

# GUARANTEED RIDE HOME

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## FY20 Customer Satisfaction Draft Survey Results Washington, DC Region

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Commuter Connections Subcommittee  
January 19, 2021

# Survey - Online

**Commuter Connections GRH Satisfaction Survey**  
We'd like to know how you feel about our program. Please take a moment to complete this survey. Your response is greatly appreciated.

**How would you rate the service you received from our GRH trip reservation staff?**

Poor  
 Fair  
 Good  
 Excellent

**How would you rate the taxi or rental car service?**

Poor  
 Fair  
 Good  
 Excellent

**How would you rate our response time?**

Poor  
 Fair  
 Good  
 Excellent

**Overall how would you rate our GRH service?**

Poor  
 Fair  
 Good  
 Excellent


**Approximately how many minutes did you wait until receiving your ride?**


**What was the reason for your GRH trip?**


Sick Child  
 Personal Illness  
 Unscheduled Overtime  
 Other Emergency


**Please Provide us with any comments about your GRH experience.**

**Do you consider your comments to be a: (check all that apply)**

Compliment 

Suggestion 

Complaint 

General Comment 

**Do your comments refer to: (check all that apply)**

Taxi or Rental Car Service  
 Overall Service  
 Reservation Staff  
 Response Time

# Survey Card

## Thank you for using Guaranteed Ride Home (GRH). We'd like to know how you feel about our program.

Please take a moment to complete this card and drop it in the mail. Your response is greatly appreciated.

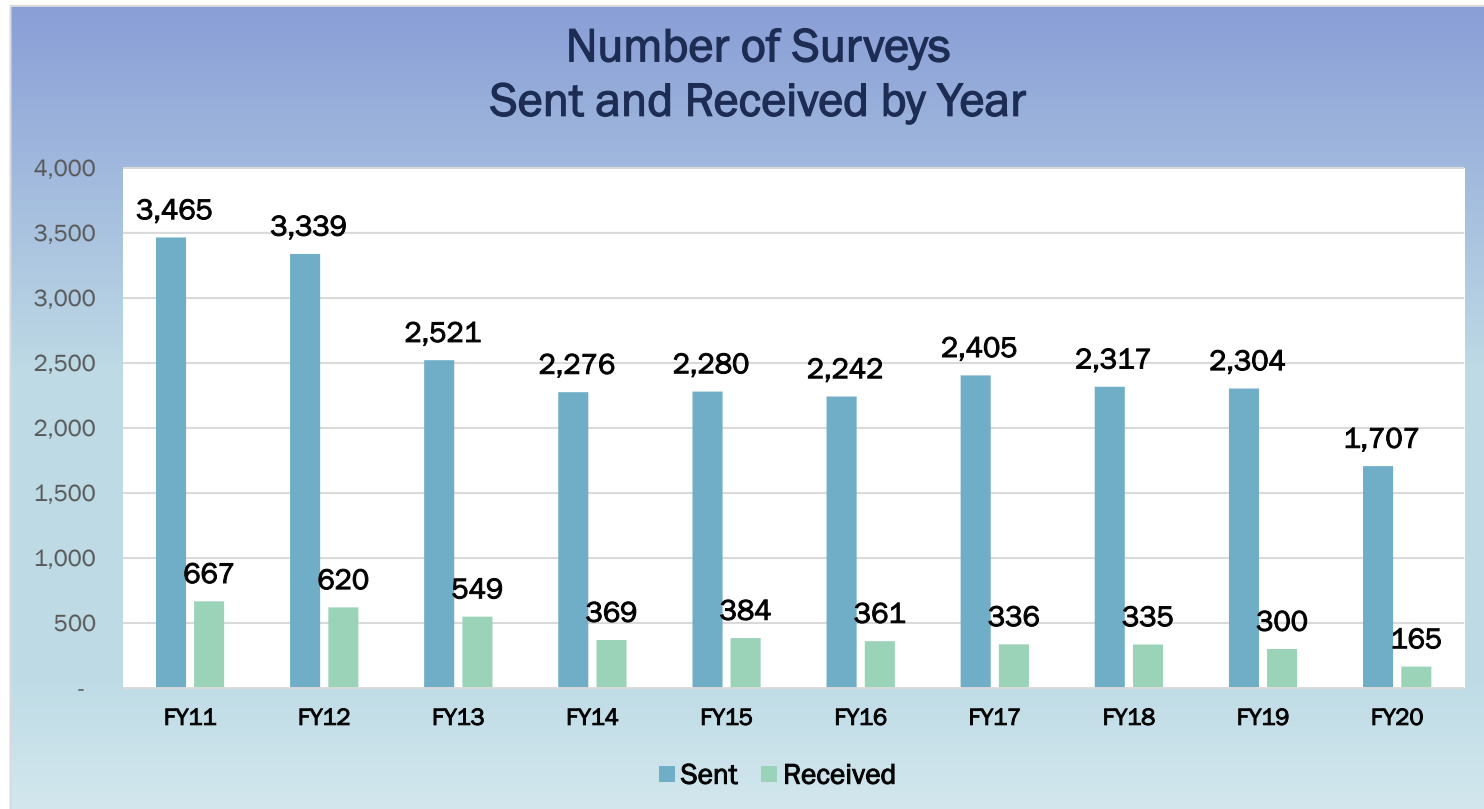
- |  | Poor                     | Fair                     | Good                     | Excellent                |  |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 1. How would you rate the service you received from our GRH trip reservations staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. What was the reason for your GRH trip?  |
| 2. How would you rate the taxi or rental car service?                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Sick Child <input type="checkbox"/> Overtime              |
| 3. How would you rate our response time?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Personal Illness <input type="checkbox"/> Other Emergency |
| 4. Overall, how would you rate our GRH service?                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. Your name: (optional)   |
| 5. Approximately how many minutes did you wait until receiving your ride?            |                          |                          |                          |                          | _____  |
|  |                          |                          |                          |                          | _____  |
|  |                          |                          |                          |                          | 8. Comments _____  |
|  |                          |                          |                          |                          | _____  |
|  |                          |                          |                          |                          | _____  |
|  |                          |                          |                          |                          | _____  |

1-800-745-RIDE • [www.commuterconnections.org](http://www.commuterconnections.org)

