Louis requires a 20% co-payment on rides costing up to \$40 and requires the user to pay 100% of the costs in excess of \$40.

Registration fees paid by commuters could constitute an impediment for the successful implementation of a GRH program. For example, the \$15 annual fee at San Antonio's VIA Metro entitles commuters to receive 4 vouchers for the year. Only 2 commuters are registered for this program despite an extensive marketing and outreach program. Austin's Capital Metro Transit imposes a \$5 annual fee for a GRH program covering vanpool and express bus riders. They receive up to four taxi rides per year, each for a maximum cost of \$48.50. Only 152 commuters are registered in this program.

Virtually all programs require that employees be registered unless they are employed by a company that has registered with the GRH program administrator or they purchase monthly transit passes directly from the transit agency.

Trip purposes are clearly defined in almost all programs. Common purposes include a personal or family illness or emergency, unscheduled overtime approved by a supervisor,

and the unavailability of a rideshare partner due to his/her having to leave early or stay late unexpectedly. Common prohibitions include pre-planned events such as medical or dental appointments, scheduled overtime, business-related travel, public transportation breakdowns, on-the-job injuries, claims on days when the commuter did not use an alternative to SOV travel, or severe weather. Unusual prohibitions include major area disasters in Bremerton, Washington and employment terminations or layoffs in Tacoma, Washington. (Bill--insert a transition sentence here for the next section)

Common GRH Program Designs

This study found the following four most common GRH program designs:

Regional Program

Any non-SOV commuter in a defined area is eligible for a GRH. The programs are usually managed by region-wide entities such as a metropolitan planning organization, local government, or regional rideshare organization. The commuter registers with the program and receives vouchers to use for a GRH. When commuters need an GRH, they call one of the authorized vendors or contacts the GRH program managers for the ride.

Examples: Metropolitan Washington Council of Governments, Minneapolis-St. Paul's Metro Commuter Services, Transportation Management Agency (TMA) Delaware, Ventura County (CA)

Transit Pass Benefit

A GRH is a benefit for certain transit pass holders and is managed directly by the transit agency or an intermediate agency, which coordinates pass purchases by many commuters. Commuters contact the transit agency when in need of a GRH.

Examples: Interurban Transportation Partnership (Grand Rapids, MI), Kansas City Area Transportation Authority, Charlotte Area Transit Authority

Rideshare Program Benefit

A GRH is a benefit only for participants in a rideshare program. The rideshare participants contact the coordinating agency, such as a TMA or a rideshare organization, when in need of a GRH.

Examples: Hartford Rideshare Company

Employer Membership

Any commuter working for a firm that is affiliated with a GRH-providing organization is eligible to take an GRH. The commuter contacts the GRH-providing organization or, more often, an on-site ETC when in need of a GRH. The GRH-providing organization,

usually a TMA or a local government, provides the ETC with vouchers and guidelines on how to administer the program.

Examples: Atlanta Regional Commission, Sacramento TMA, Citizens for Modern Transit

COST AND USE OF GRH PROGRAMS

GRH programs generally require minimal funding and staff time to operate.⁵ Programs generally are either self-operating or require minimal effort once set-up. Programs in urban/suburban areas and those with a suburban/rural focus spent only 15 minutes per week per 100 eligible commuters to manage the program. Urban programs spent less time than their more geographically dispersed GRH peers, spending only 10 minutes per week per 100 participants.

TABLE 1: Overall Cost of GRH Programs Surveyed

Mean Cost Per Claim	Median Cost Per Claim	Range of Cost Per Claim	Mean Cost Per Registrant	Median Cost Per Registrant	Range of Cost Per Registrant
\$36.95	\$29.96	\$0-\$114.08	\$1.69	\$.35	\$0-\$15.78

As indicated in Table 1, the overall costs of GRH programs are not significant. The average cost per claim, in this survey, was \$36.95, with a median cost of \$29.96 and a range of no cost to \$114.08. Those with average costs per claim of less than \$20 were Minneapolis, Madison Metro, San Francisco, Lane Transit, Albuquerque, and Greater Richmond. Monterey, Volusia County (FL), Grand Rapids, and San Antonio reported no claims during their most recent fiscal year. Syracuse, Tulsa, and the Transit Authority of Northern Kentucky used agency vehicles for rides home and therefore recorded no costs incurred during their last fiscal year. Those with average costs per claim over \$75 were Birmingham, Alameda, San Mateo, Boston Commuter Works, and Ventura. In 1993, a typical trip cost was estimated to be \$30 and average cost per employee was under \$5 per year.⁶ These costs are equivalent to \$38.20 and \$6.37 in 2005 dollars, respectively⁷ which are higher than those found in this study.

