

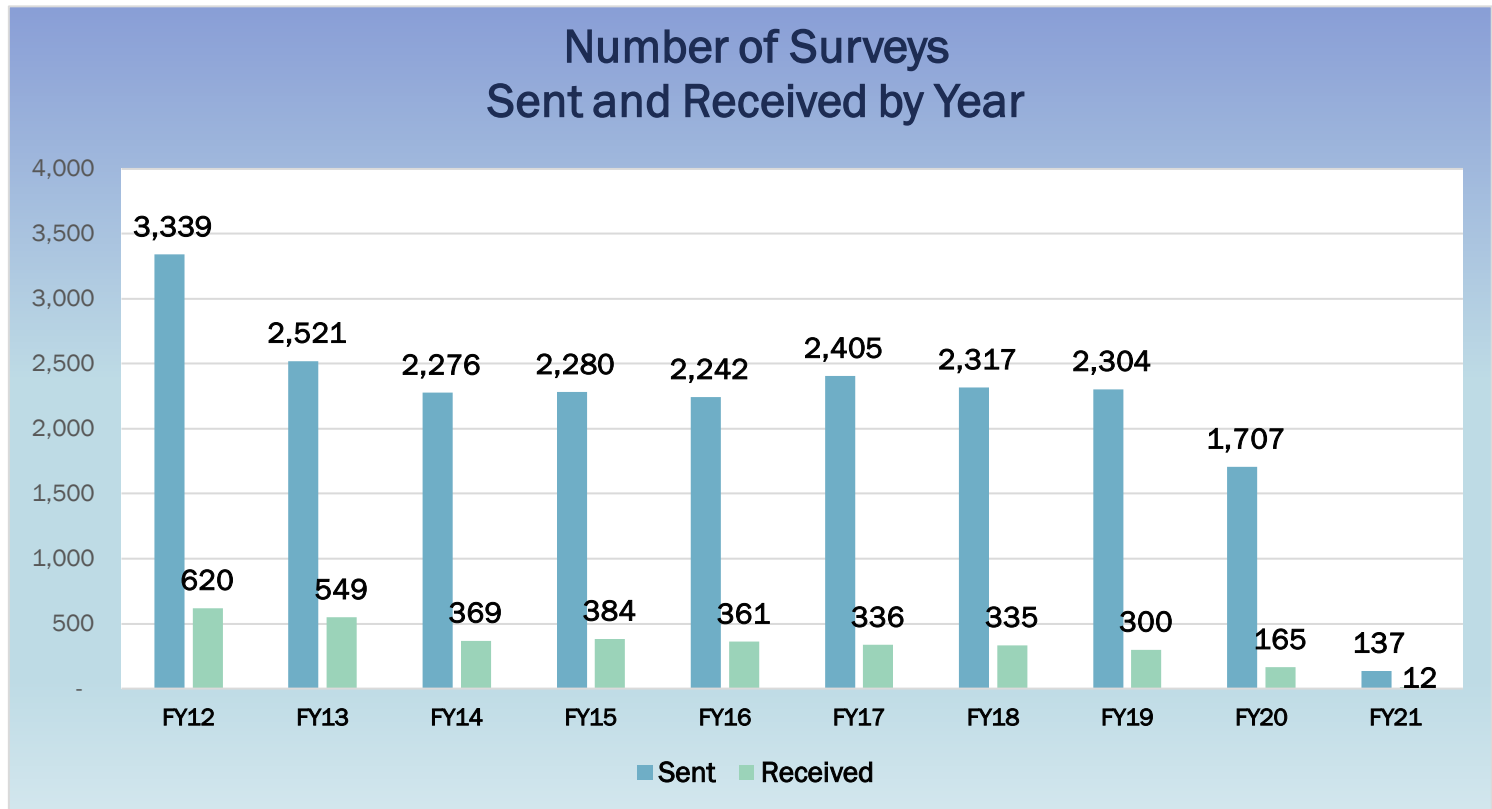
GUARANTEED RIDE HOME

FY21 Customer Satisfaction Draft Survey Results