

GUARANTEED RIDE HOME

FY20 Customer Satisfaction Draft Survey Results Baltimore Region

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Regional TDM Marketing Group
December 15, 2020

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?
<input type="checkbox"/> Sick Child <input type="checkbox"/> Overtime
<input type="checkbox"/> Personal Illness <input type="checkbox"/> Other Emergency |
| 2. How would you rate the taxi or rental car service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. How would you rate our response time? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 4. Overall, how would you rate our GRH service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 5. Approximately how many minutes did you wait until receiving your ride? | | | | | |
- _____ minutes
7. Your name: (optional) _____
8. Comments _____

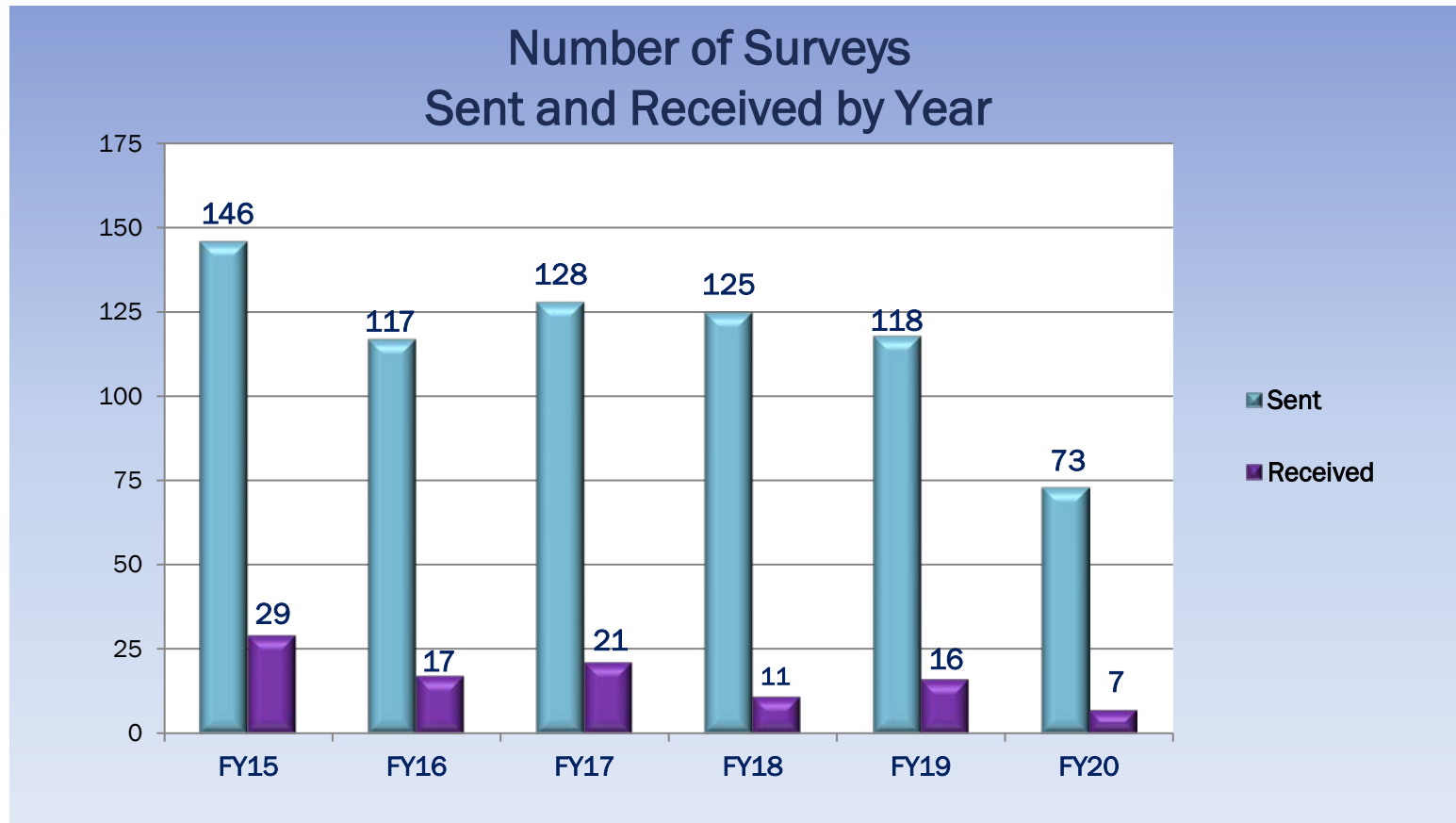
1-800-745-RIDE • www.commuterconnections.org



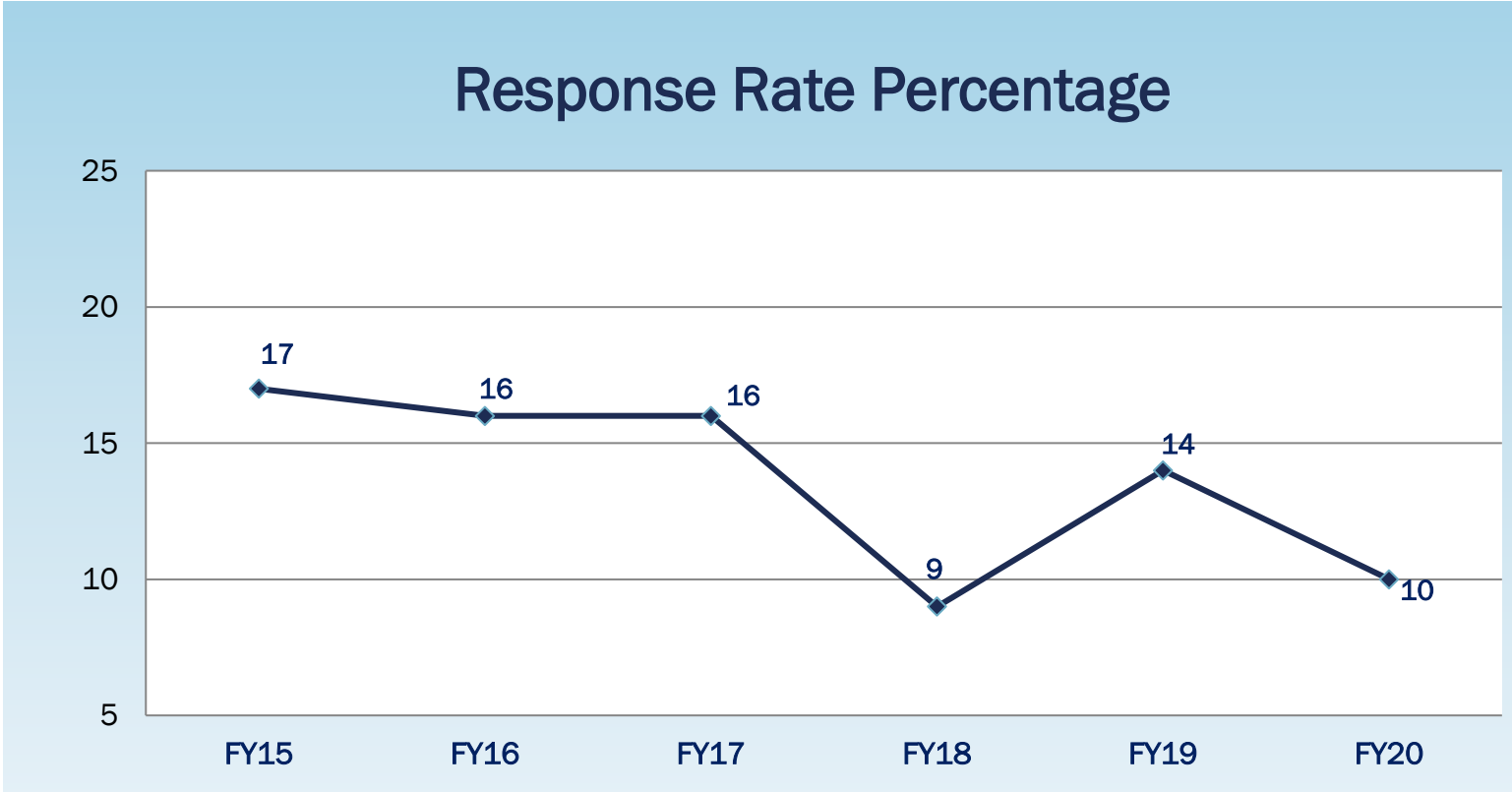
We'll get you home. Guaranteed.



