

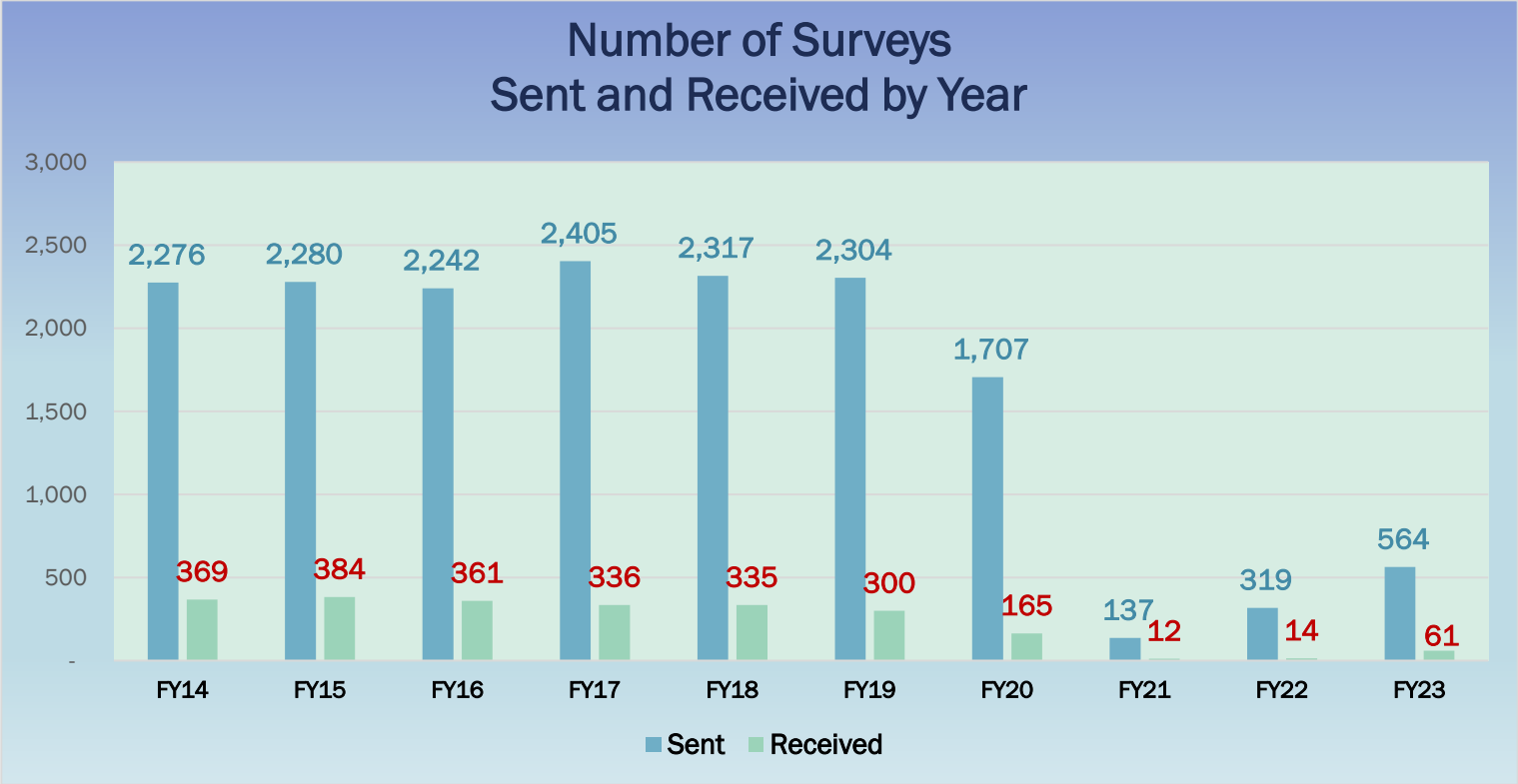
GUARANTEED RIDE HOME

FY23 Customer Satisfaction Draft Survey Results