Washington, DC Region

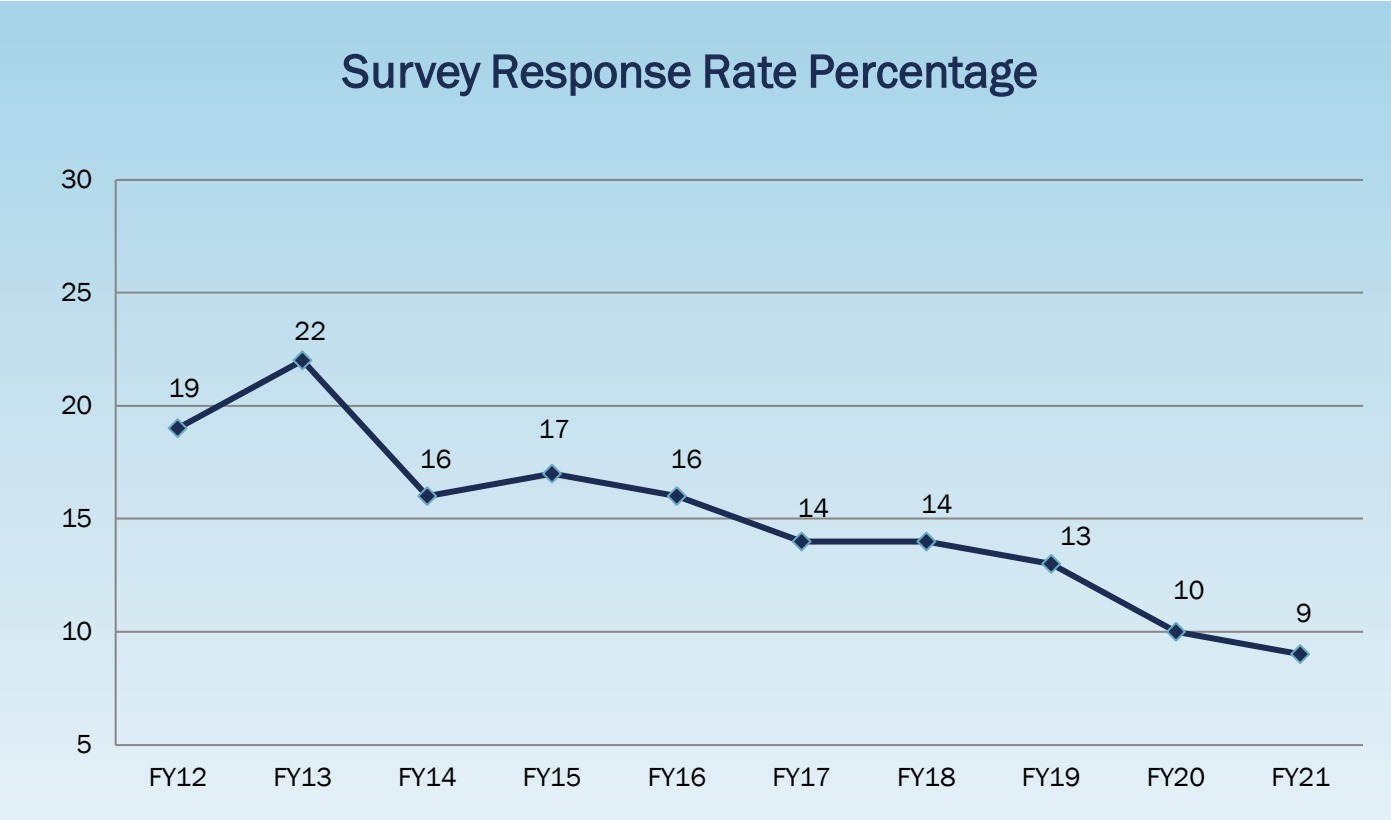
Douglas Franklin
Senior Marketing Manager