Survey Response Rate

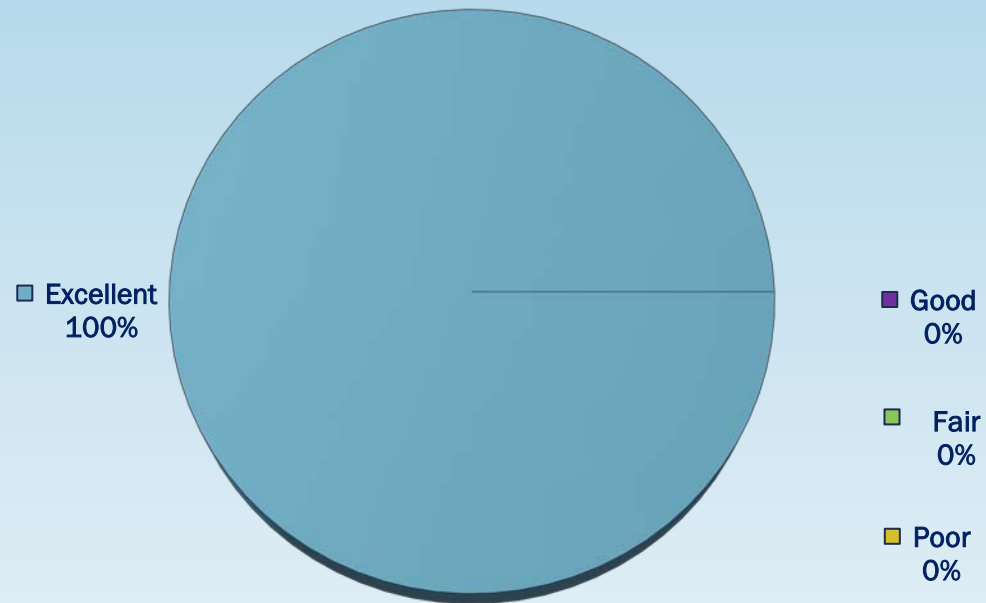


Survey Response Rate

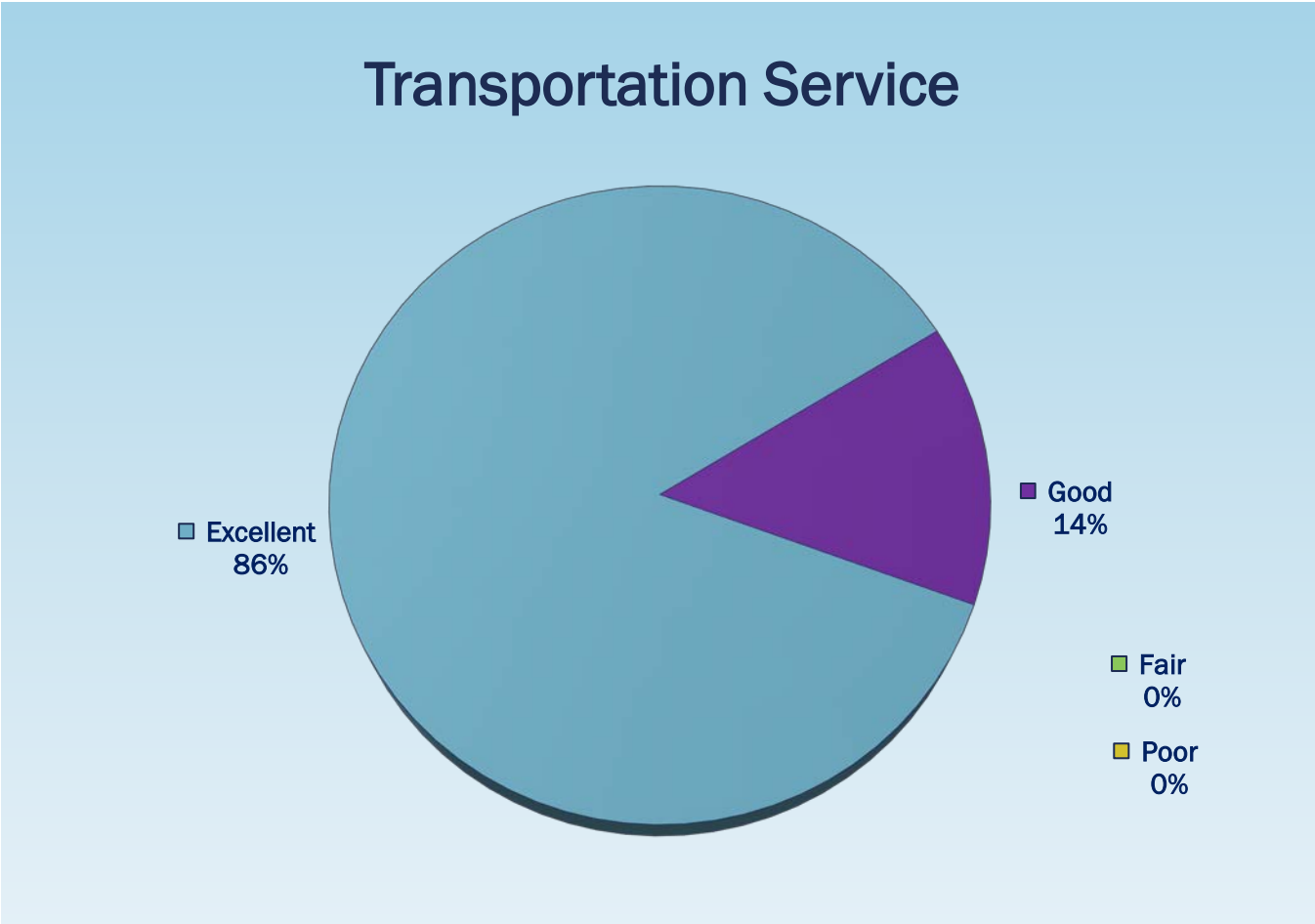


Reservations Staff

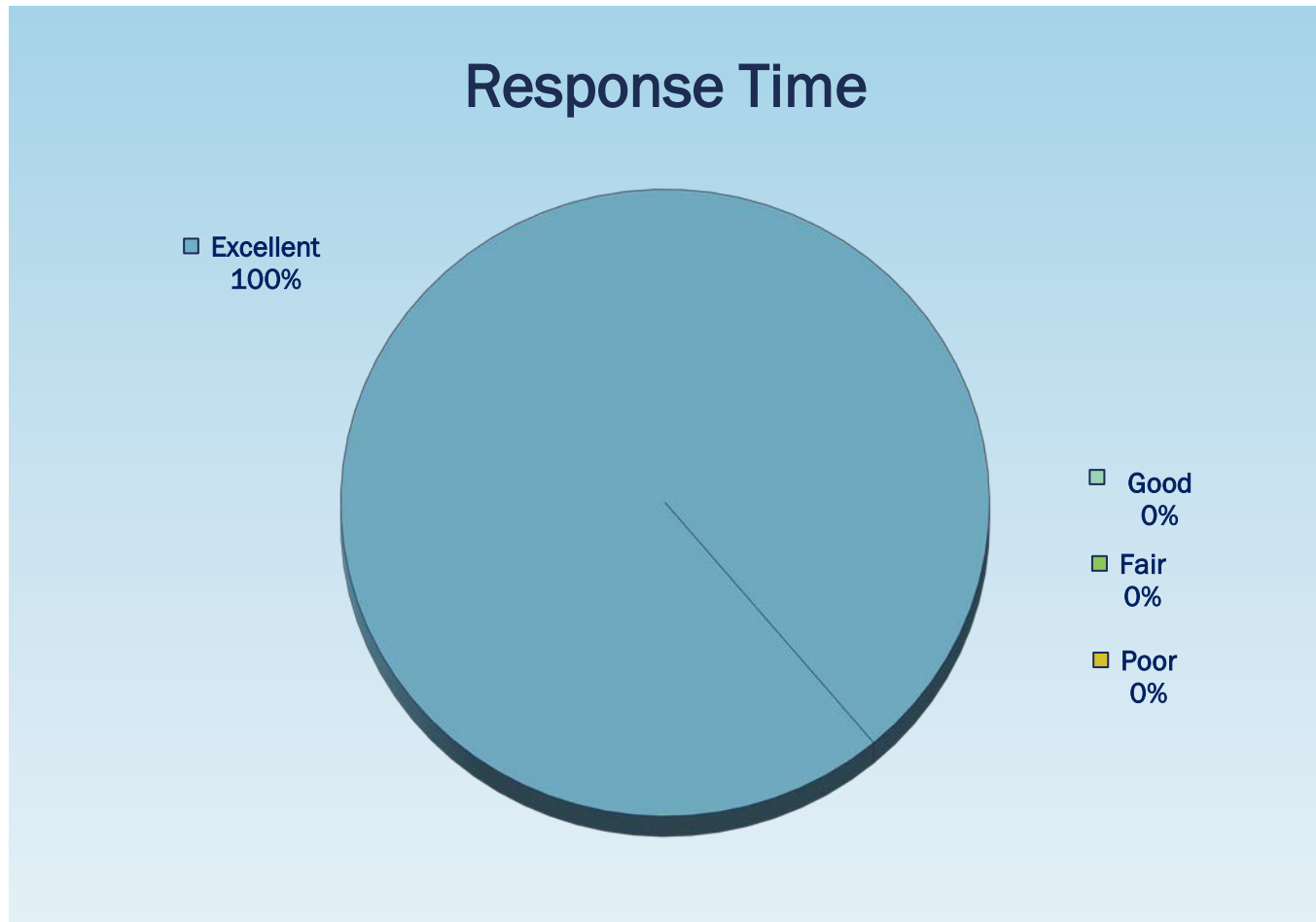
GRH Trip Reservations Staff Rating



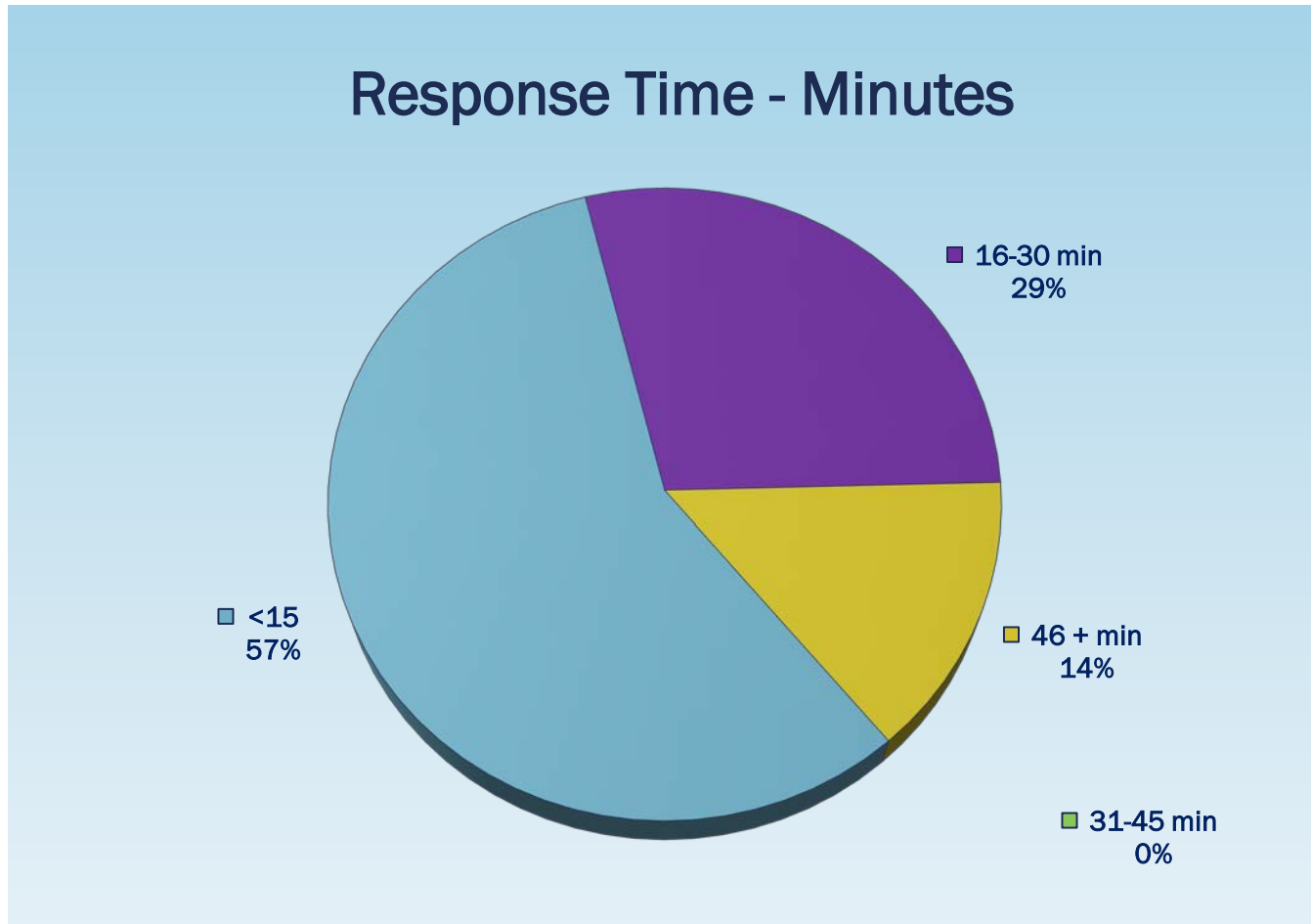
Transportation Service