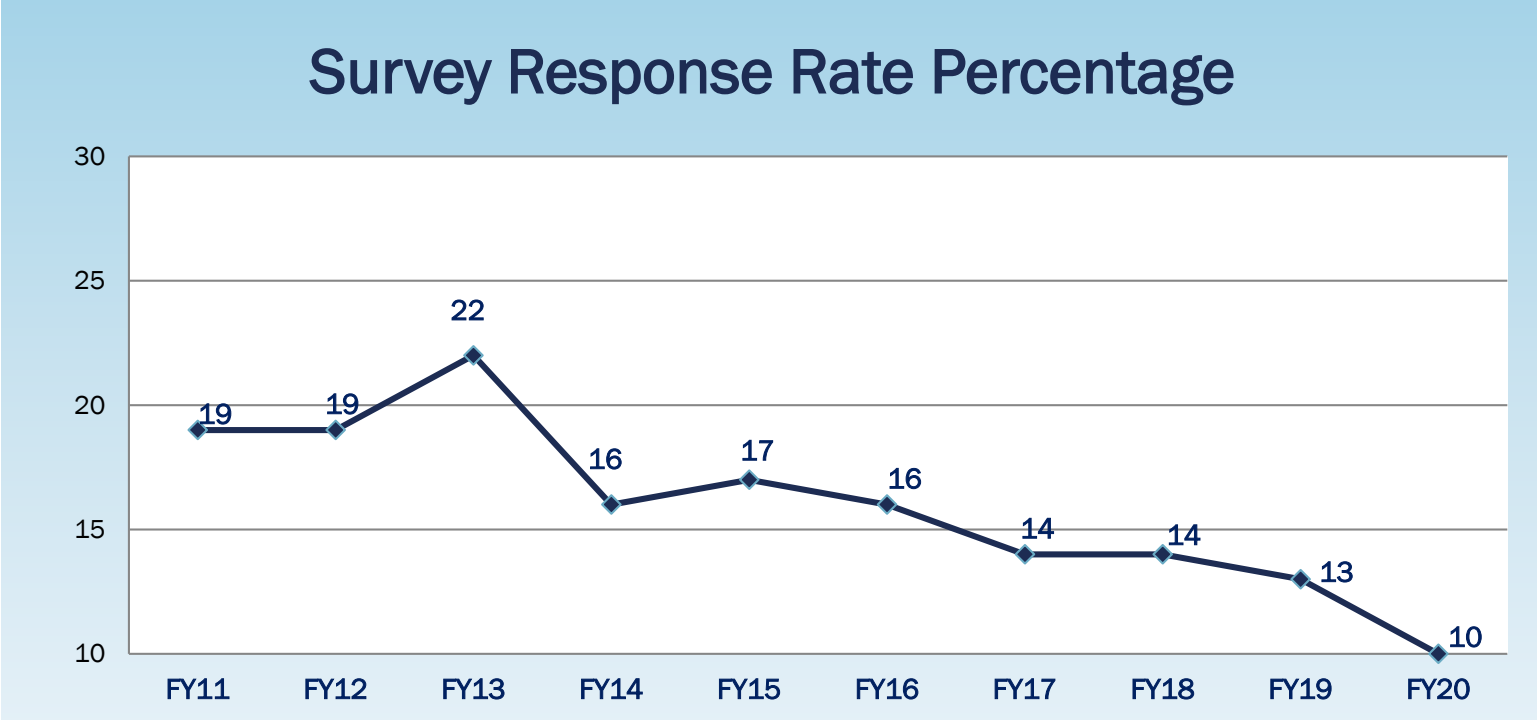


**We'll get you home. Guaranteed.**

# Survey Response Rate



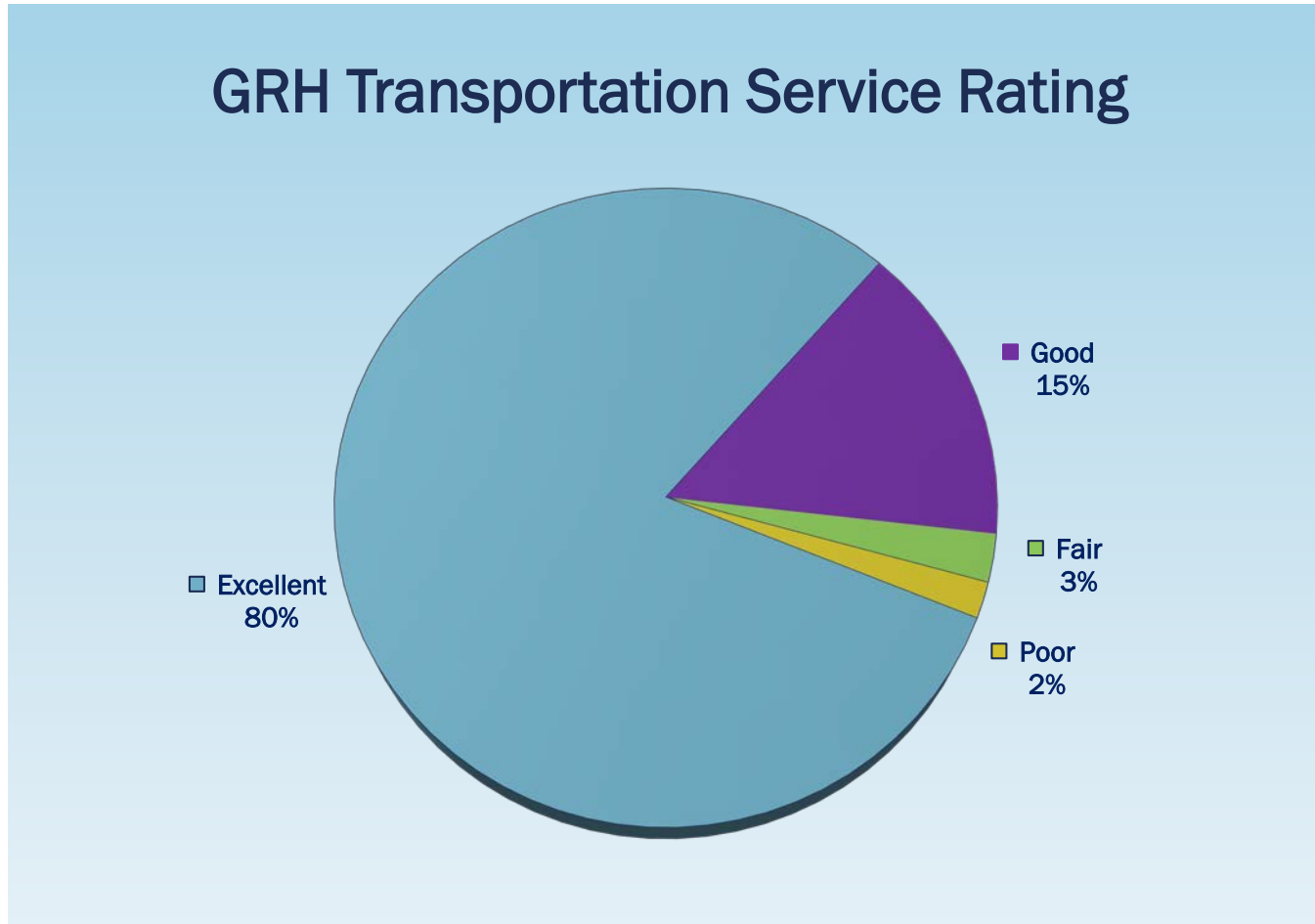