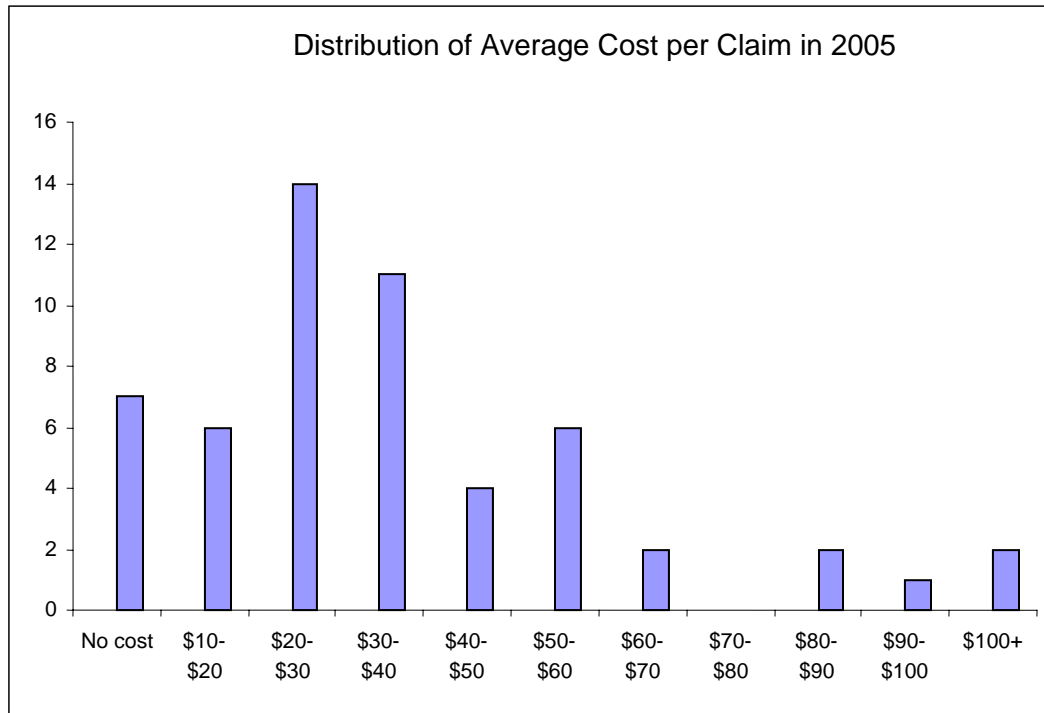
The Chart 3 shows the distribution of average (mean) costs per ride. It indicates that the most common cost categories are \$20 to \$30 (25% of agencies surveyed) and \$30 to \$40 (20%). No cost (13%) and from \$10 to \$20 (11%) represent the next most common cost categories.

⁵ Todreas, Ian L., "Emergency Ride Home: A Survey of Current Programs and Issues," ERG, Boston, MA, December 11, 2002.

⁶ Comsis Corporation, "Implementing Effective TDM Measures: Inventory of Measures and Synthesis of Experience," US Department of Transportation and Institute of Transportation Engineers, 1993.

⁷ Economic Research, Federal Reserve Bank of Saint Louis, "Gross Domestic Product: Implicit Price Deflator," July 2005.

Chart 3: Distribution of Mean Cost per Claim



The average (mean) cost per registered commuter was very low at only \$1.69 with a median cost of only \$.35, and a range of no cost to \$15.78. Those with average costs per commuter of less than \$0.30 were Las Vegas, Pierce County, San Francisco (all at \$0.02), Central Ohio, Utah, Southwest Ohio, Santa Clara, Clark County, Dallas, Sacramento, Kansas City, Albuquerque, Lane Transit, River City, Tucson, Santa Rosa, Rochester, Milwaukee, Saint Louis, and Delaware. Those with average costs per registered commuter of more than \$10 were Contra Costa at \$13.16 and Fort Worth at \$15.78.

Chart 4 shows the distribution of the average costs per registered commuter. It indicates that the most common cost categories are less than \$1 (44% of agencies surveyed), \$1 to \$2 (18%), and no cost (13%).