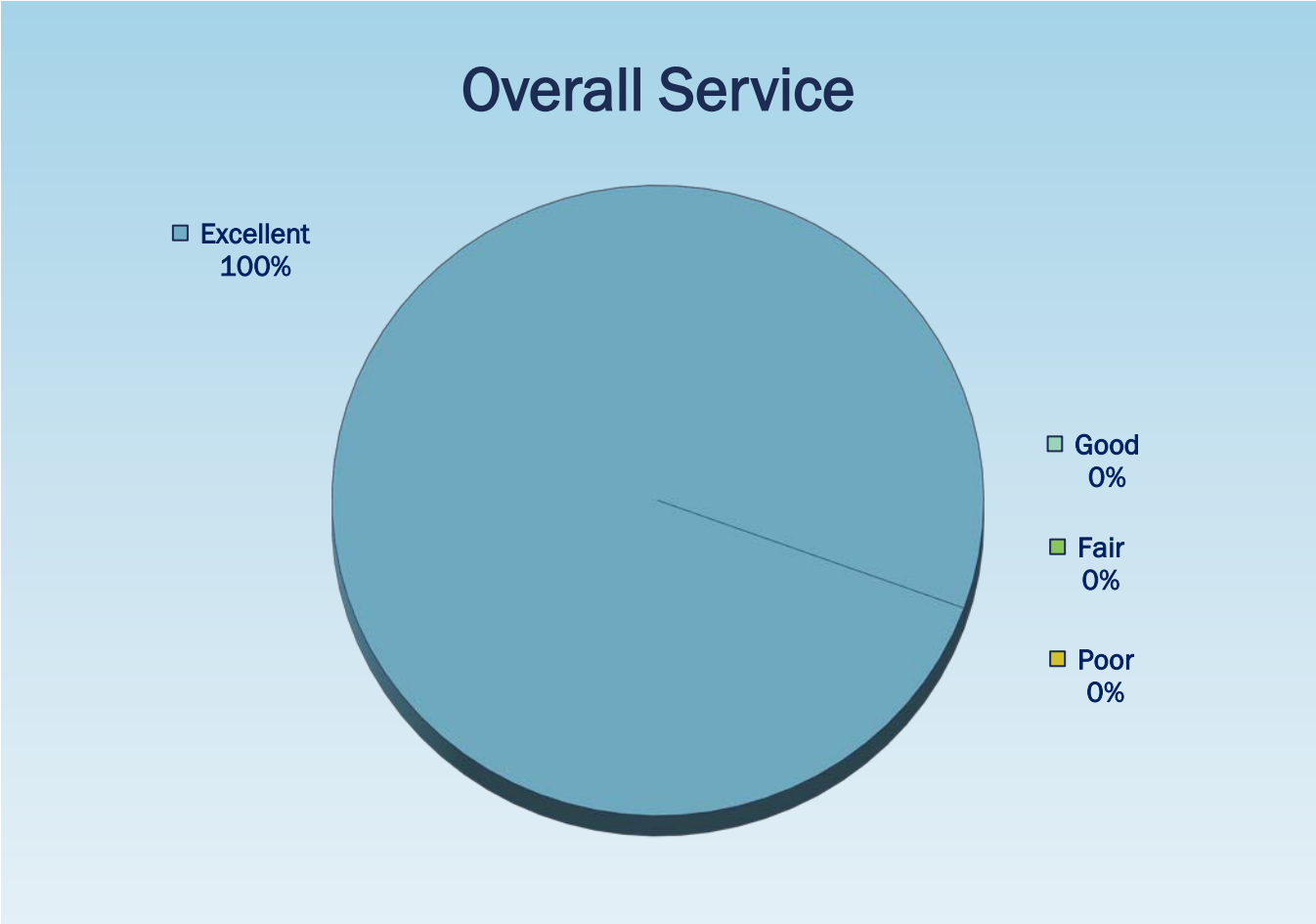
Response Time Rating



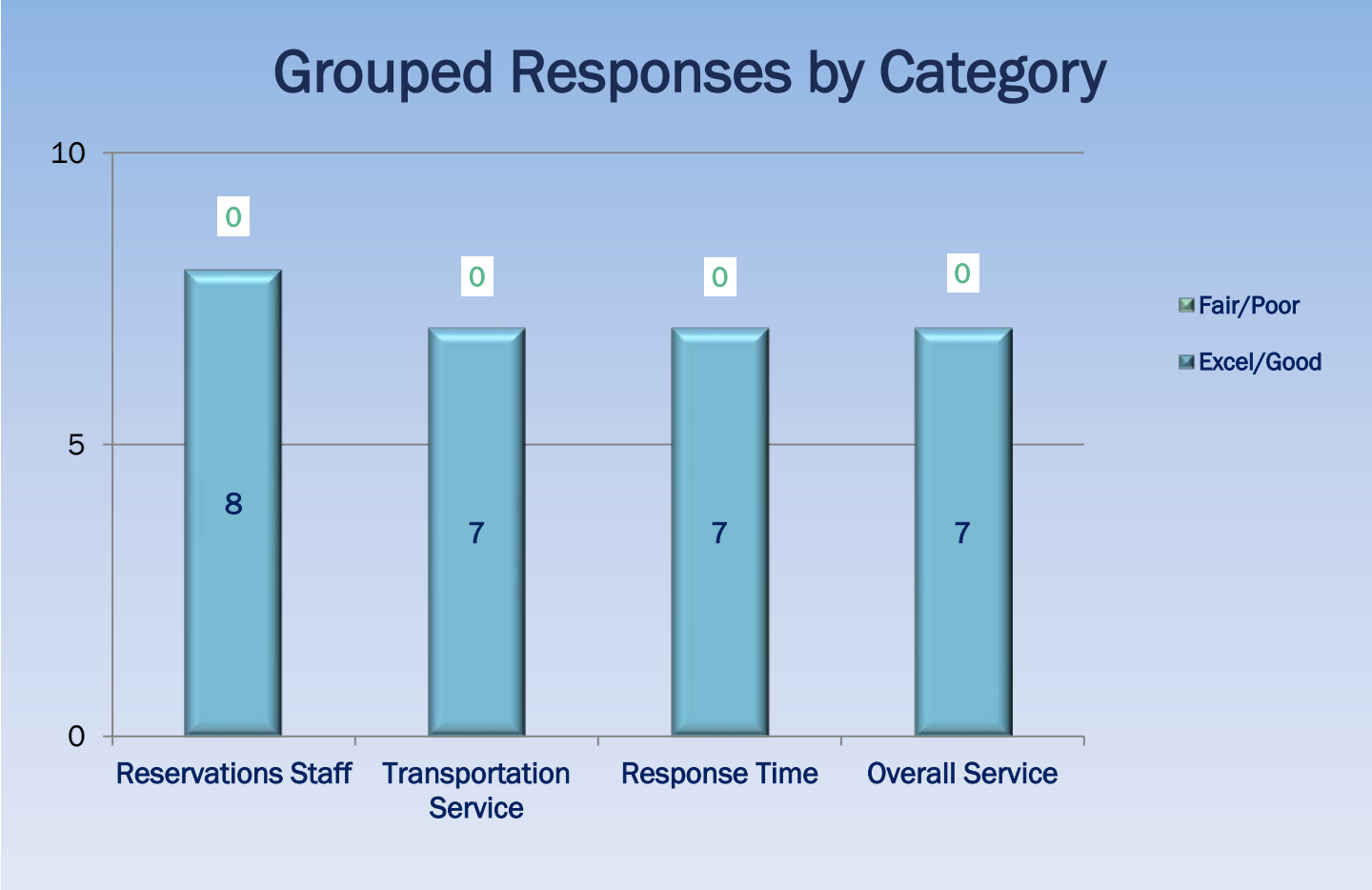
Response Time Minutes



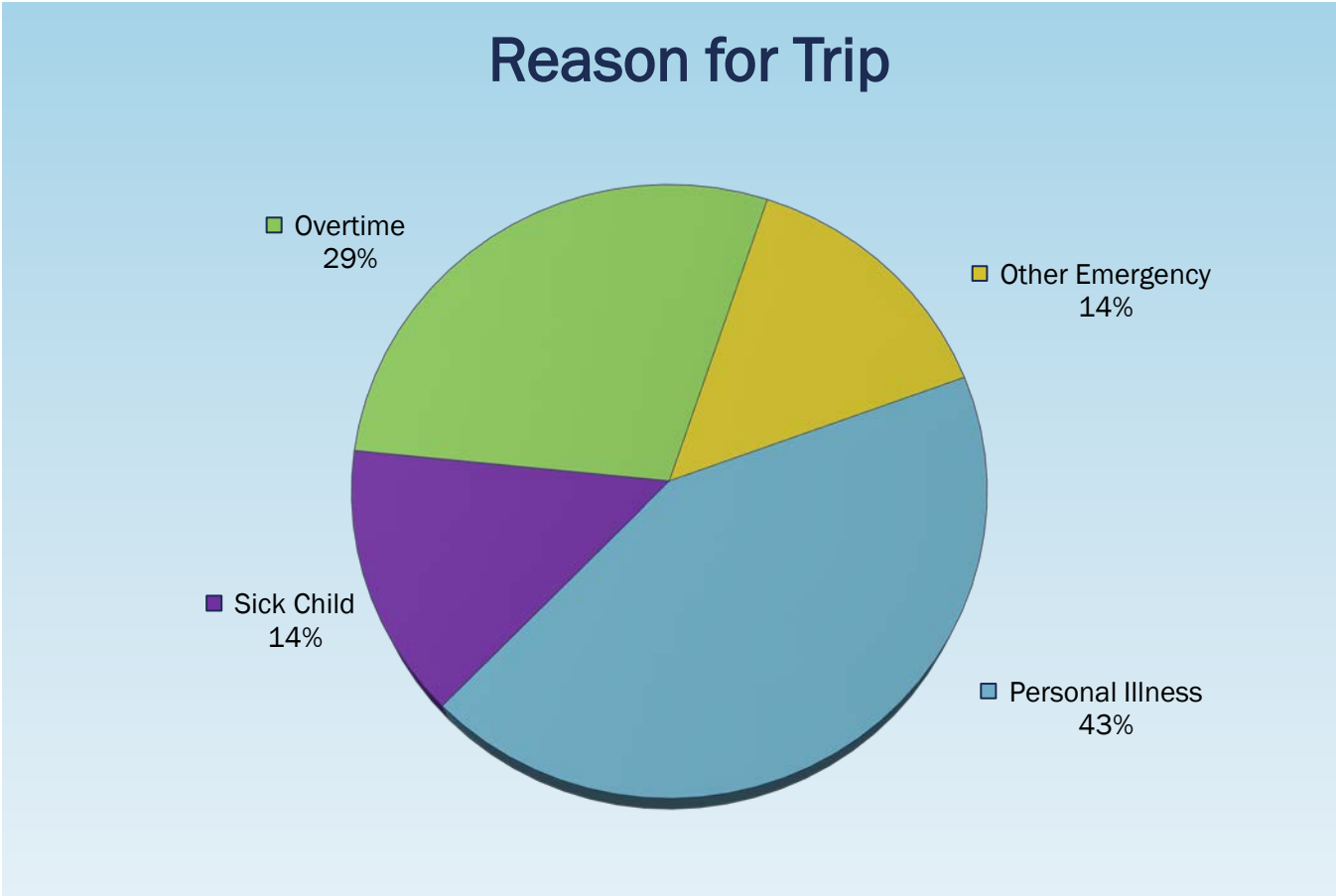
Overall Service



Satisfaction- All Categories



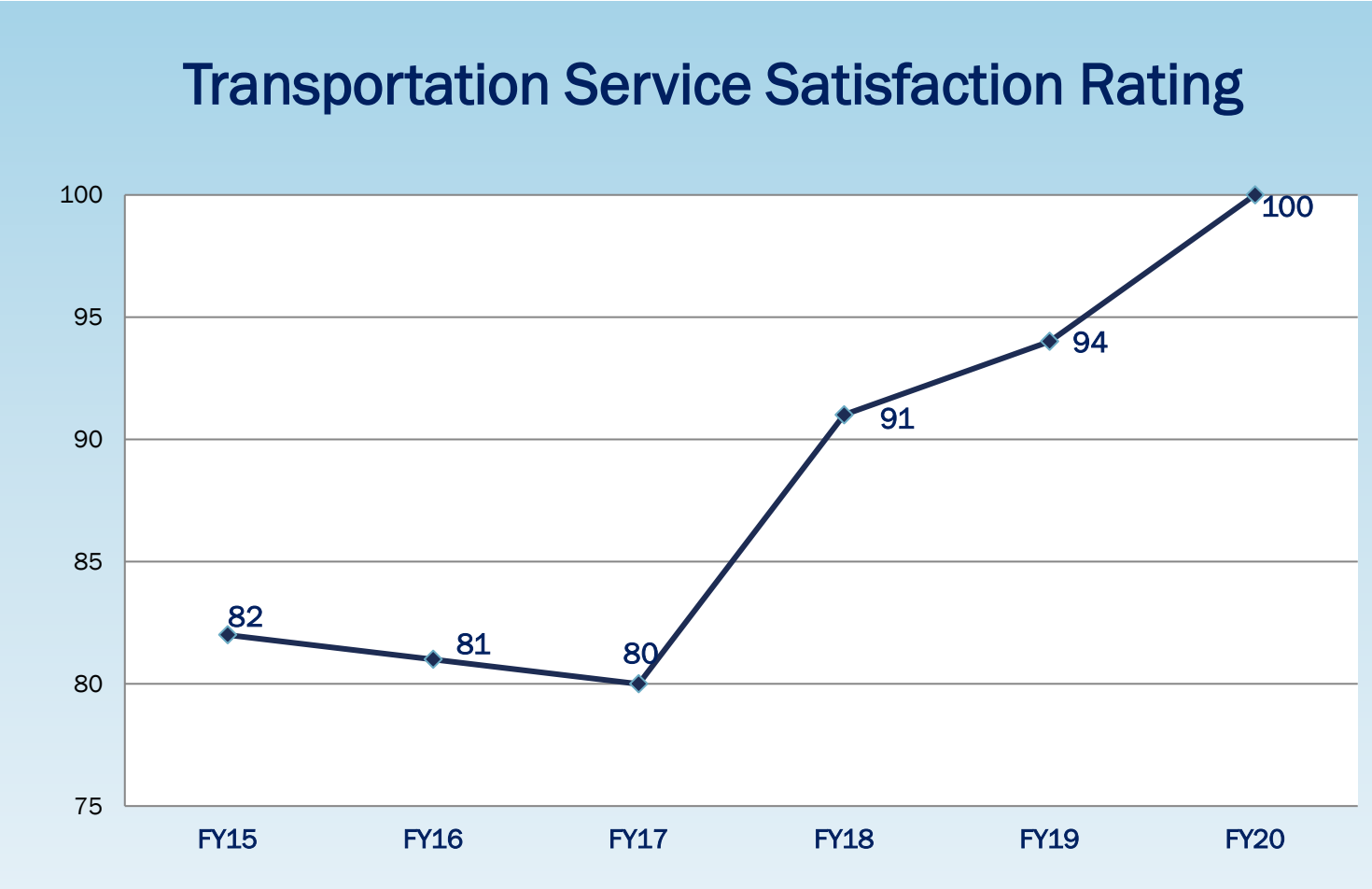
Trip Reason



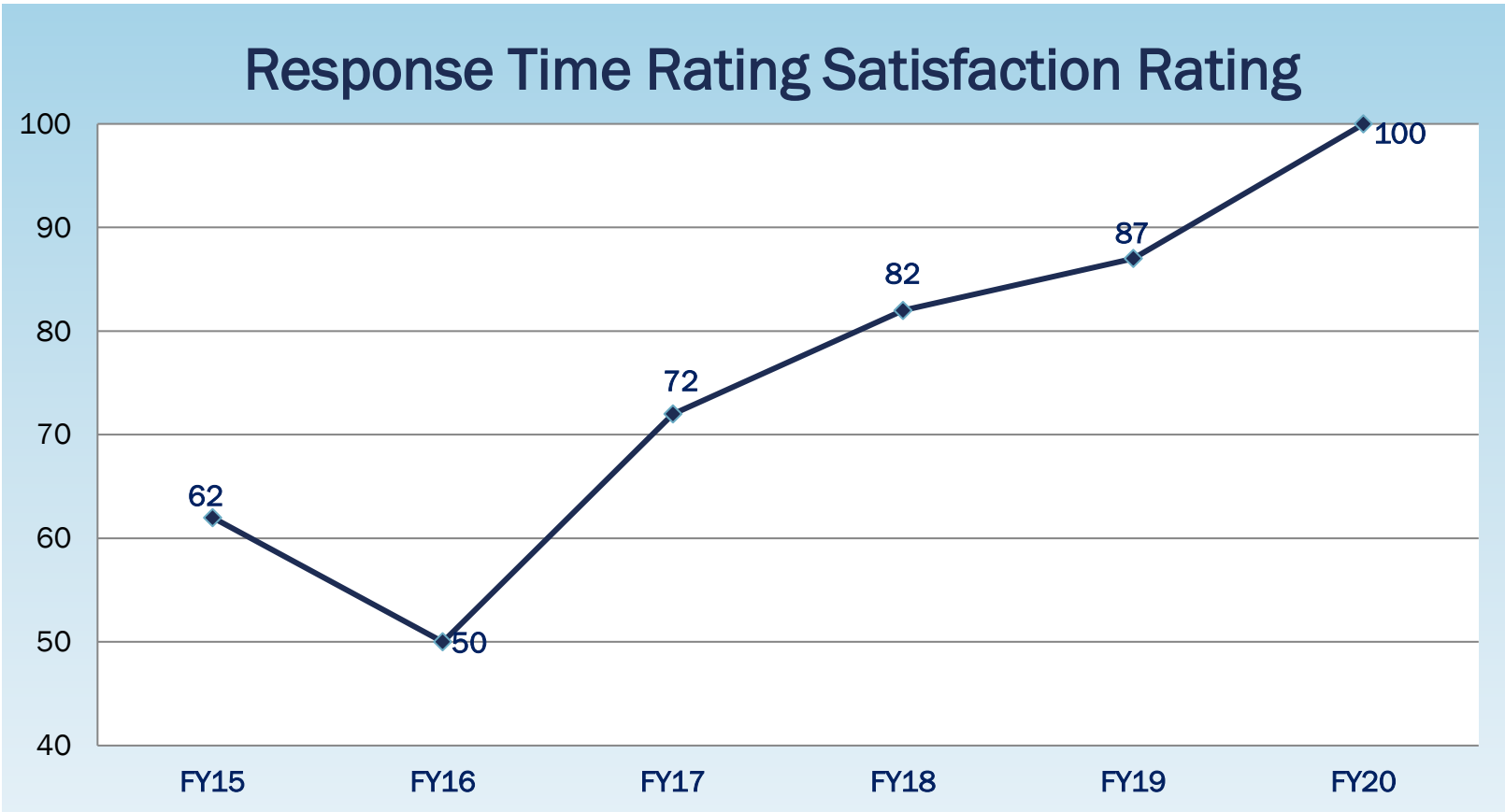