# Survey Response Rate



# Reservations Staff



# Transportation Service



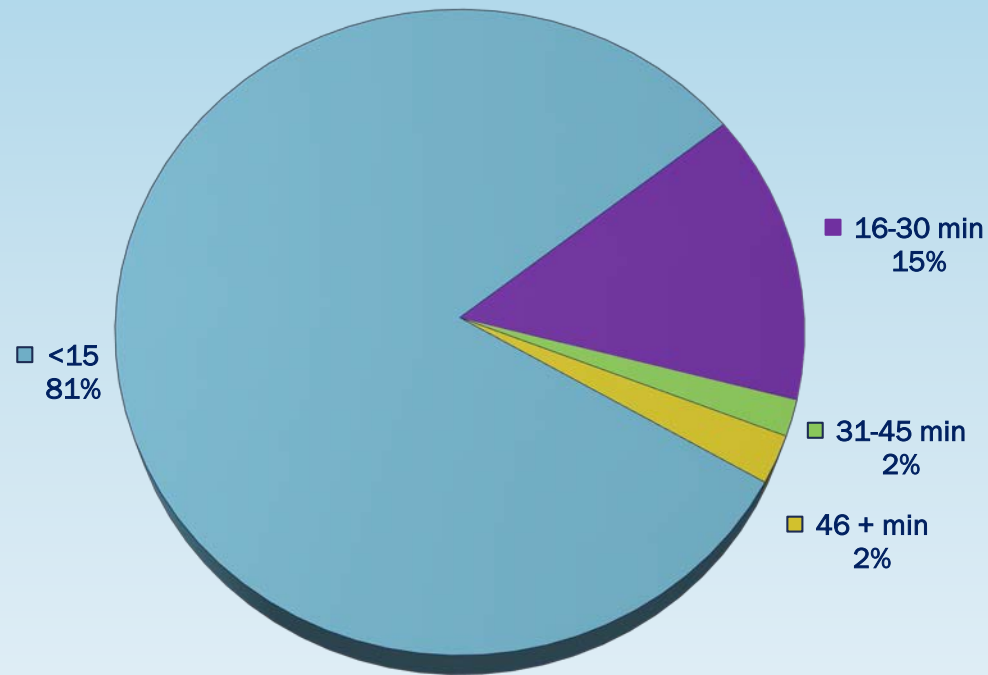
# Response Time Rating



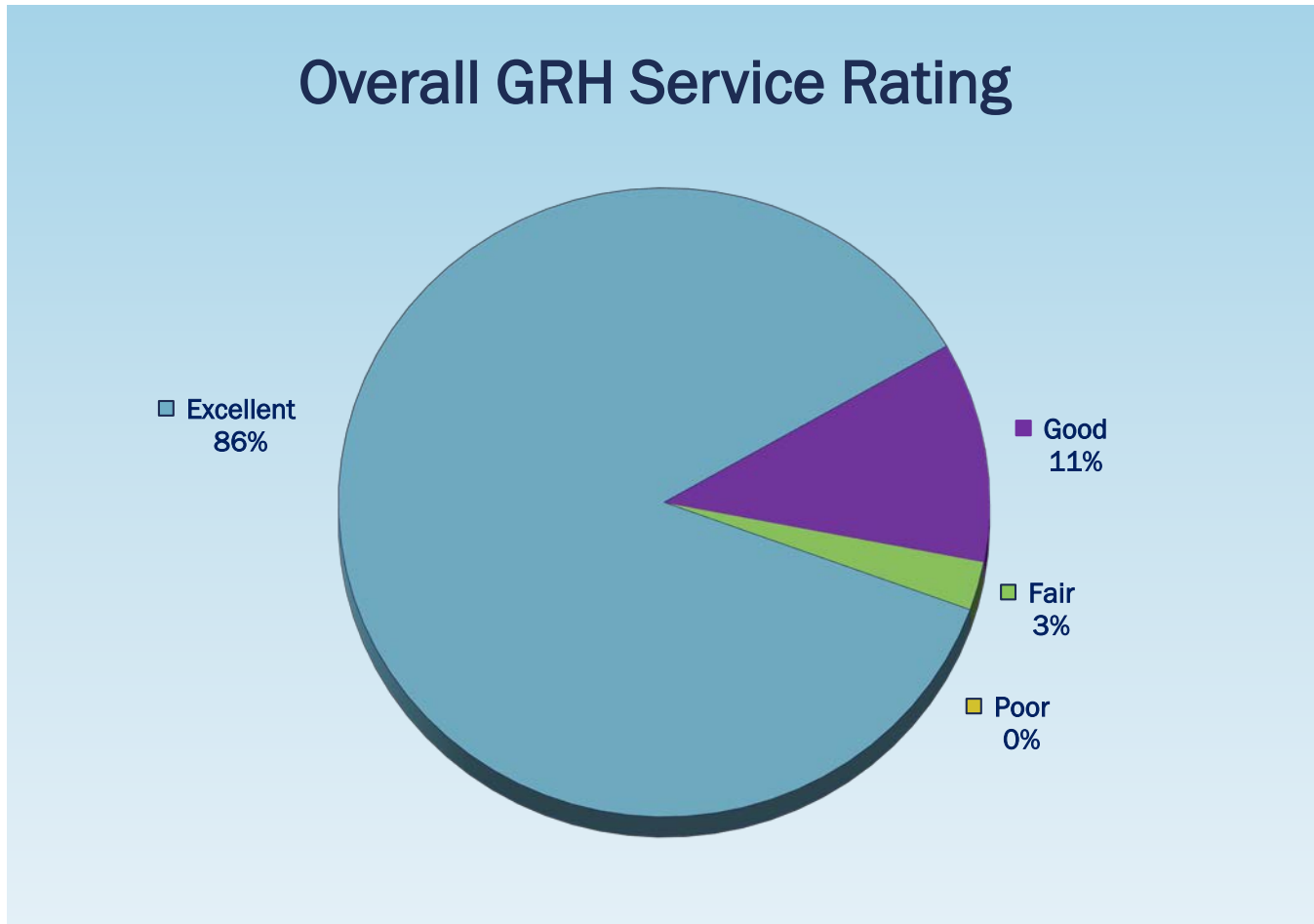