Chart 4: Distribution of Mean Cost per Registrant

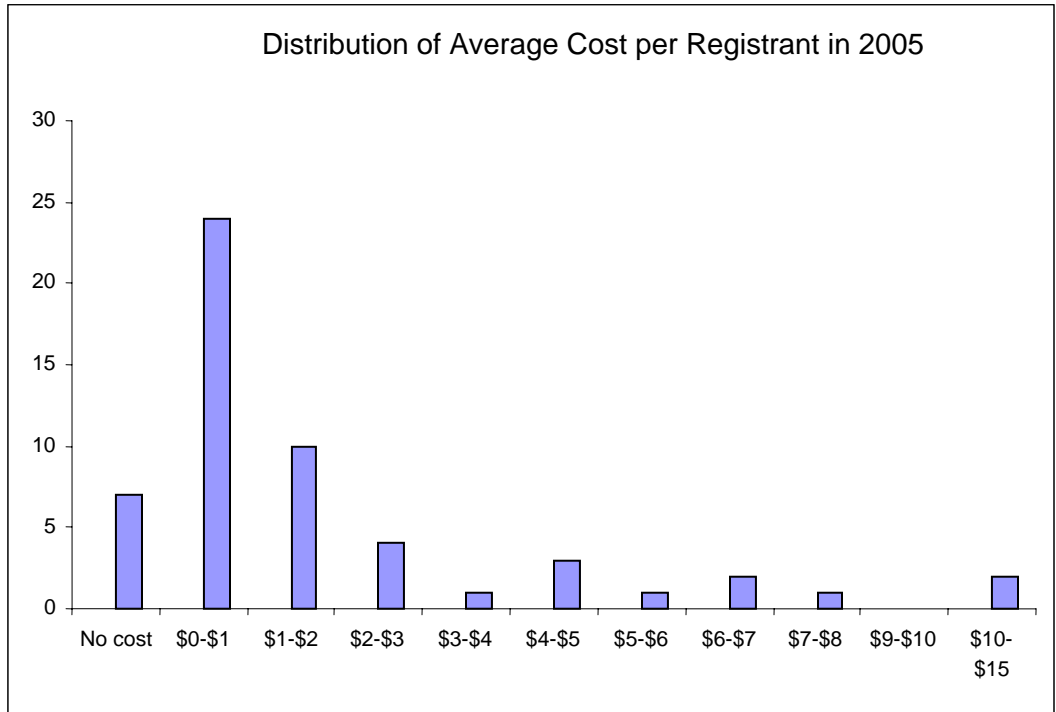


Chart 5 shows that there does not appear to be a correlation between average cost per ride and the size of the service area. It would be reasonable to assume that costs would rise with the size of the area served by the GRH. As the data shows, this is not the case. Service area sizes in this study range from 22 square miles in Alameda County to 3,940 square miles in Orlando. The majority of the service areas are less than 600 square miles.

Chart 5: Correlation of Average Cost per Ride and Service Area Size

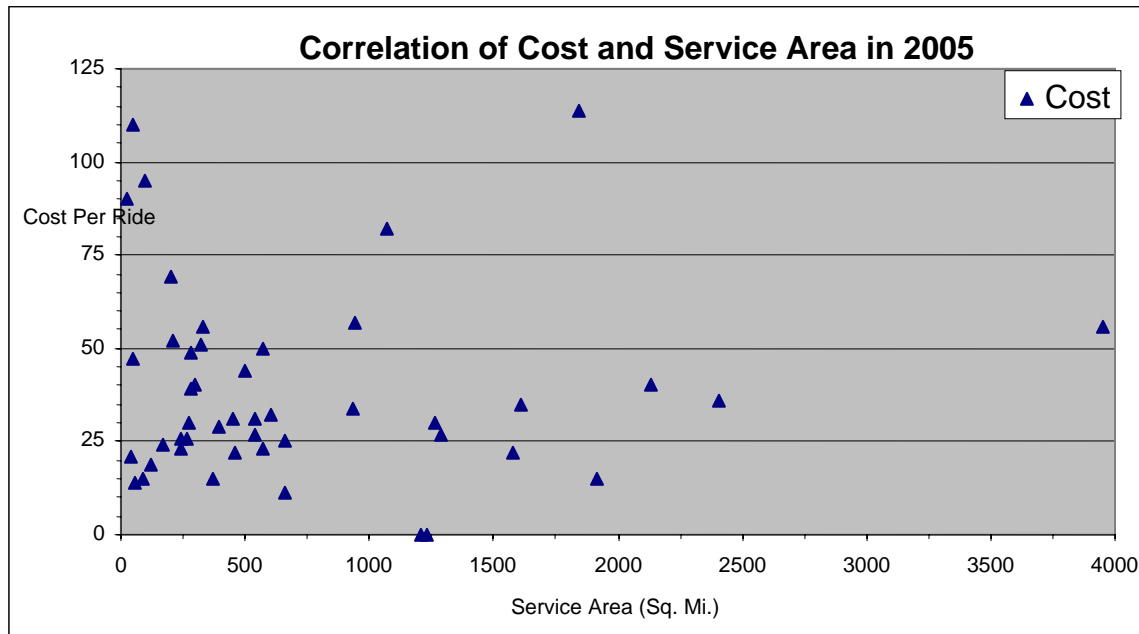


TABLE 2: Overall Use of GRH Programs Surveyed

Mean Use Per Registrant	Median Use Per Registrant	Range of Use Per Registrant
4.57%	1.29%	0% to 30.87%