Comparison to Previous Years



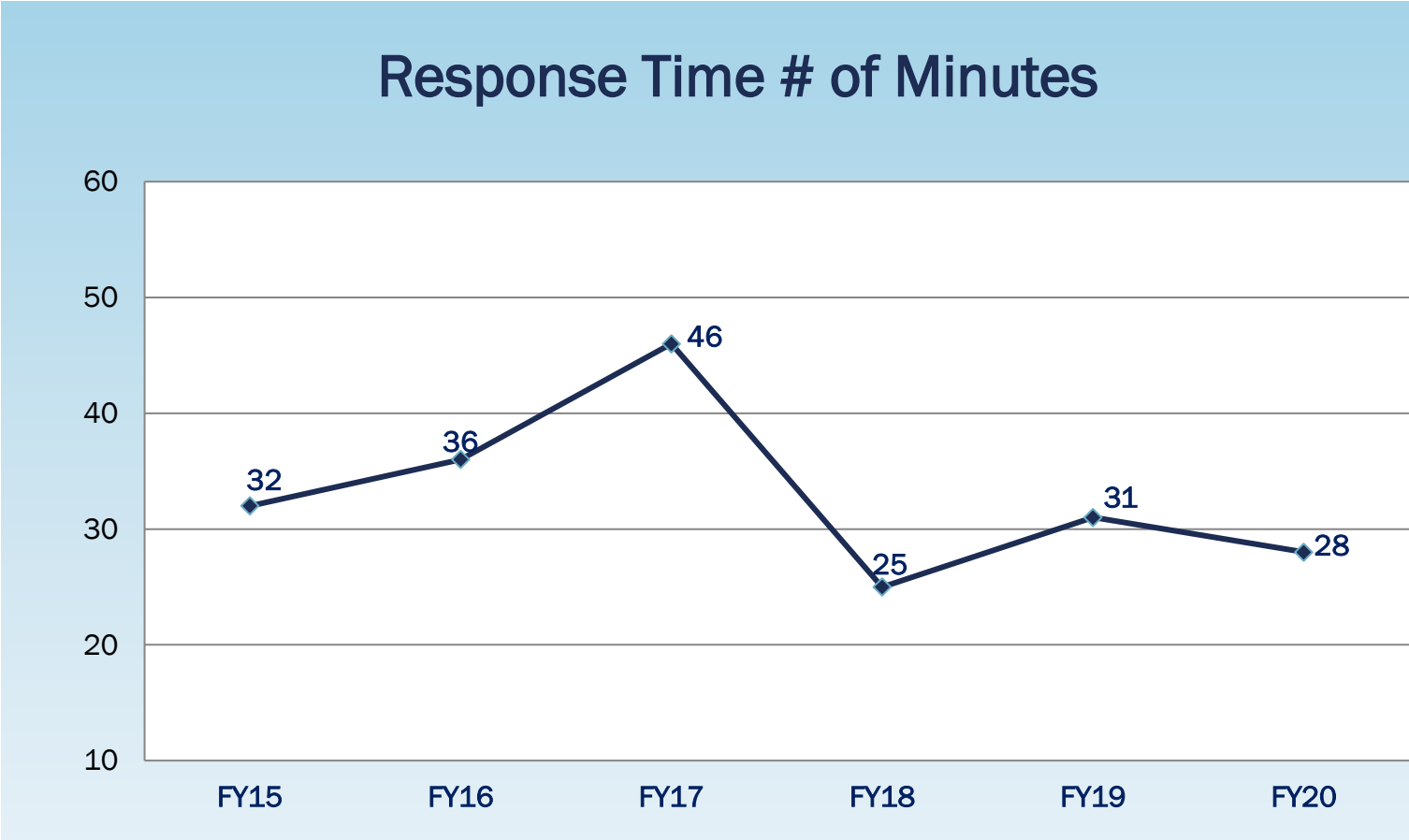
Comparison to Previous Years



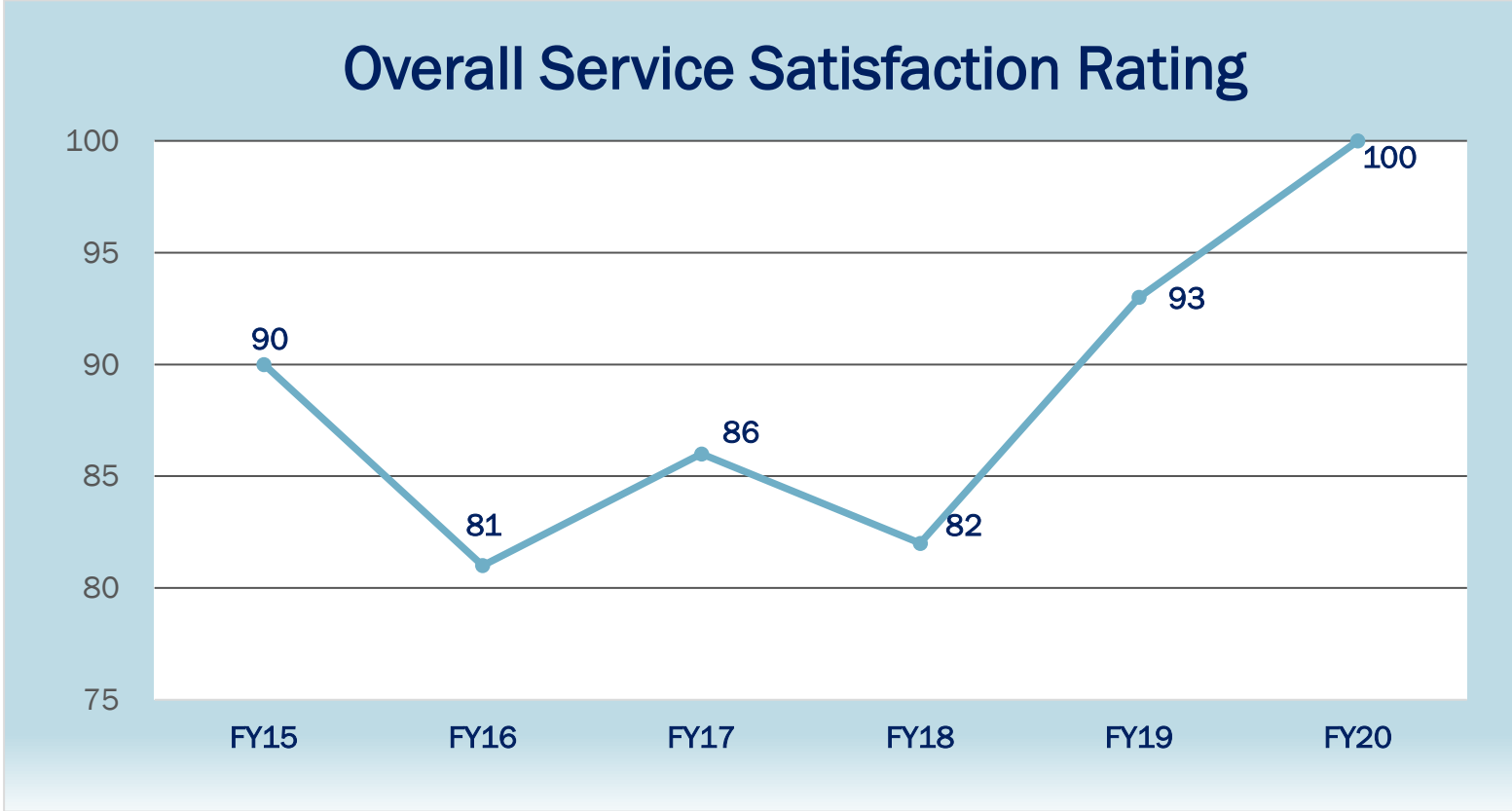
Comparison to Previous Years



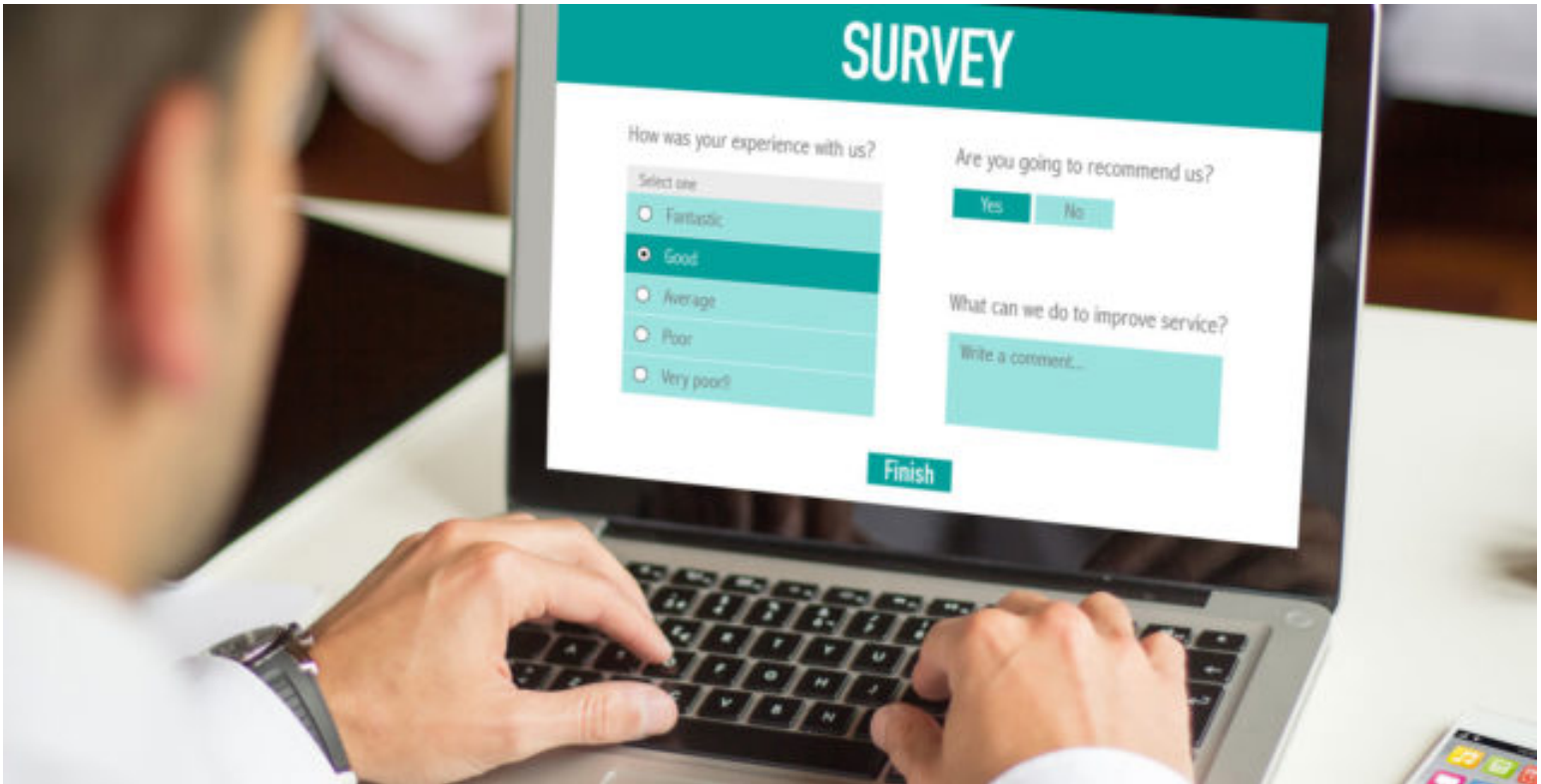
Comparison to Previous Years



Comparison to Previous Years