# Response Time Minutes

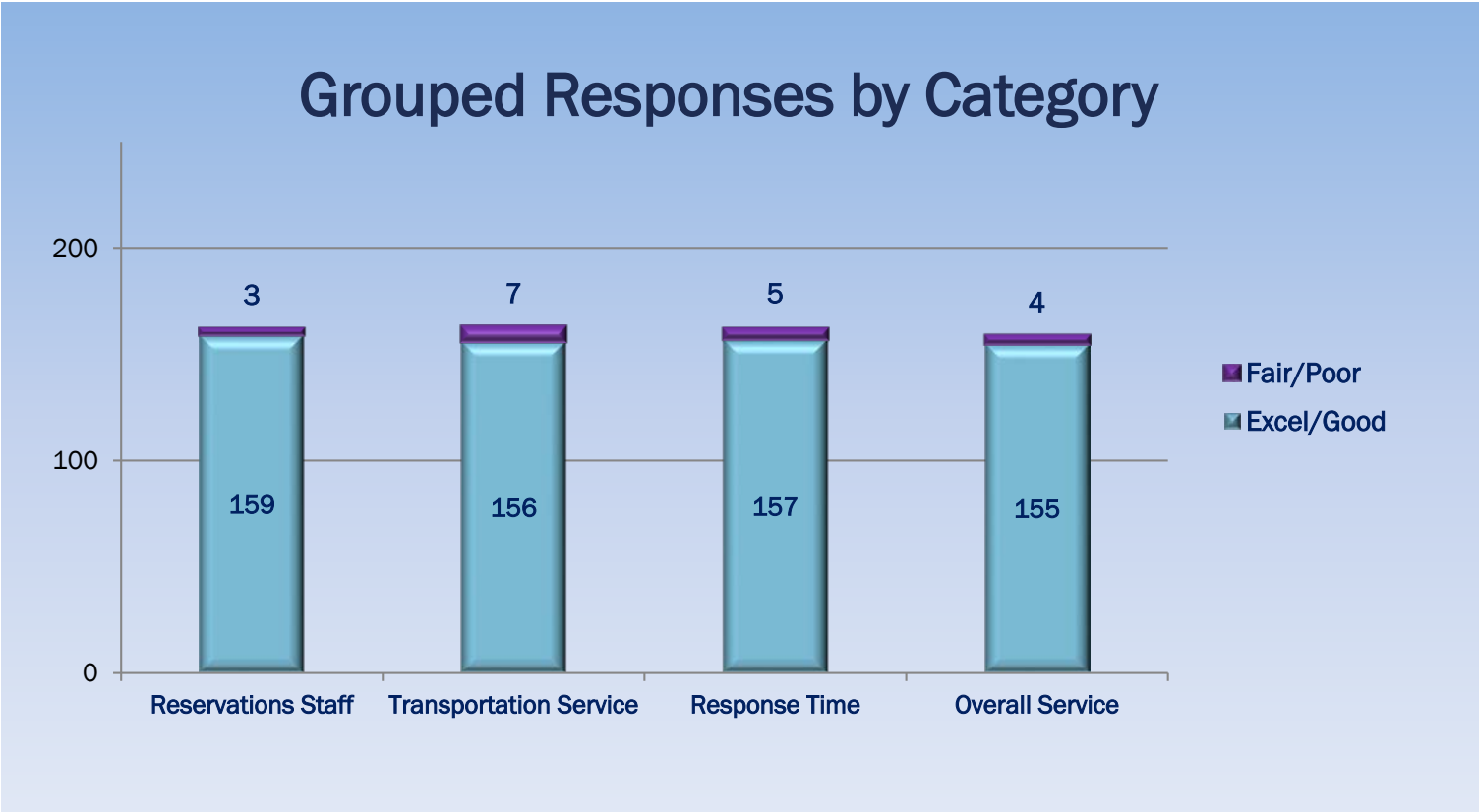
## GRH Response Time – # of Minutes



# Overall Service



# Satisfaction- All Categories



# Trip