As indicated in Table 2, the overall use of GRH programs is not significant, as would be expected with any insurance program. The average use of the program in this survey, per registered commuter, was a very modest 4.57%, with a median use of 1.29% and a range from none to 30.87%. Those with usage rates of less than 1% during the last fiscal year were Las Vegas, Pierce County, Clark County, Santa Clara, San Francisco, Utah, Columbus, Sacramento, Cincinnati, Dallas, River City, Delaware, Kansas City, Tucson, Milwaukee, Saint Louis, and Santa Rosa. Those with usage rates more than 10% were DC, Miami, Oklahoma City, Atlanta, Transit Authority of Northern Kentucky, Contra Costa, Minneapolis, Greater Richmond, Hillsborough, and Fort Worth.

A 1992 survey of 11 GRH programs found that average use was 1.3% per year.⁸ A 1993 study found that less than 10% of eligible employees take advantage of the service in any one year.⁹ A Seattle survey found that only 5% of those who rideshare used the GRH service in an eighteen month period.¹⁰

⁸ KT Analytics, “TDM Status Report: Guaranteed Ride Home,” Federal Transit Administration, USDOT, 1992

⁹ Comsis Corporation, *op. cit.*

¹⁰ Commuter Transportation Services, Incorporated, “Guaranteed Ride Home: Taking the Worry Out of Ridesharing,” US Department of Transportation, November 1990.

Chart 6 shows the distribution of the mean usage per registered GRH participant. Among 31% of all agencies surveyed, it indicates that the most common category is the average usage rate under 1%, followed by those over 10%, 1-2%, and those agencies with no usage.

Chart 6: Distribution of Mean Usage per Registrant

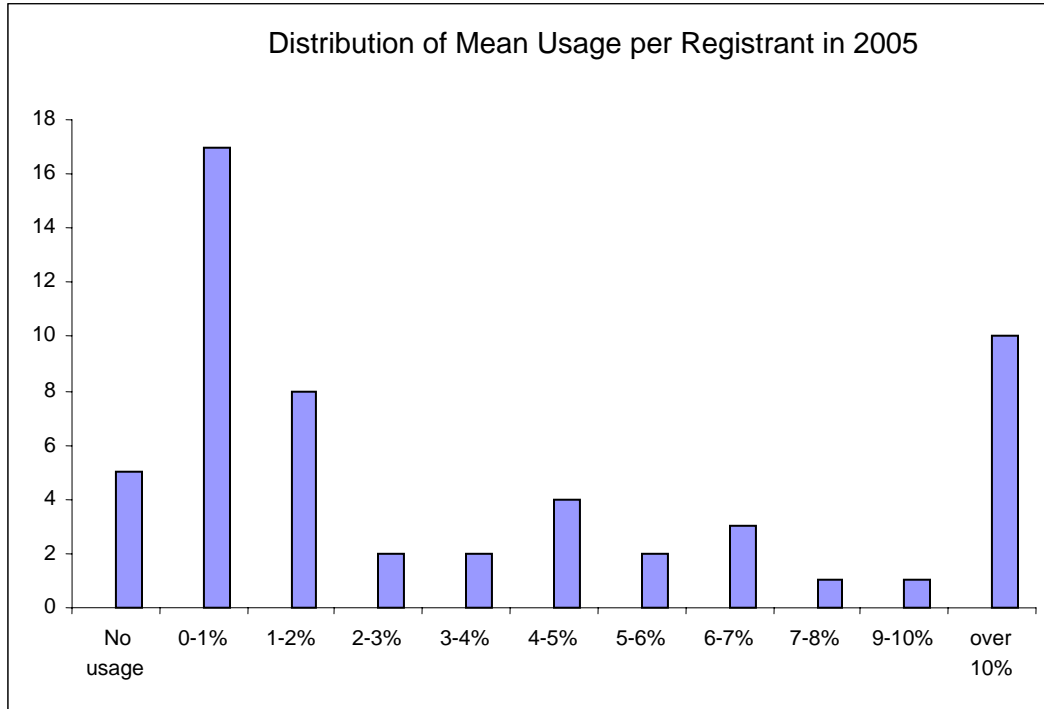


Chart 7 indicates that there appears to be a negative relationship between usage rates and the maximum rides allowed per year, but no statistically significant correlation. It would be reasonable to assume that usage would rise with the greater number of annual rides permitted. As the data shows, this is not the case. For the six agencies that permitted an unlimited number of rides per year (shown as “50” on the chart), five agencies had usage rates under 6%. Greater Richmond Transit had a 26.11% usage rate. This high rate was due to geographic expansion of the program which attracted a large number of new registrants during the reporting year. According to the Richmond GRH program manager, new users in Richmond typically have higher claim rates in their first year until they become familiar with the program. Usage rates for the current fiscal year are considerably lower. For the two agencies with an annual limit of 24, the usage rates were 1.47% and 6.67%.