Regional TDM Marketing Group
December 21, 2021

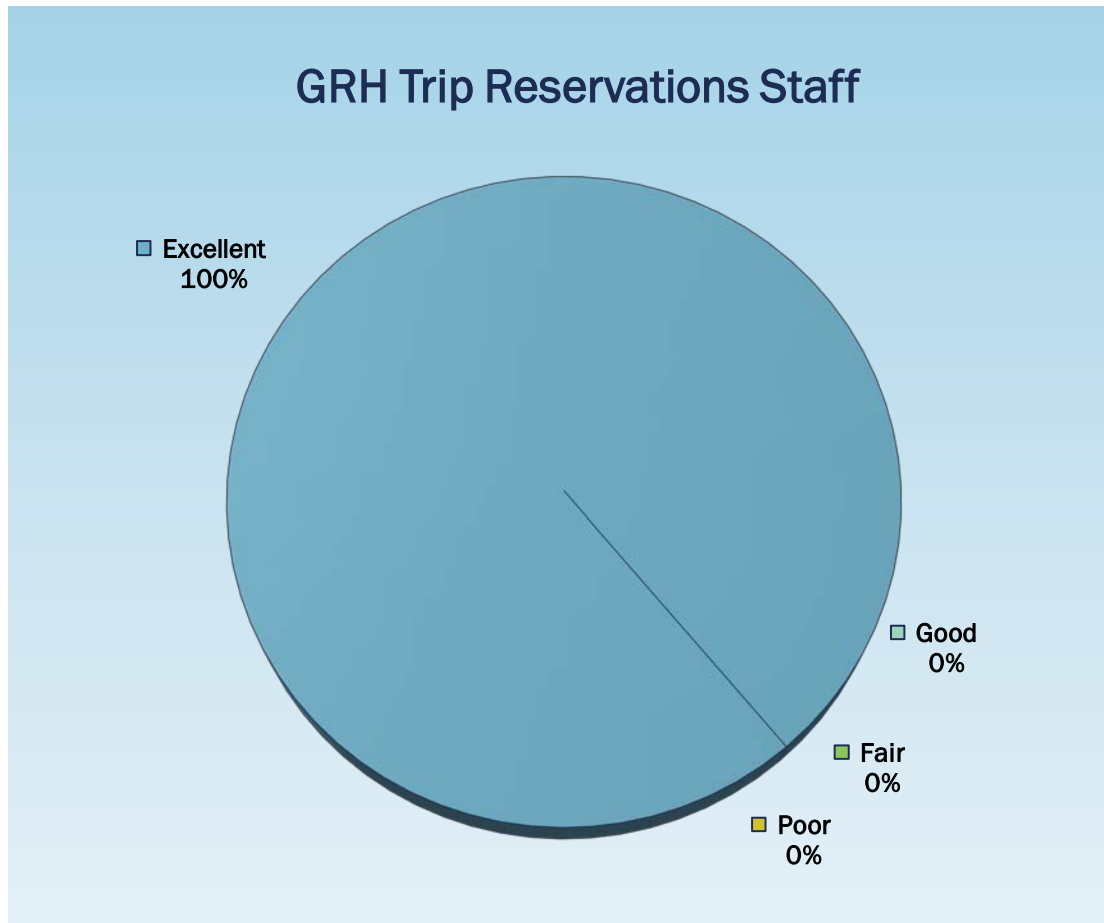
Survey Response Rate



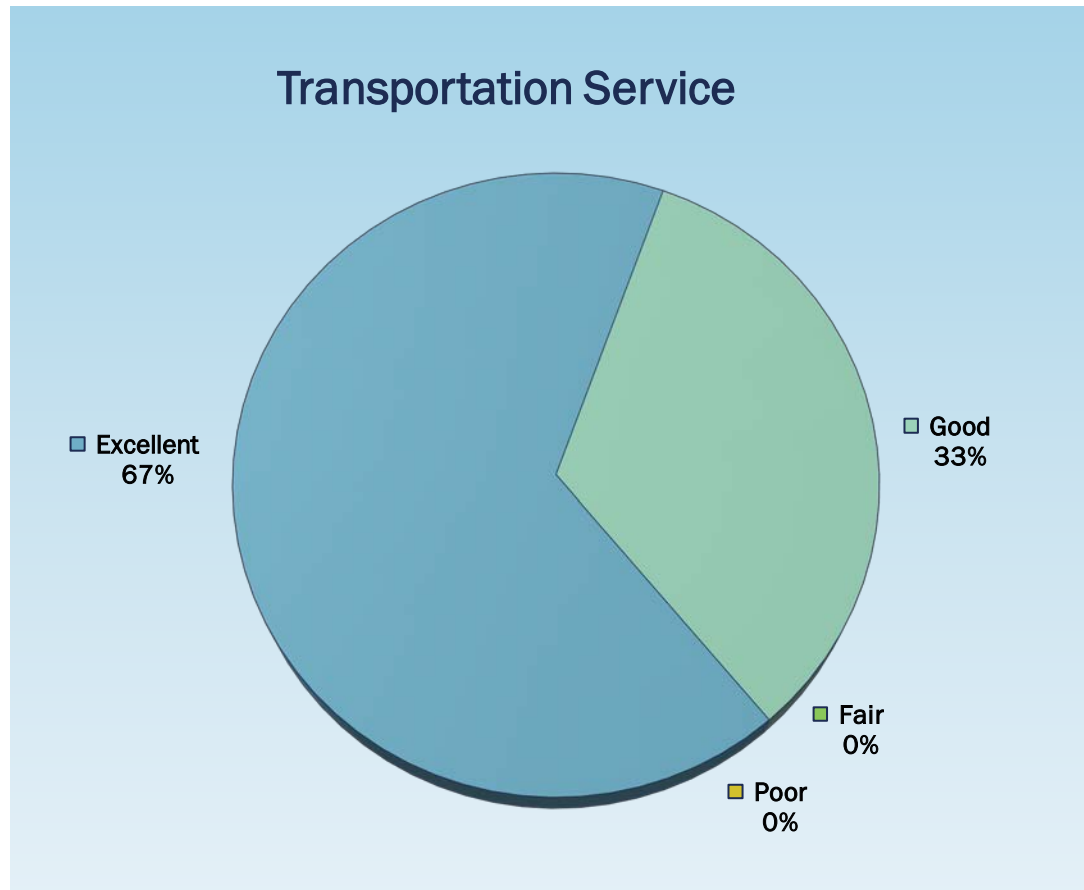
Survey Response Rate



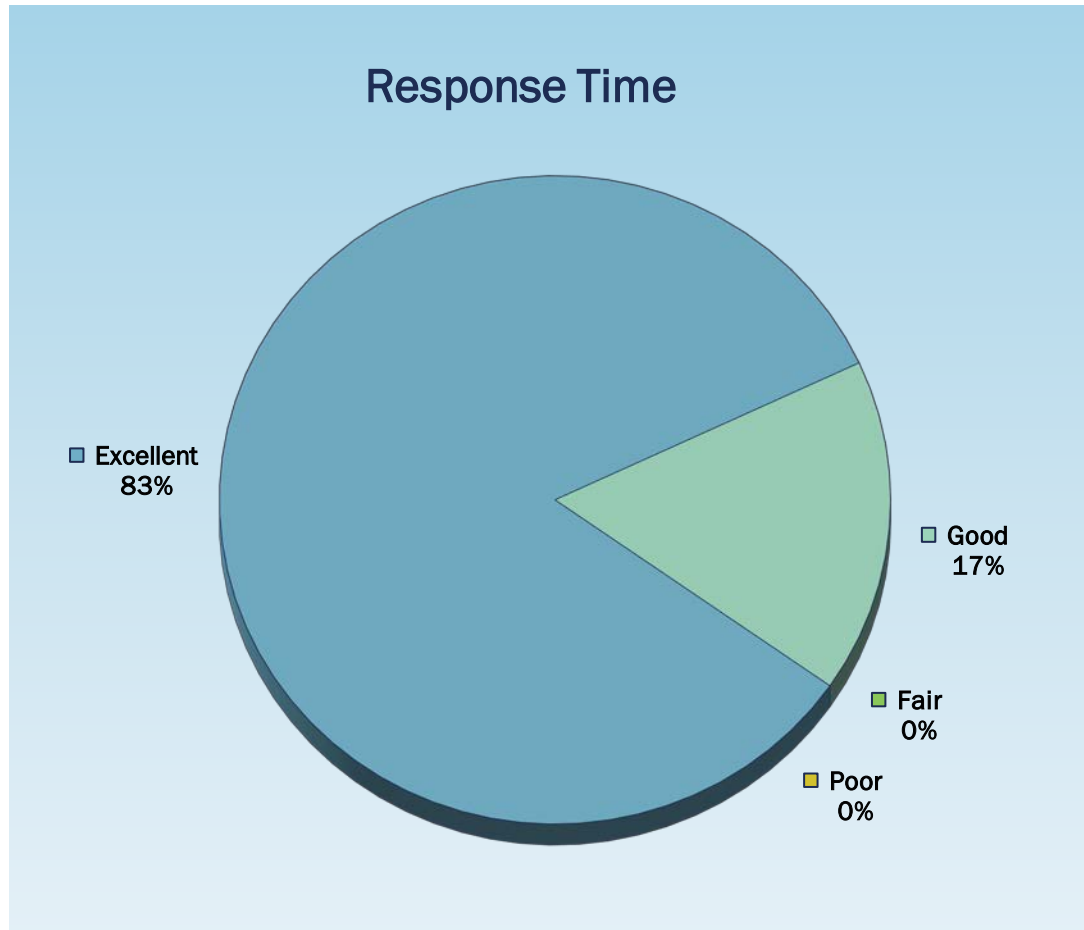
Reservations Staff



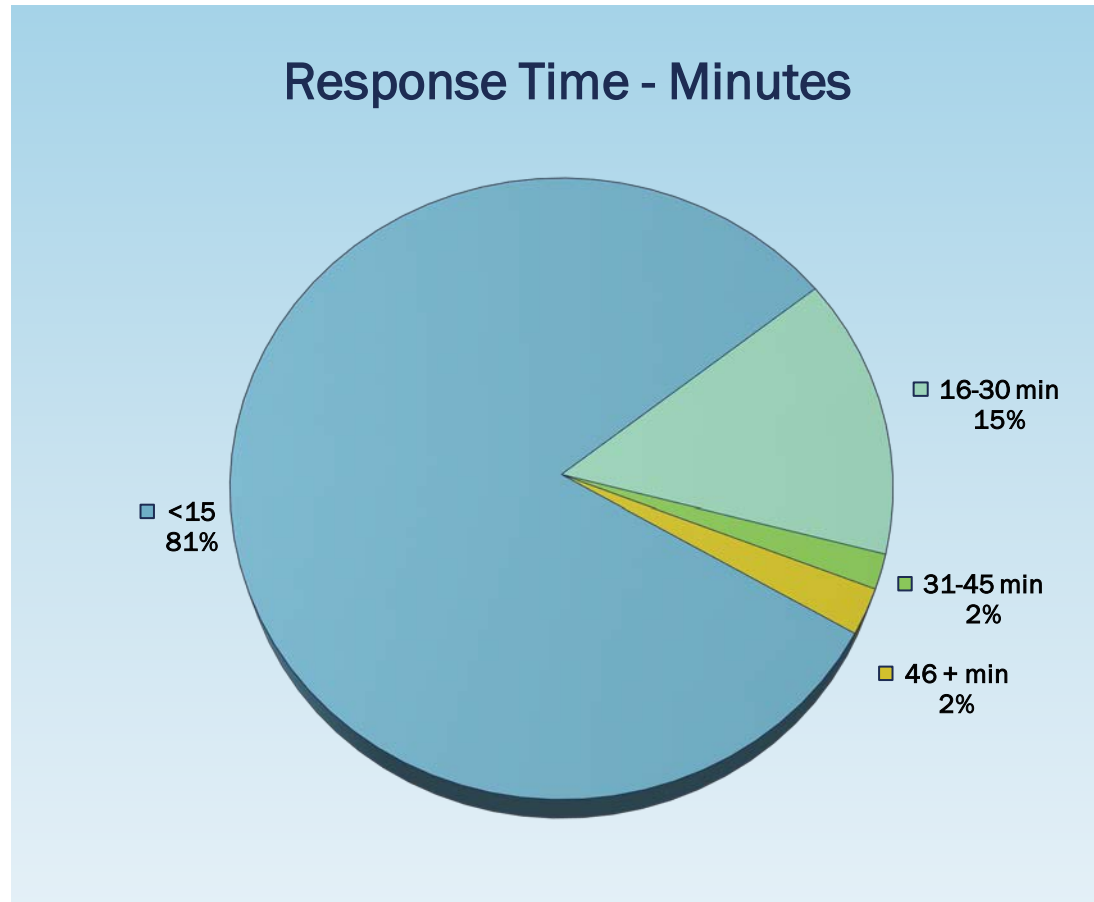
Transportation Service