Reason

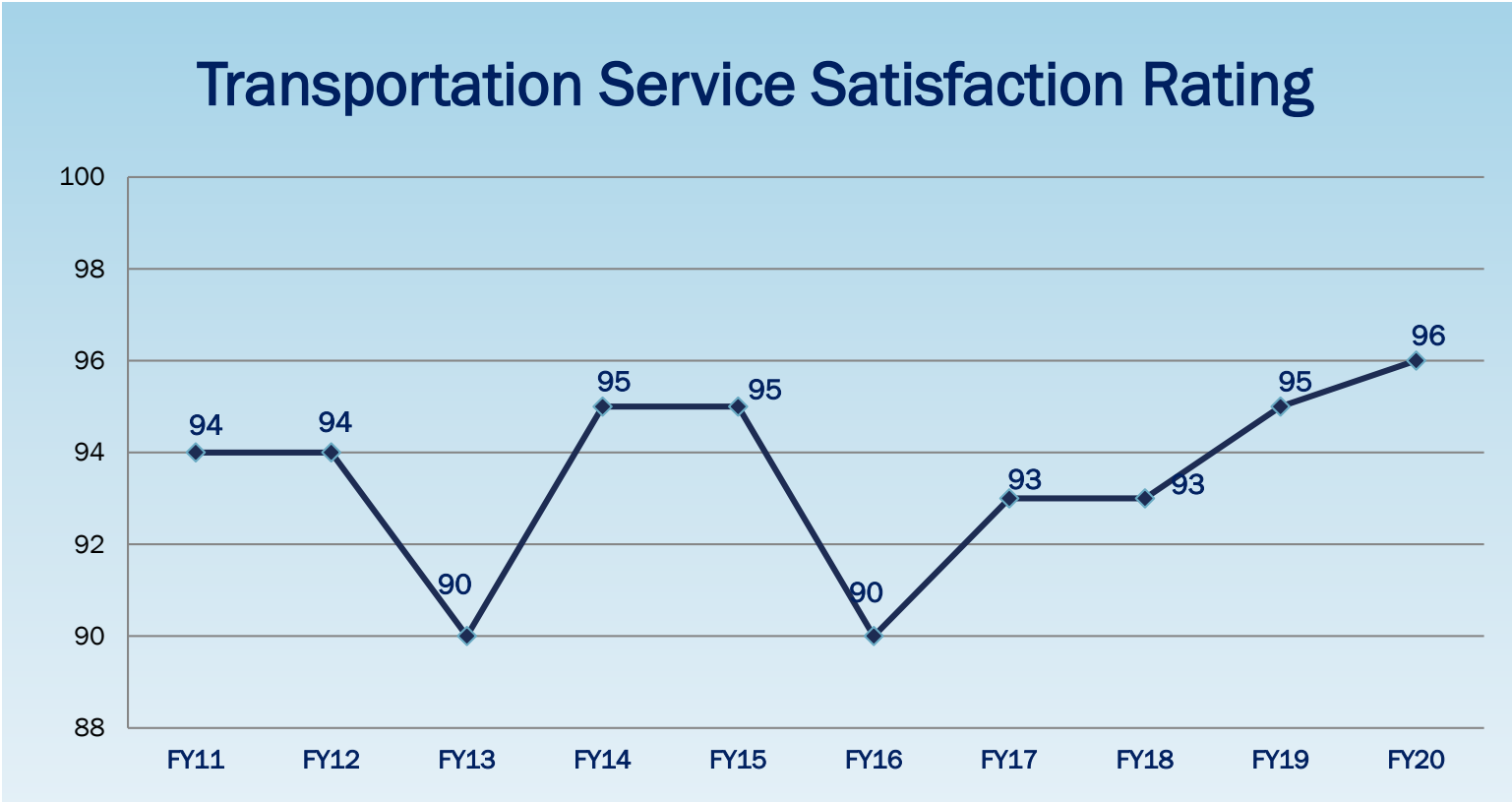


# Comparison to Previous Years

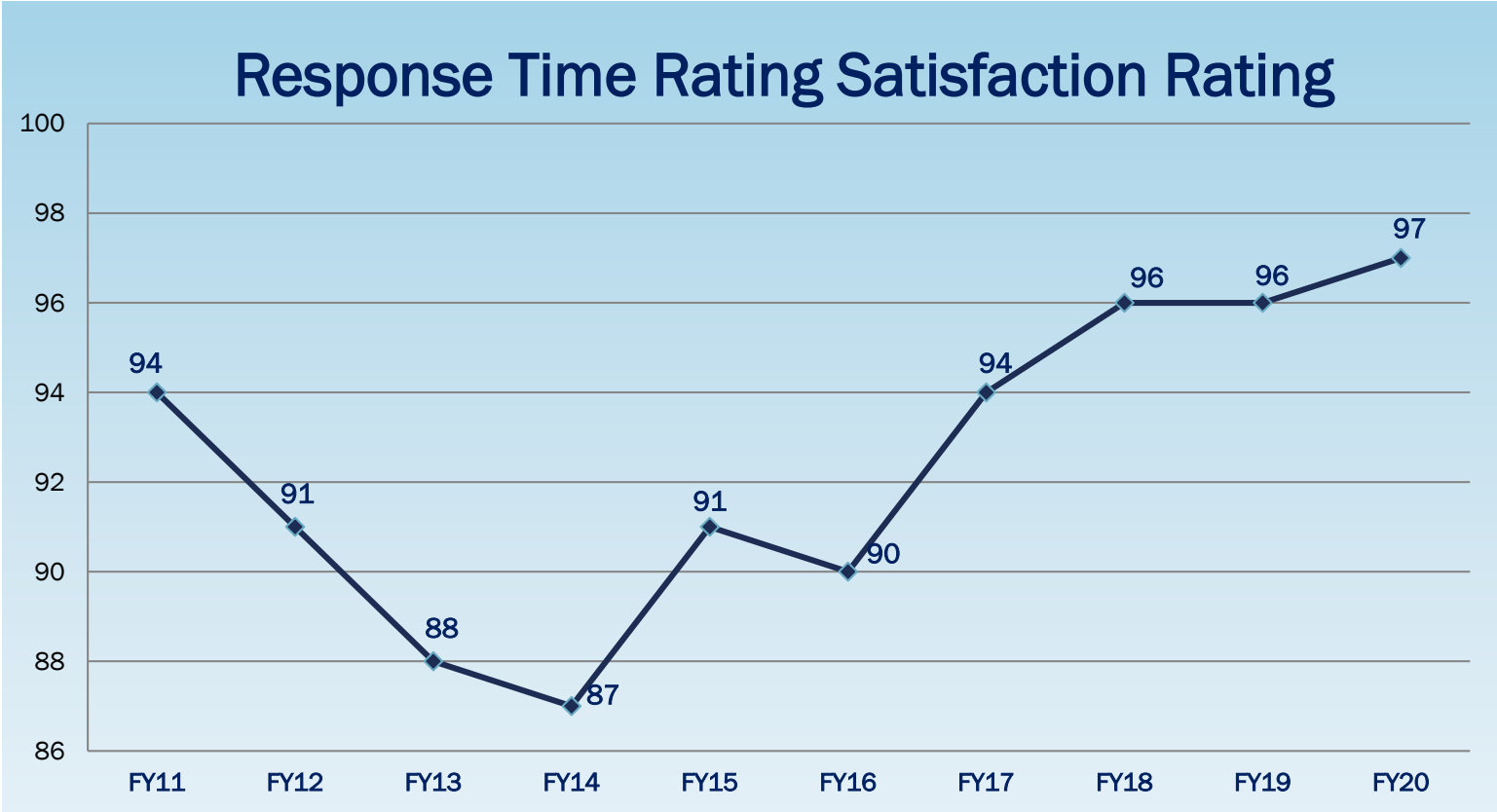
## Reservations Staff Satisfaction Rating