Chart 7: Correlation of Usage with Maximum Number of Rides Permitted

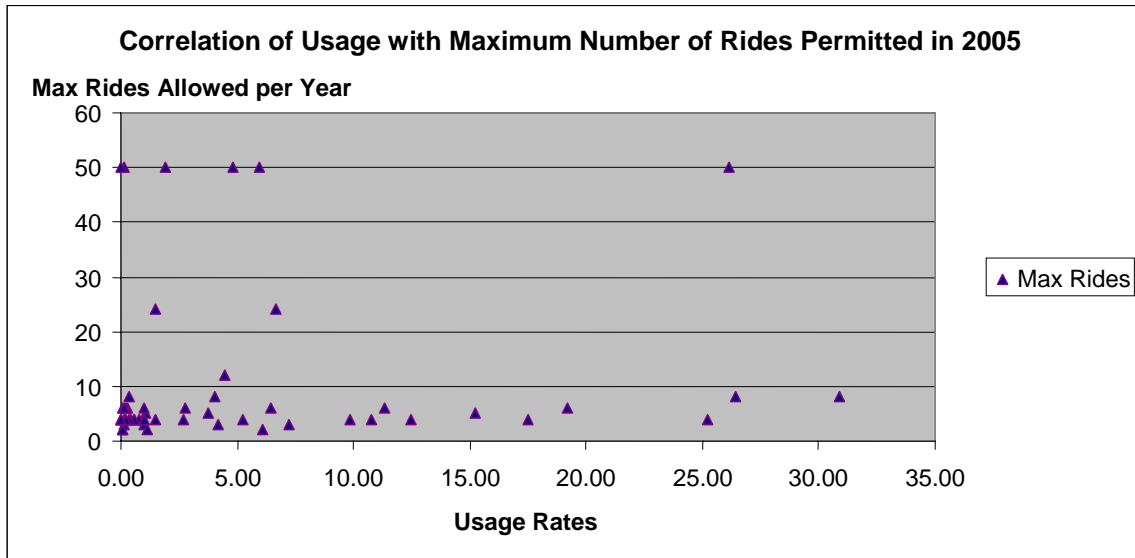
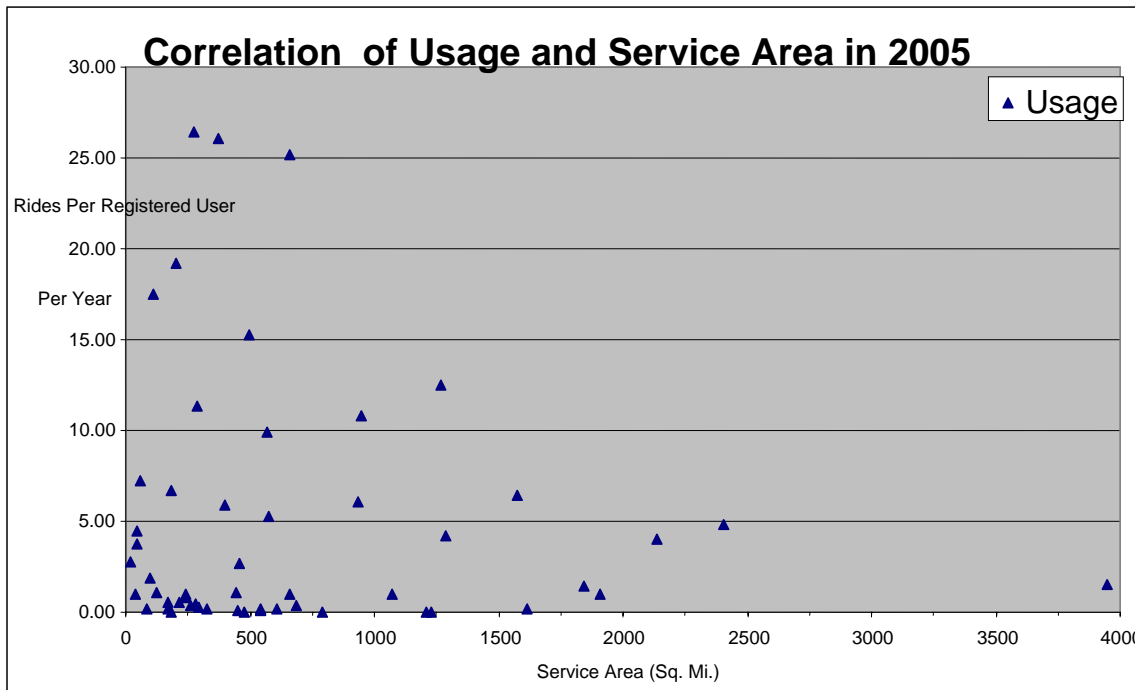