Washington, DC Region

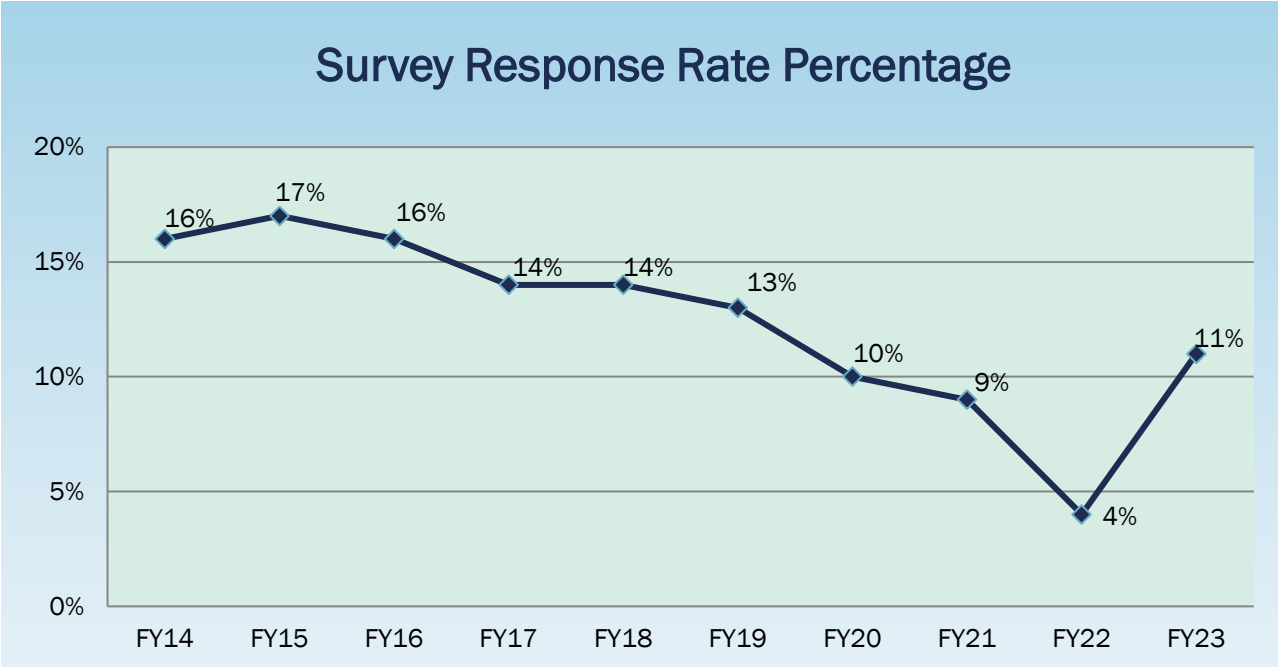
Douglas Franklin
Senior Marketing Manager