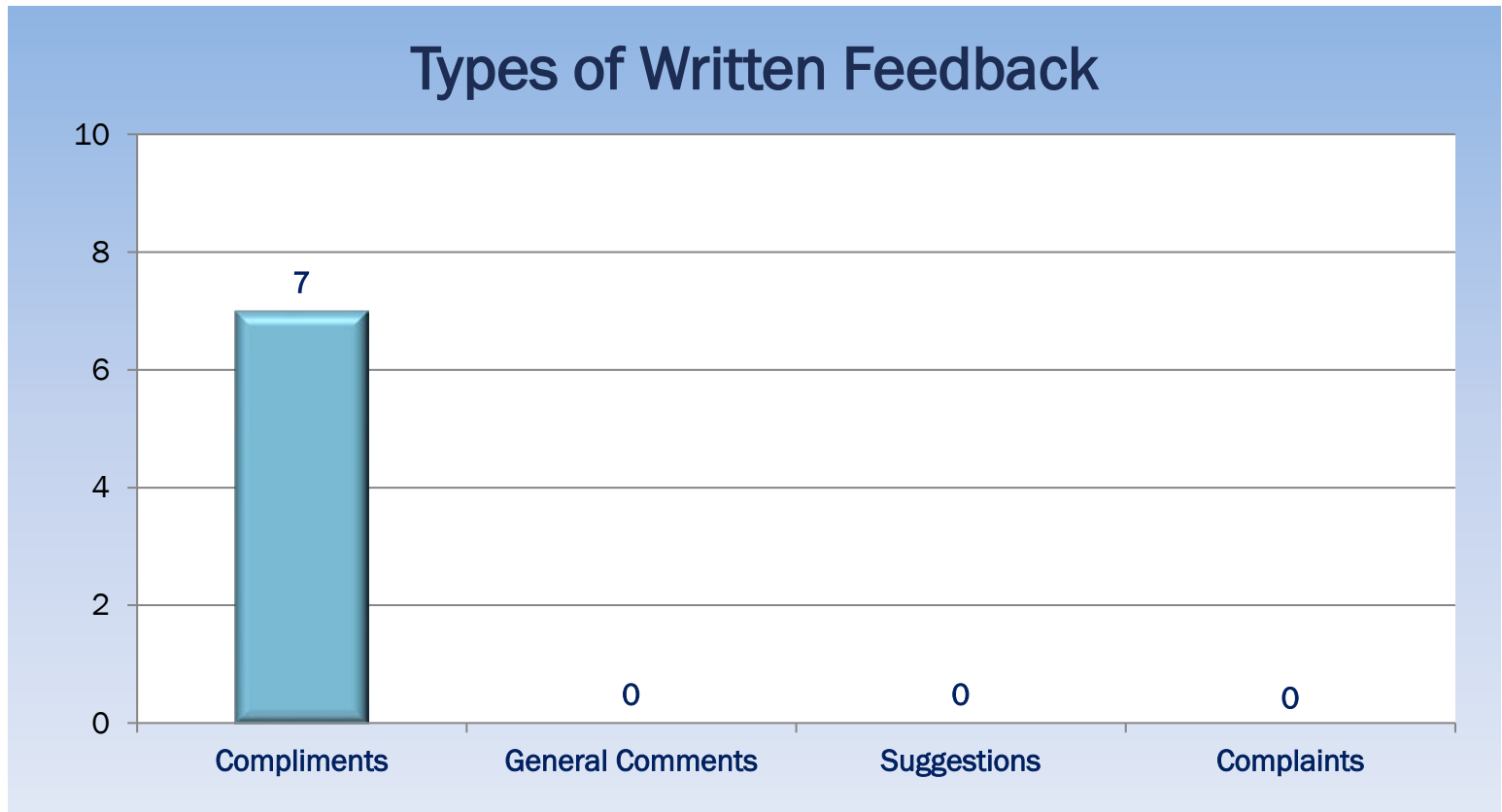
FY20 Customer Feedback



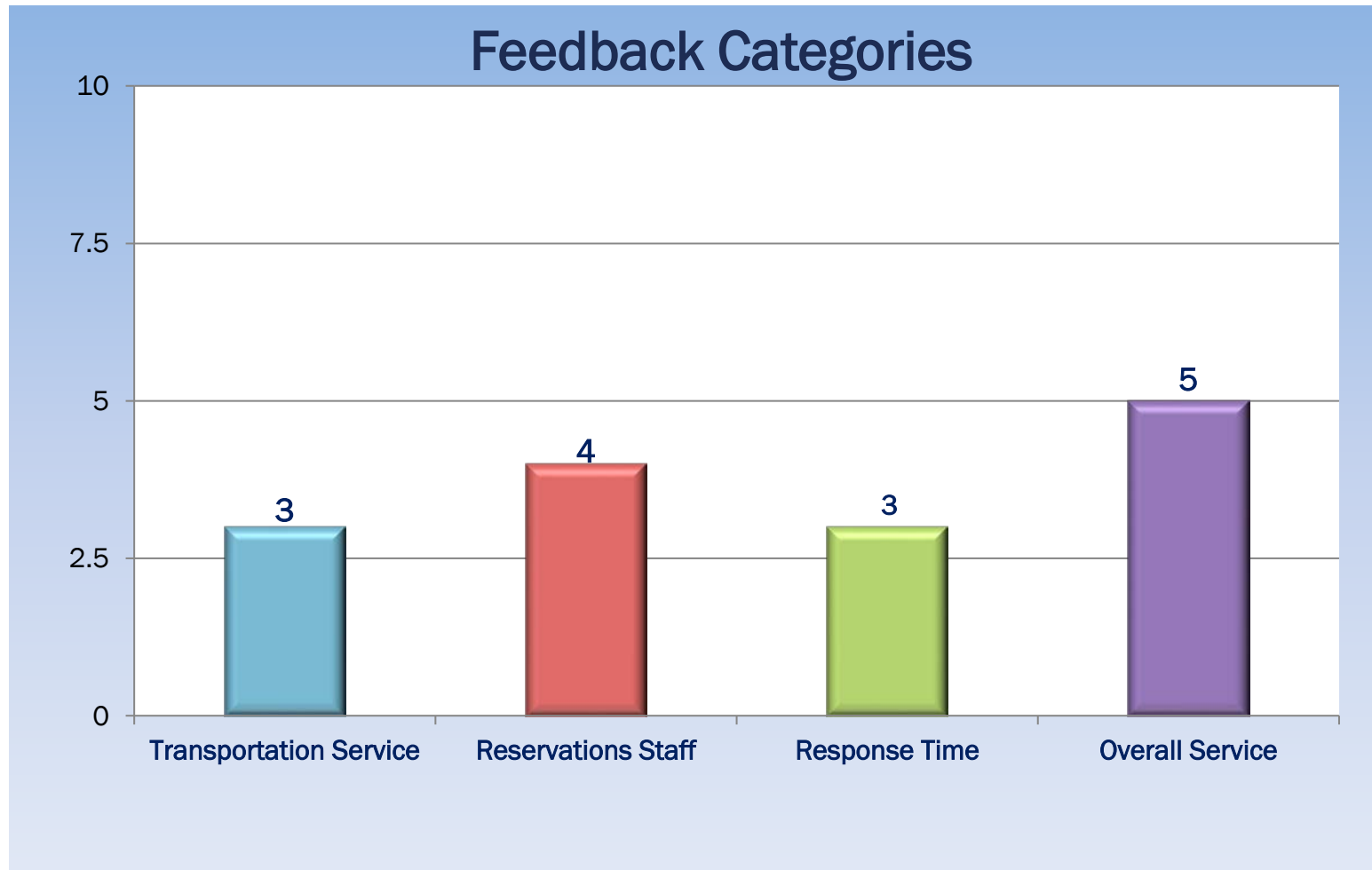
FY20 Customer Feedback

- 7 of 7 respondents (100%) provided written responses
- Zero Complaints

FY20 Customer Feedback



FY20 Customer Feedback



FY20 Customer Compliments :)

- *the Reservation staff was so helpful in calling back and letting me know when my ride would be arriving. I thank her for her excellent customer service.*
- *staff was excellent. took care of me and setup everything. called me back if there were any issues and called me fri afternoon to ensure my safe arrival at home. great staff and very personable.*
- *It was a very pleasant experience*
- *I could not have been happier with the attention after the cab service did not answer the call an uber was sent to my location*
- *Great Customer Service*
- *Thank you for this service.*
- *Thank you*

Recap

- 73 surveys distributed.
- 10% return rate.
- Overall satisfaction rating 100%.
- Average wait time: 28 minutes.
- Personal Illness (43%) was most frequent reason for using GRH.
- Written responses from 100% of survey participants.
- Compliments outweighed criticism 7 to 0.

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