Chart 8 shows that there appears to be a negative relationship between average usage rates and the size of the GRH service area. As the service area of GRH decreases, the rates per registered user per year increases. Service area sizes in this study range from 22 square miles in Alameda County to 3,940 square miles in Orlando. The majority of the GRH programs surveyed serve areas that are under 600 square miles in size.

Chart 8: Correlation of Usage and Service Area



Misuse of GRH Programs

GRH misuse most often stems from miscommunication of the program's intentions. Program administrators routinely, but not always, deny requests for rides from commuters not registered for the program or from those who do not have a valid reason to request an emergency ride. Programs managed by on-site ETCs experience occasional misuse resulting from the on-site manager not fully understanding how an emergency ride should be approved and under what circumstances.

Outright abuse of GRH is minimal to non-existent.¹¹ The built-in safeguards of GRH programs that include requiring a commuter to pre-register, requiring a supervisor to approve the use of the GRH, and limiting the number of claims allowed per year effectively minimize misuse of the system.

PERCEIVED VALUE OF GRH PROGRAMS

Program managers described GRH as “insurance,” giving commuters the peace of mind that they would not be stranded at work in unexpected situations. According to rider feedback and testimonials, users of GRH services are generally very satisfied with these programs. There is less evidence of how GRH programs reduce SOV travel, but surveys by individual programs are highlighted below.

Impact on Single-Occupancy-Vehicle Commuting

Most programs have not systematically assessed how offering GRH decreases SOV travel. Almost all had anecdotal evidence from post-ride surveys and unsolicited commuter response. Only a few have surveyed commuters about how GRH impacts their commuting behavior. These survey results show that offering GRH consistently promotes non-SOV commuting including public transportation.

A survey conducted by the South Coast Metro in 1989 found that two-thirds of employees questioned would try ridesharing if GRH use included emergencies and overtime.¹²

A survey of commuters conducted in 1992 found that 59% of rideshare and public transportation users consider GRH important in their decision to use alternative commutes modes.¹³

A study in 1994 found that the existence of a GRH program is among the most important factors determining the effectiveness of a commute trip reduction program.¹⁴

¹¹ Todreas, Ian L., *op. cit.*

¹² Commuter Transportation Services, Incorporated, *op. cit.*

¹³ KT Analytics, “TDM Status Report: Guaranteed Ride Home,” Federal Transit Administration, USDOT, 1992

A study conducted in Baltimore in 1995 found that 27% of those who changed their commute mode indicated that the availability of the GRH program was either important or very important in their decision to shift to a high occupancy vehicle commute mode. 96% of the users were satisfied with the GRH program.¹⁵

In a 1999 survey of Tappan Zee, New York express bus riders, 16 percent said they would definitely stop using the service without GRH.

According to a 1999 study of the Washington, DC area's GRH program, "These results and other survey results suggest that GRH is a useful service and may have an influence on commute mode decisions, but by itself it is not a deciding factor."¹⁶ GRH programs work only where other commuter programs are in place and where employees have the option to carpool, vanpool, or take transit.

A 2002 survey found that 13 percent of Kaiser Permanente's San Francisco commuters said the company's GRH program was influential in their choice of alternative commute modes.

A 2002 survey conducted by the Artery Business Committee in downtown Boston found that 9% of those responding to the survey switched from SOV commuting to an alternate mode of transportation due to the existence of a GRH program.

A 2002 survey of Haverstraw-Ossining Ferry riders in New York found 41% of those surveyed stated that the GRH was among the top reasons for taking the ferry instead of their previous mode of transportation. Four percent ranked GRH as their number one reason for taking the ferry.