Commuter Connections Subcommittee
January 16, 2024

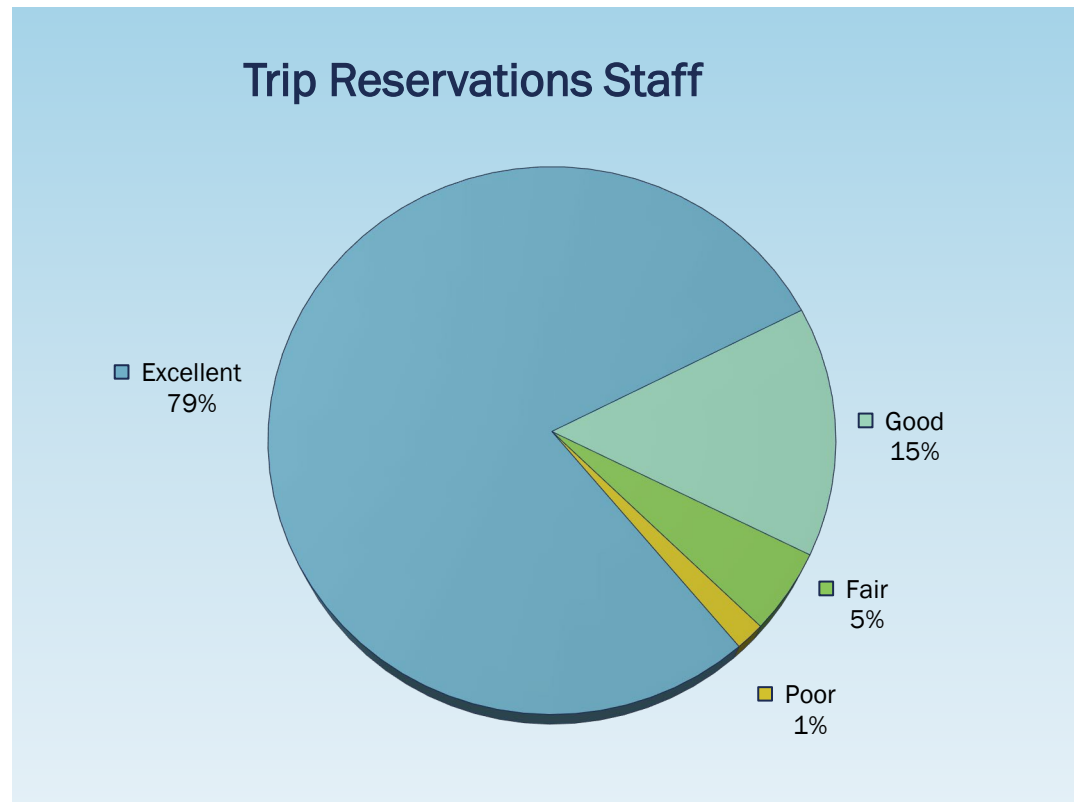
Survey Response Rate