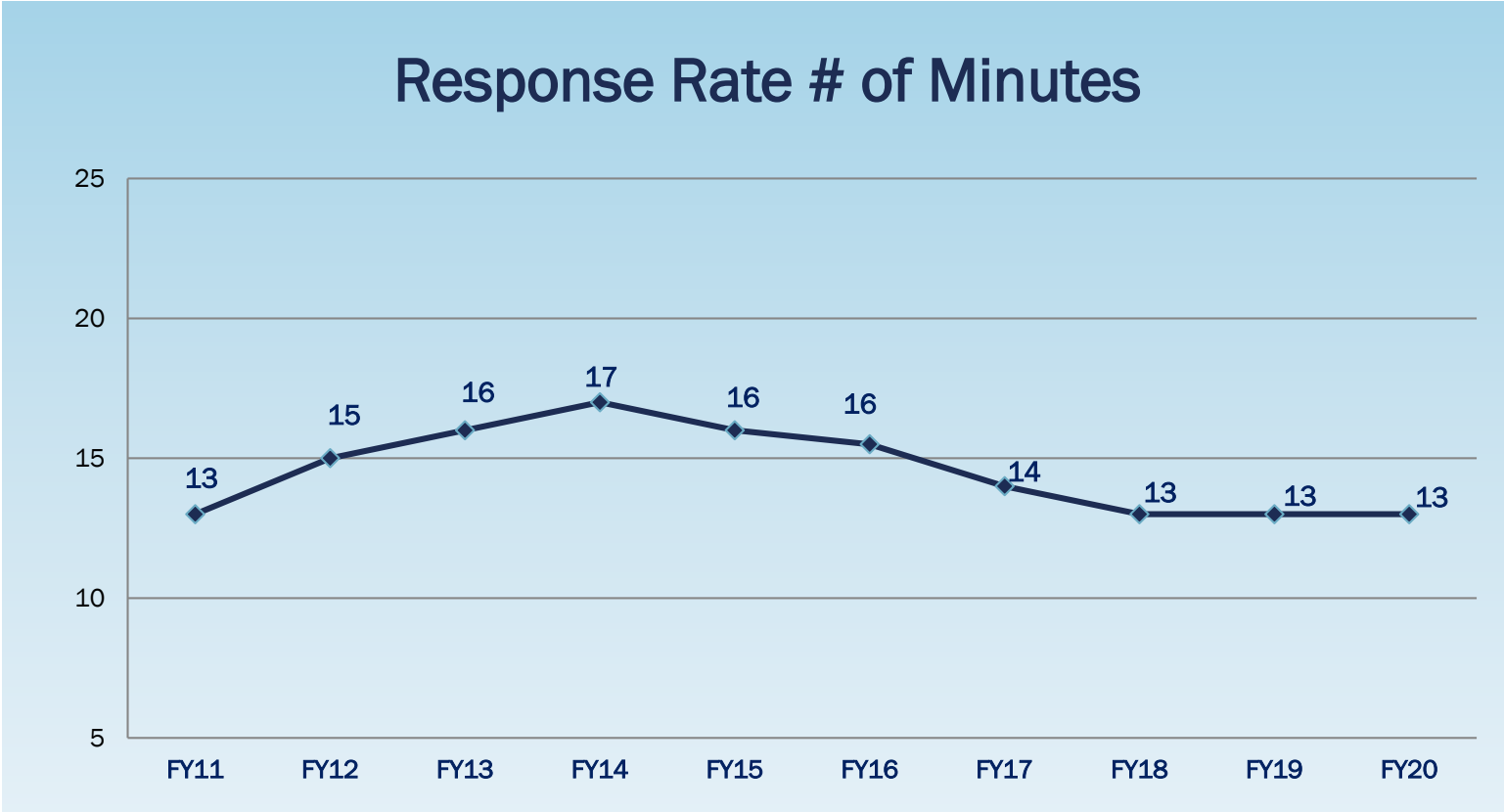
# Comparison to Previous Years



# Comparison to Previous Years

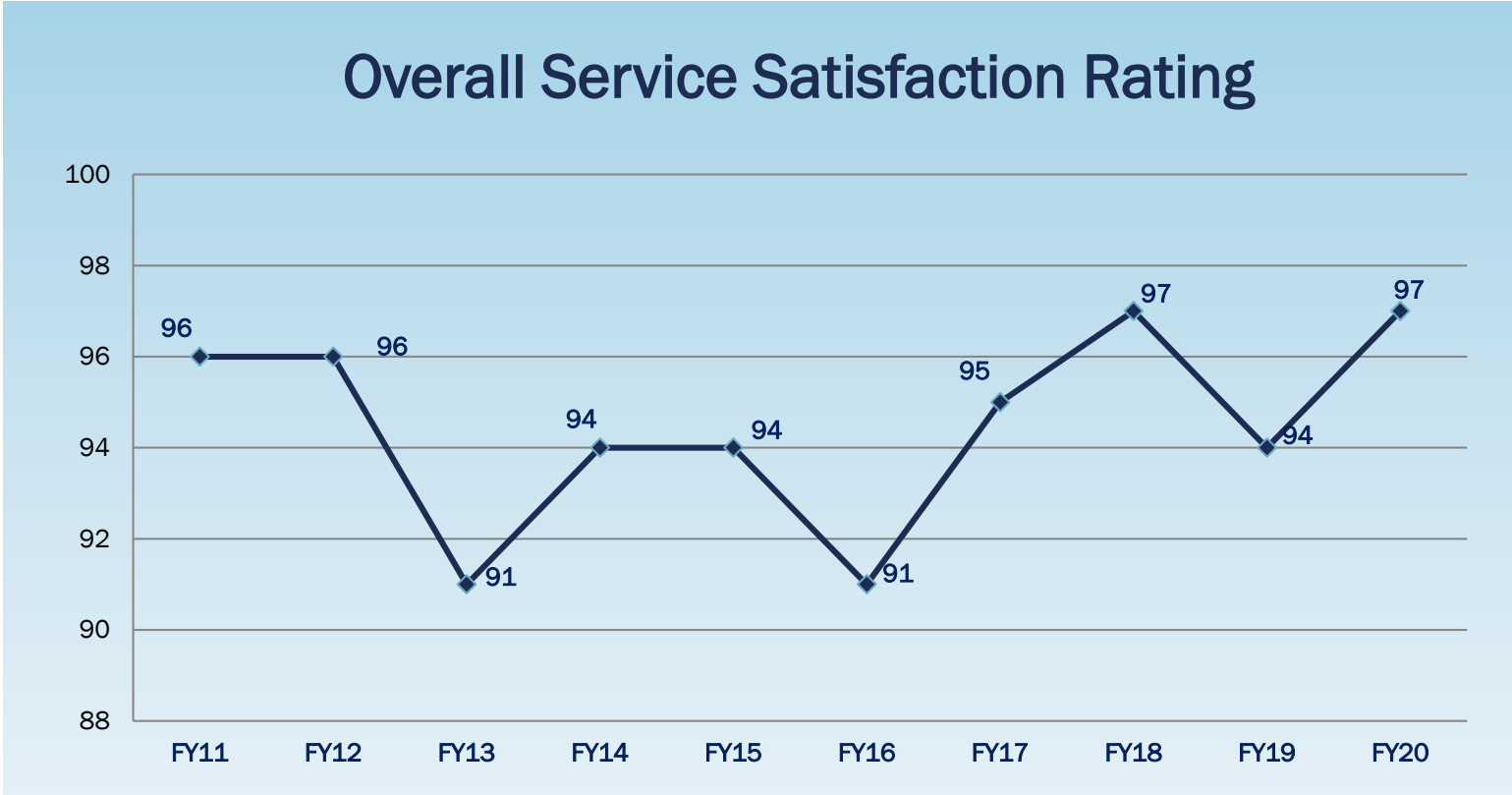


# Comparison to Previous Years

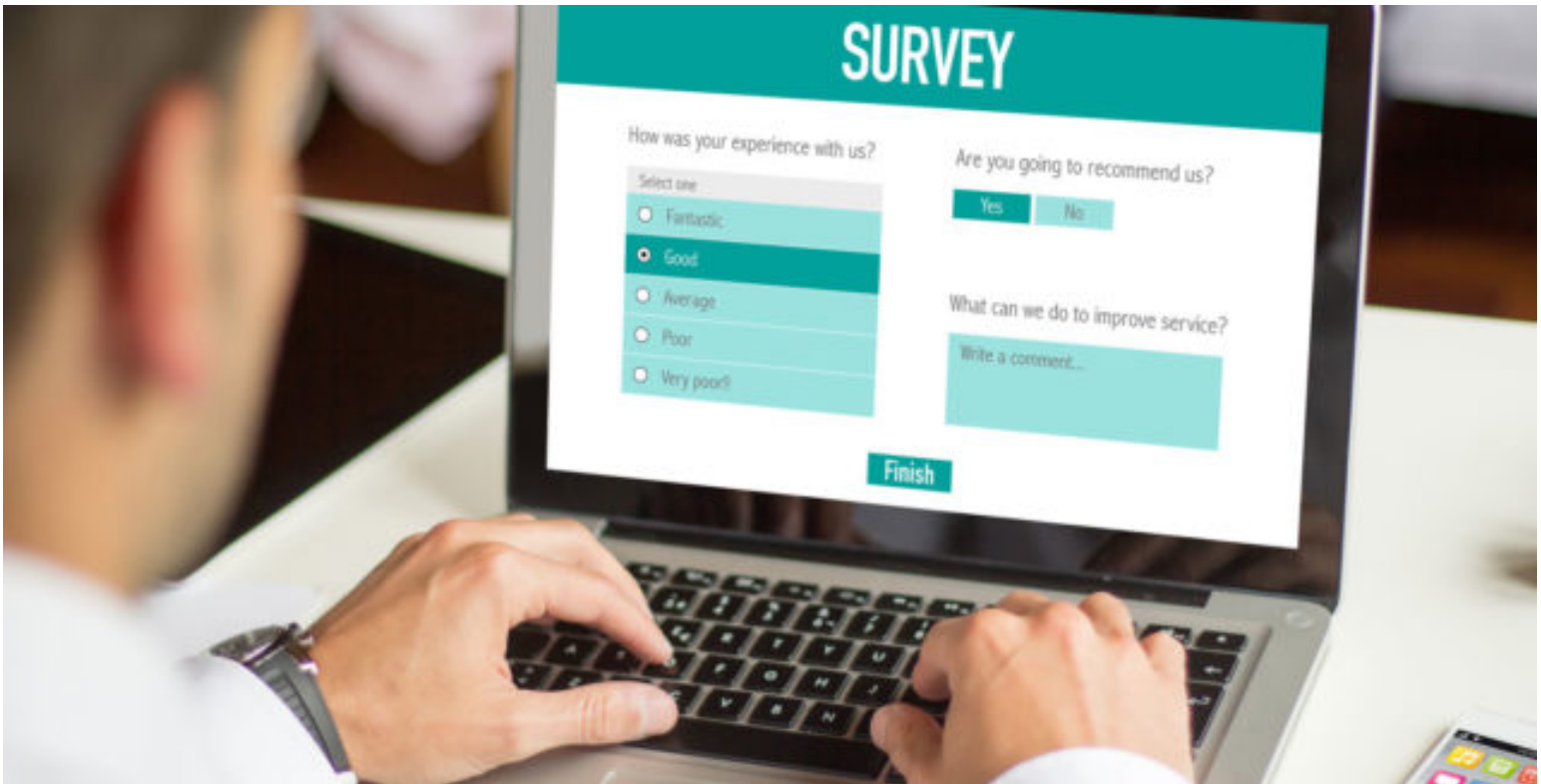




# Comparison to Previous Years



# FY20 Customer Feedback

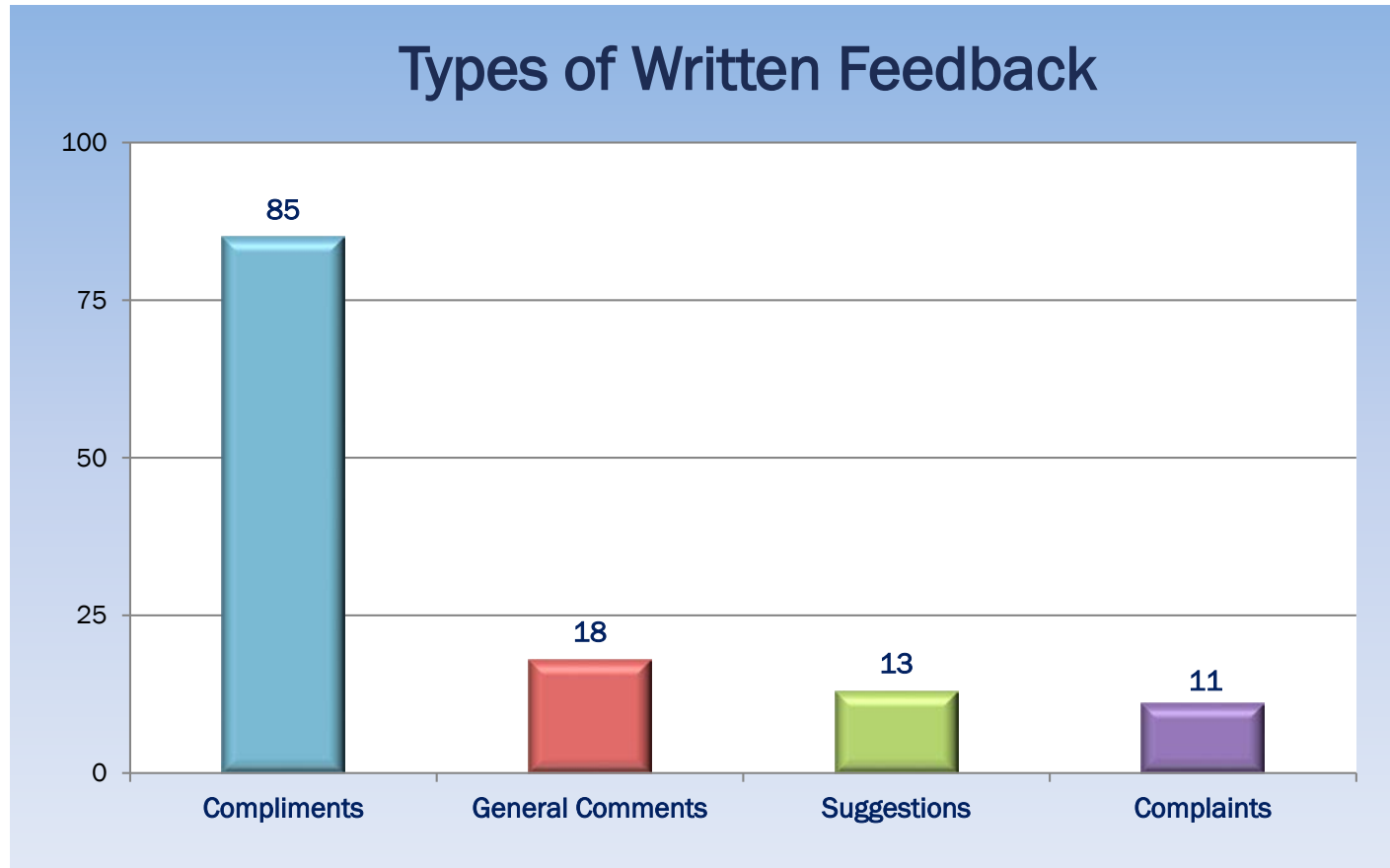


# FY20 Customer Feedback

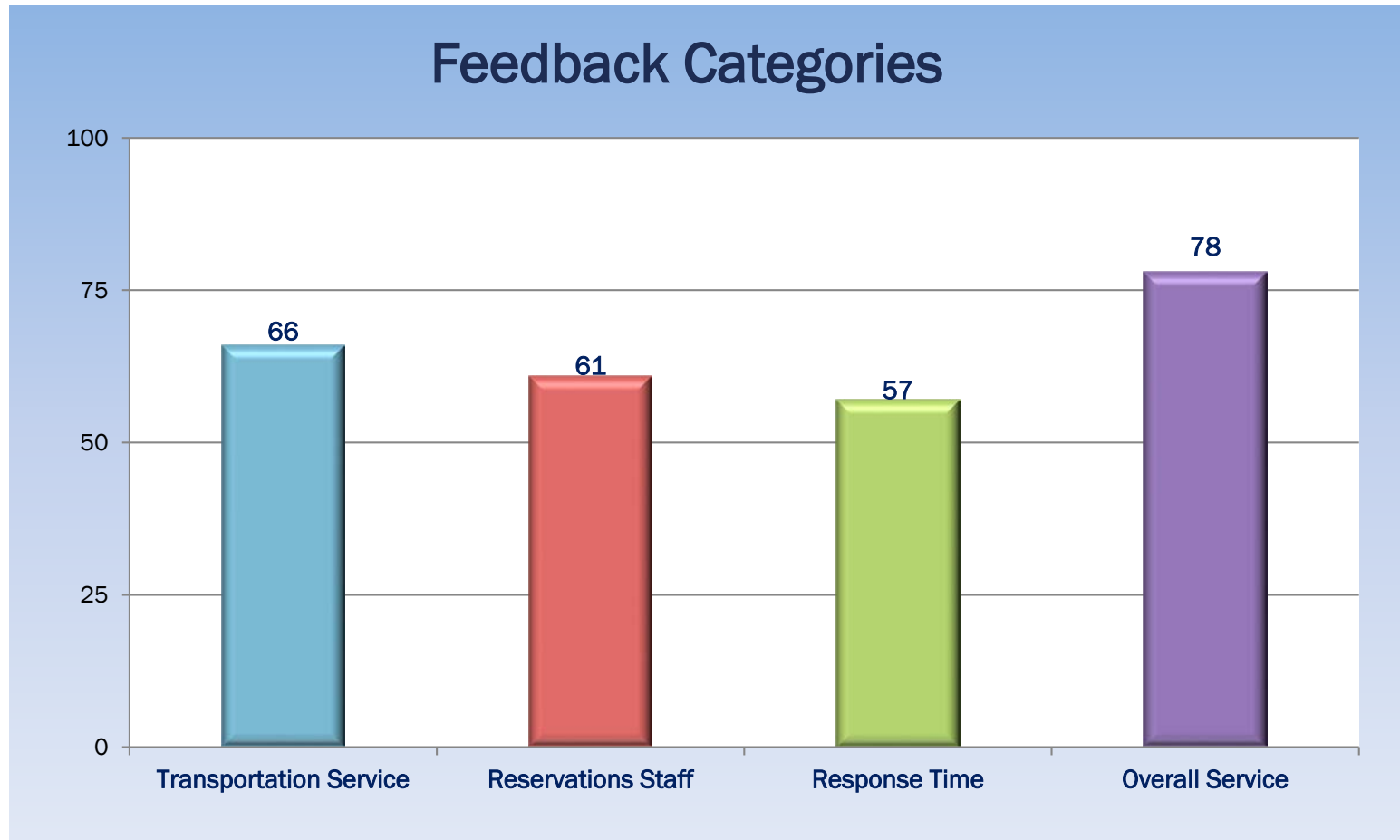
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- 115 of 165 respondents (70%) provided written responses
- Vast majority compliments

# FY20 Customer Feedback



# FY20 Customer Feedback



# FY20 Customer Compliments : )

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- *What an amazing service. I can't say enough about how great this program is and its service and support of commuters. A great peace of mind knowing that those who participate in mass transit and ridesharing have options. Great work and thank you.*
- *Very simple to use and greatly appreciated.*
- *The staff at Commuter Connections went out of their way to make sure I was re-registered back into the program and got the ride that I so desperately needed.*
- *Thank you for getting us home when we need it...excellent.*