A 2003 study conducted for the Denver Regional Council of Governments found that a GRH program, at no cost to the user, would increase carpooling frequency by 17% for those who plan to join a carpool in the next year. Three percent of SOV commuters said they would carpool at least once a week if they found suitable partners and were covered by a GRH. The GRH would increase carpooling frequency for this group by 8%.¹⁷

A program evaluation conducted in 2004 for the Alameda County Congestion Management Agency found that 47% of those surveyed would not use alternate modes of transportation without a GRH program. In 2003, the number was 41%.¹⁸

¹⁴ Comsis Corporation, "A Survey and Analysis of Employee Responses to Employer-Sponsored Trip Reduction Incentive Programs," California Air Resources Board, 1994

¹⁵ Urban Transport News, "Guaranteed Ride Home Program Incentive for Mass Transit," volume 24, number 4, February 1996.

¹⁶ Metropolitan Washington Council of Governments, "Transportation Emission Reduction Measure Analysis Report," September 1999.

¹⁷ Vantage Marketing Research, "Commuter Transportation Survey 2003," for the Denver Regional Council of Governments RideArrangers, March 2003.

¹⁸ Nelson/Nygaard Consulting Associates, "Alameda County CMA Guaranteed Ride Home Program Evaluation: Executive Summary," May 2005.

CONCLUSION

There are more similarities than differences among the GRH programs surveyed in this study. Eligibility normally encompasses those who use alternative commuter modes and do not include SOV; the primary difference is in the number of days required for use of these modes. At least 60% of the programs use taxis to provide GRH services which are often supplemented by rental cars. Payment for the service is either through reimbursement of the commuter or by the use of vouchers redeemable with specified providers. Most programs allow employees to travel to destinations other than their residences and many permit intermediate stops along the way. There is a large degree of consistency among the programs regarding the circumstances under which GRH can be provided and when it is not allowed. Most programs do not limit the cost of taxi or rental cars, and only some limit the total distance traveled. The vast majority of the programs limit the number of eligible claims per year, with a plurality allowing up to four rides per year.

GRH program costs were found to be rather modest in this study. The average cost per claim of \$36.95 and average cost per registered participant of \$1.69 were quite low. Usage, comparable to other insurance programs, was equally low. Only an average of 4.57% of those registered in this study used the program during the most recent fiscal year.

There did not appear to be a statistically significant correlation between average usage rates and the maximum number of rides permitted, between average cost and service area size, or between average usage and service area size. Therefore, agencies need not be parsimonious in setting the limit on the number of rides allowed per year for fear of high use and cost, or abuse.

Although there are no recent national studies that assess the impact of these programs on single occupant vehicle commuting, several local studies conducted in recent years indicate a positive impact on modal shift and on public transportation use.

Communities considering implementation of a GRH program should develop a written policy identifying how the program will serve them. It should show that emergency transportation will be fast, convenient, and at what cost, if any, to the user. Eligibility requirements, valid reasons for use of the service, registration requirements, and restrictions must all be addressed. The policy should identify the maximum number of trips permitted per year, any limitations on mileage, the transportation options available, and the maximum cost per trip. Requirements should not be overly restrictive to encourage maximum participation in the program. Some non-emergency trips should qualify for GRH to encourage more commuters to choose non-SOV modes. Potential users, which can be defined as

all commuters, should be involved in the planning process to ensure a design that is most attractive to the largest number of commuters.

As more communities realize that GRH programs are an incentive for commuters to leave their cars at home and use public transportation and other non-SOV modes, transit ridership should increase as will other non-SOV modes of commuting.