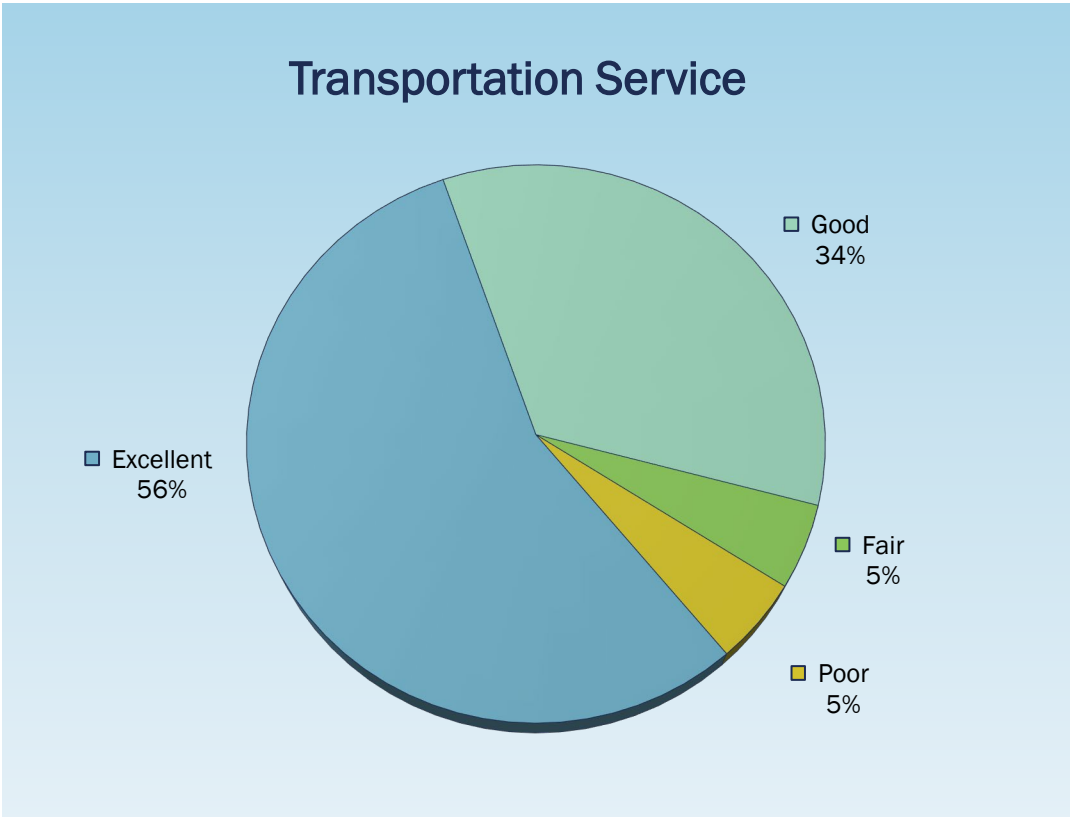
Survey Response Rate



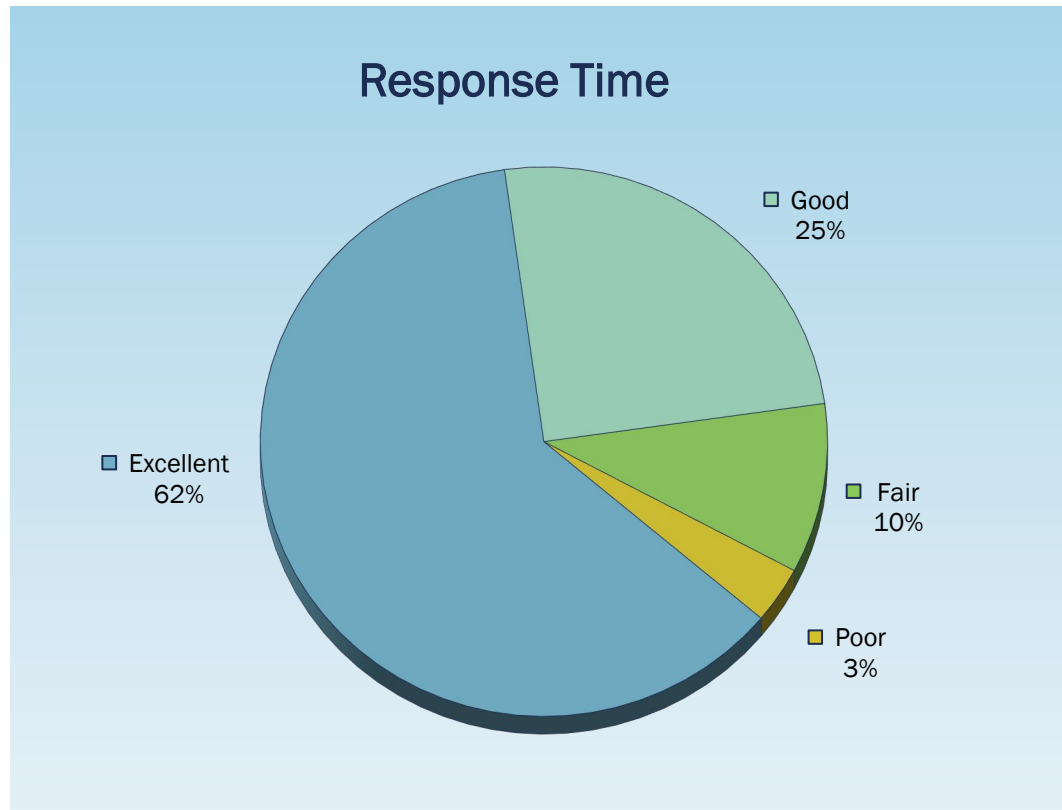