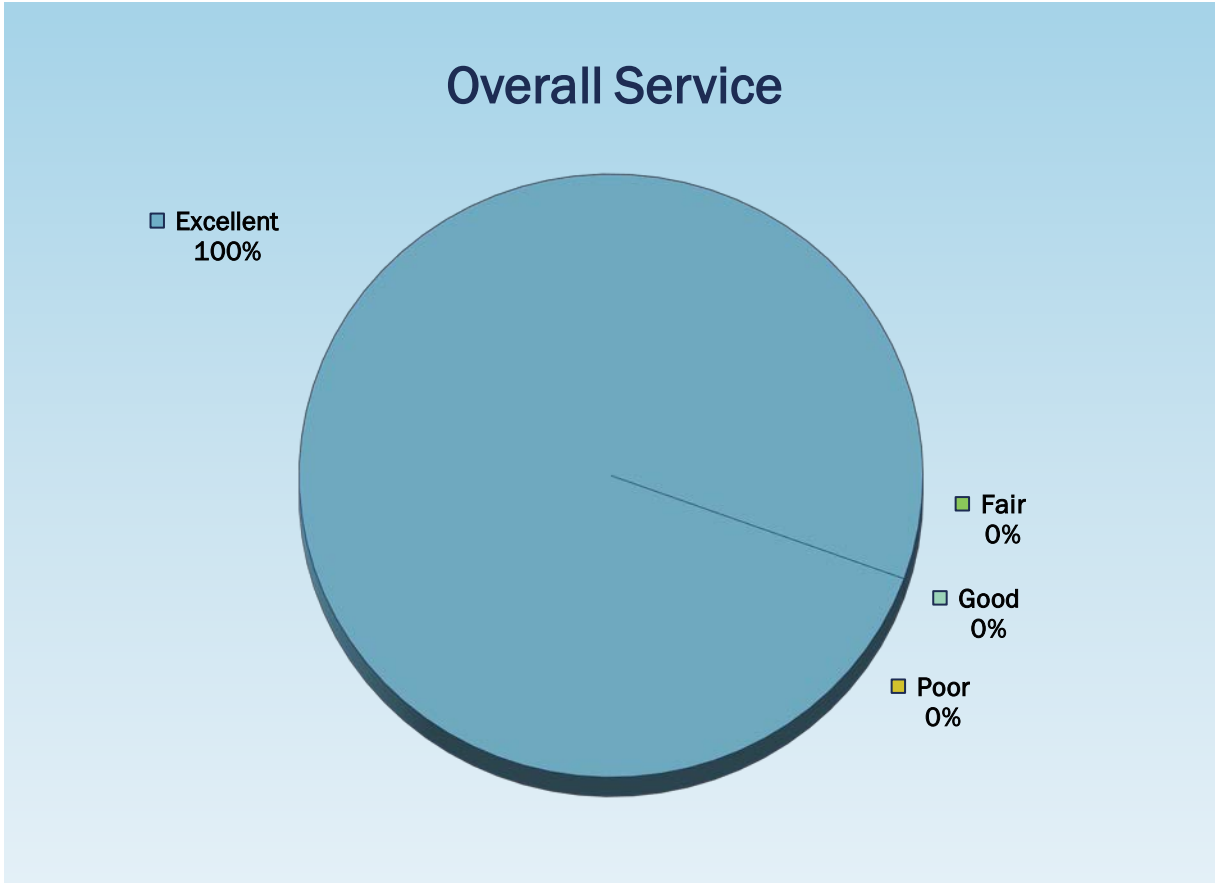
Response Time Rating



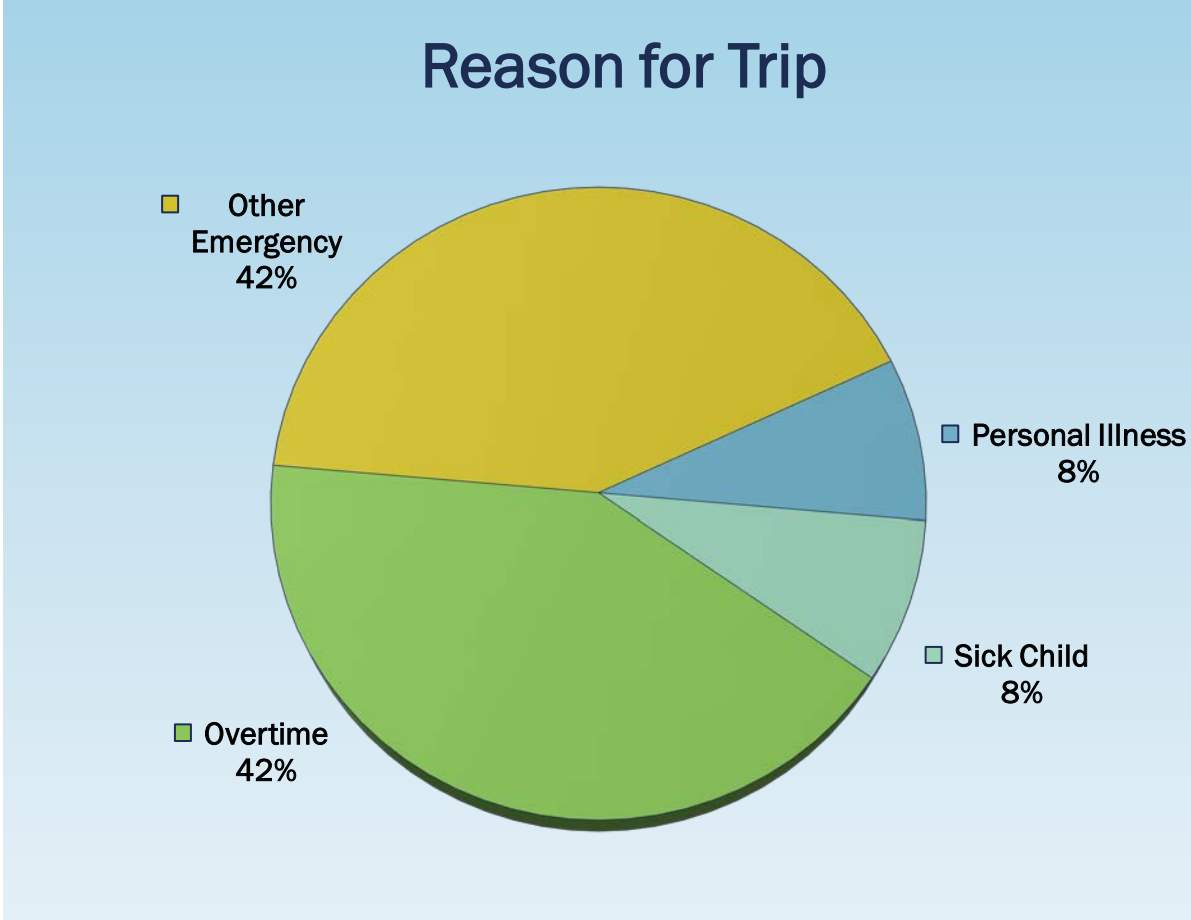
Response Time Minutes



Overall Service



Trip Reason



FY21 Customer Comments

6 of 12 respondents provided comments; all compliments

- The woman that helped me was phenomenal! Incredibly helpful, and nice. Great driver too, super nice! Amazing service all around!*
- The service was a life-saver and the driver was excellent.*
- Excellent service from the CC Team and from Red Top Cab.*
- Please retain program.*
- Yesterday was an extremely stressful morning and the ride from work to the hospital to meet my sick husband was seamless. Thank you!*
- I can't say enough good things! I filled out the request online and received a call about 10 minutes later, the ride was arranged, and a taxi arrived in about 20 minutes. It saved me from being stuck for hours waiting for the VRE service, reducing a lot of stress on my family and me during this unexpected crisis.*

Recap

- 137 surveys distributed.
- 9% return rate.
- Overall satisfaction rating 100%.
- Average wait time of 14 minutes.
- Other Emergency and Overtime were tied (42% each) for most frequent trip reason.
- Written responses from 50% of survey participants.
- No Complaints.

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