APPENDIX A: SCOPE OF GRH RESEARCH

State	Name of GRH Provider	Cost Per Claim	Cost Per member	Usage rate	Annual Ride Limit
AL	Regional Planning Commission of Greater Birmingham	\$82.20	\$.82	1%	3
AZ	City of Phoenix Public Transit Department	\$27.32	\$1.01	.04%	2
AZ	City of Tucson	\$23.38	\$.19	.8%	4
CA	Alameda County	\$89.90	\$2.51	2.79%	6
CA	Contra Costa County	\$68.46	\$13.16	19.23%	6
CA	Association of Monterey Bay Area Governments ¹⁹	0	0	0	6
CA	Sacramento TMA	\$40.48	\$.11	.28%	6
CA	San Diego Association of Governments	\$50.48	\$4.98	9.87%	4
CA	City of San Francisco	\$14.58	\$.02	.17%	3
CA	Santa Clara Valley Transportation Authority	\$56.40	\$.09	.16%	Unlimited
CA	San Mateo County Transit District	\$95.33	\$1.79	1.88%	Unlimited
CA	Santa Cruz Area TMA	\$36.90	\$.41	1.1%	2
CA	City of Santa Rosa Parking and Transit	\$20.91	\$.21	.99%	4
CA	Ventura County Transportation Commission	\$114.08	\$1.68	1.47%	24
CO	Denver Regional Transportation District	\$35.85	\$1.73	4.84%	Unlimited
CT	Hartford Ridesharing Company	\$34.42	\$2.10	6.1%	2
DC	Metropolitan Washington Council of Governments	\$57.19	\$6.18	10.8%	4
DE	Delaware TMA	\$52.13	\$.29	.56%	4
FL	South Florida Commuter Services-Miami	\$48.65	\$5.52	11.34%	6
FL	Central Florida Regional Transportation Authority (Orlando)	\$55.51	\$.85	1.5%	4
FL	Volusia County Public Transit System (South Daytona) ²⁰	0	0	0	4
FL	Hillsborough Area Regional Transit Authority	\$29.92	\$7.90	26.40%	8
GA	Atlanta Regional Council	\$44.37	\$6.76	15.24%	5
KY	Transit Authority of Northern Kentucky (Fort Wright)	0 ²¹	0	17.50%	4
KY	Kentucky and Indiana Regional Planning and Development Agency (Louisville)	\$39.20	\$.17	.43%	4
MA	Artery Business Committee TMA (Boston)	\$46.90	\$2.10	4.48%	12
MA	MASCO Commuter Works (Boston)	\$109.73	\$4.11	3.74%	5
MI	Interurban Transit Partnership (Grand Rapids) ²²	0	0	0	4
MN	Metro Commuter Services (Minneapolis)	\$10.50	\$2.65	25.20%	4
MO	Citizens for Modern Transit (Saint Louis)	\$32.05	\$.05	.15%	4
MO	Kansas City Area Transportation Authority	\$23.73	\$.13	.57%	4
NM	City of Albuquerque Ride Marketing Division	\$18.80	\$.20	1.07%	5
NV	Regional Transportation Commission of Southern Nevada (Las Vegas)	\$26.49	\$.02	.06%	2
NY	Niagara Frontier Transportation Authority (Buffalo)	\$21.78	\$1.40	6.44%	6
NY	Rochester Genessee Regional Transit Authority	\$25	\$.25	1%	6
NY	Central New York Regional Transportation Authority (Syracuse) ²³	0	0	0	Unlimited
OH	Ohio, Kentucky, Indiana Council of Governments (Cincinnati)	\$25.93	\$.09	.33%	4
OH	Greater Cleveland Regional Transit Authority	\$22.03	\$.59	2.67%	4
OH	Mid Ohio Regional Planning Commission (Columbus)	\$31.17	\$.06	.2%	4
OK	Central Oklahoma Transportation and Parking Authority (Oklahoma City)	\$30	\$3.75	12.50%	4
OK	Metro Tulsa Transit Authority ²⁴	0	0	6.67%	24
OR	Lane Transit District (Eugene)	\$15	\$.15	1.01%	4
TX	Capital Metropolitan Transportation Authority (Austin)	\$23.28	\$1.23	5.26%	4
TX	Dallas Area Rapid Transit	\$31.16	\$.11	.36%	8
TX	Fort Worth Transportation Authority	\$51.10	\$15.78	30.87%	8
TX	Metro Transit of Harris County (Houston)	\$27.16	\$1.13	4.17%	3
TX	Alamo Area Council of Governments (San Antonio) ²⁵	0	0	0	4

¹⁹ No claims for the fiscal year ending June 30, 2005.

²⁰ No claims for the fiscal year ending June 30, 2005.

²¹ Rides are provided by transit agency road supervisors. Costs are not captured.

²² No claims for the fiscal year ending September 30, 2005.

²³ No claims for the fiscal year ending March 31, 2005

²⁴ No taxi claims for the fiscal year ending June 30, 2005; all rides provided by authority supervisor.

UT	Utah Transit Authority	\$35.25	\$.06	.18%	6
VA	Greater Richmond Transit Company	\$15.35	\$4.01	26.11%	Unlimited
WA	Kitsap Transit (Bremerton)	\$29.41	\$1.75	5.93%	Unlimited
WA	King County Department of Transportation, Metro Transit Division (Seattle)	\$39.59	\$1.60	4.04%	8
WA	Pierce County Transportation Benefit Area Authority (Tacoma)	\$30.83	\$.02	.06%	6
WA	Clark County Public Transportation Benefit Area Authority (Vancouver)	\$61.66	\$.09	.15%	6
WI	Metro Transit System (Madison)	\$14.40	\$1.04	7.22%	3
WI	Milwaukee County Transit System	\$25.91	\$.26	.98%	4

²⁵ No claims for the fiscal year ending October 31, 2005; only 2 commuters are registered in this program that requires a \$15 annual fee.