Reservations Staff



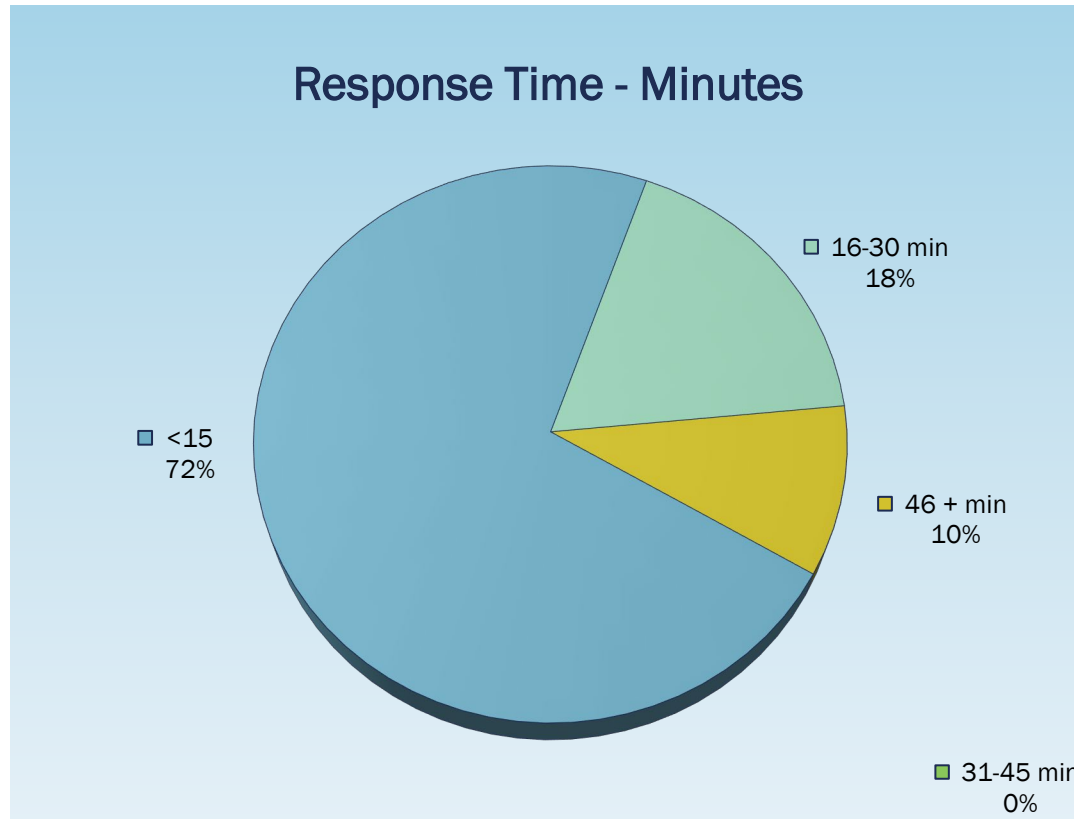
Transportation Service