- *Happy to have this available. I take the MARC and would be completely stranded without the service.*
- *I love this service. I was able attend the emergency on time. Thank you GRH.*

# FY20 Customer Compliments : )

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- *As a first-time user, I couldn't be happier with the service provided.*
- *An essential service to vanpoolers.*
- *This is an amazing and much needed service, thank you for having it.*
- *The urgent call to the company was quick and easy and stress-free.*
- *The knowledge of personnel guided me without worries. I'm so glad I signed up for this service.*
- *Service was superb! I have only used this service a few times over the years. This service is such a great benefit for commuters that are stranded without personal transportation when emergencies arise.*
- *Responsive. Quick. Kind. Customer service focused. Outstanding. Reliable.*
- *My daughter was in a car accident and air lifted to a hospital. I was in a panic. You guys were awesome. Thank you for being there.*

# FY20 Customer Complaints : (

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- *The taxi driver was very kind, but his GPS was only taking us through the city. It was taking longer and increased my anxiety. I don't know if he was required to use that GPS, but it was bad.*
- *The address provided to the driver was incorrect. Otherwise it was an excellent experience and I'm very appreciative of this service.*
- *The driver had to stop in Arlington for gas and apologized for stopping. Wish he had done it before picking me up. He was a nice person.*
- *The driver asked me where we were going, I told him the Odenton MARC Station and he asked me to navigate. I do not know step-by-step directions from my office to the train station. He asked me to pull up the GPS on my personal phone. I finally persuaded him to use his own device so that mine was free to deal with the emergency.*



# Recap

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- 1,707 surveys distributed.
- 10% return rate.
- Overall satisfaction rating 97%.
- Average wait time: 13 minutes.
- Personal Illness (42%) was most frequent reason for using GRH.
- Written responses from 70% of survey participants.
- Compliments outweighed criticism 8 to 1.

## Douglas Franklin

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