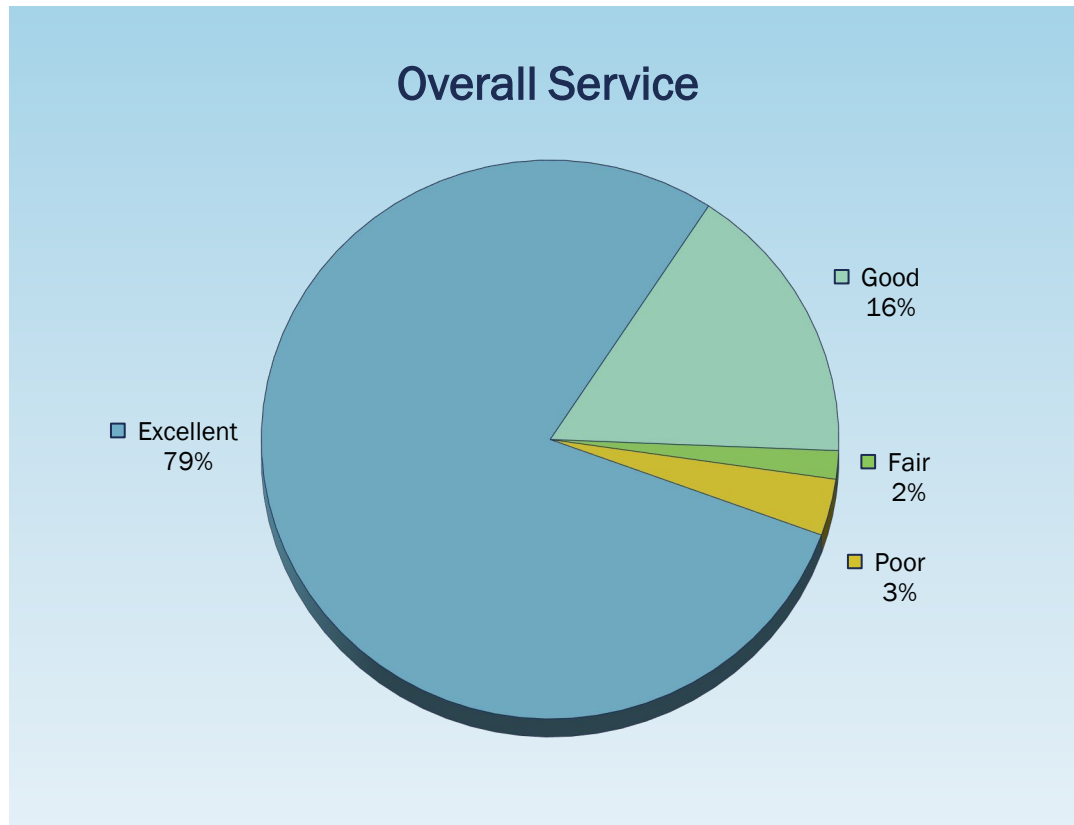
Response Time Rating



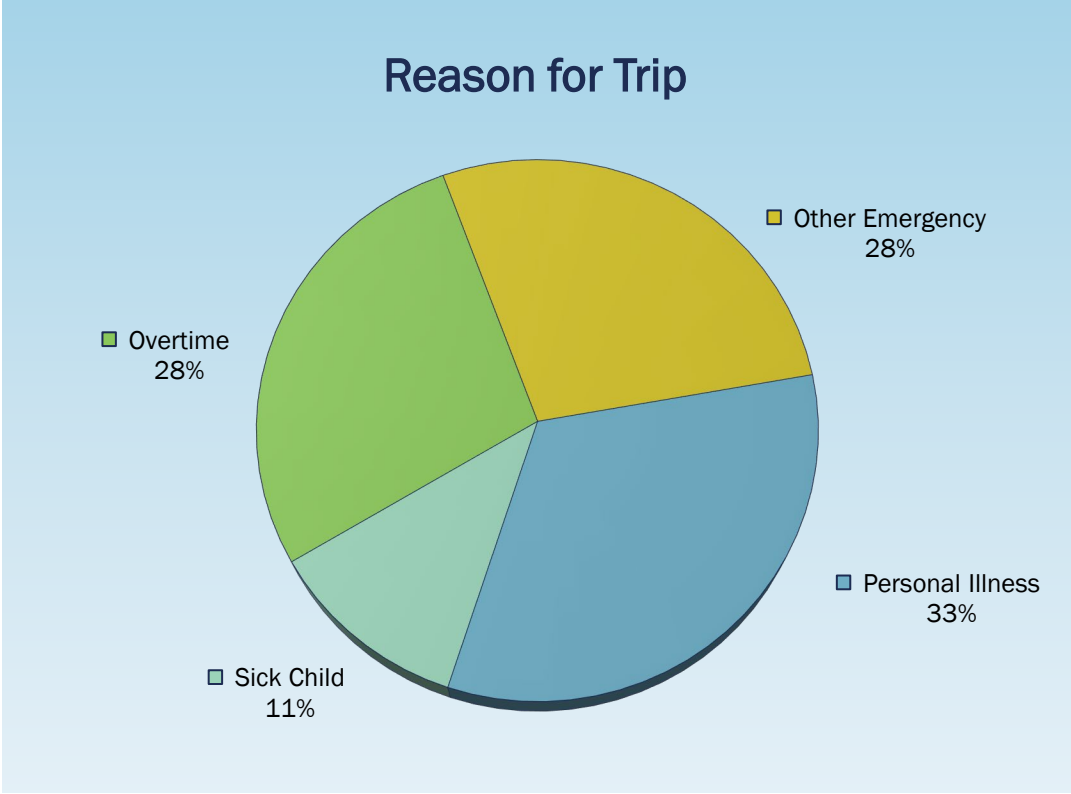
Response Time Minutes



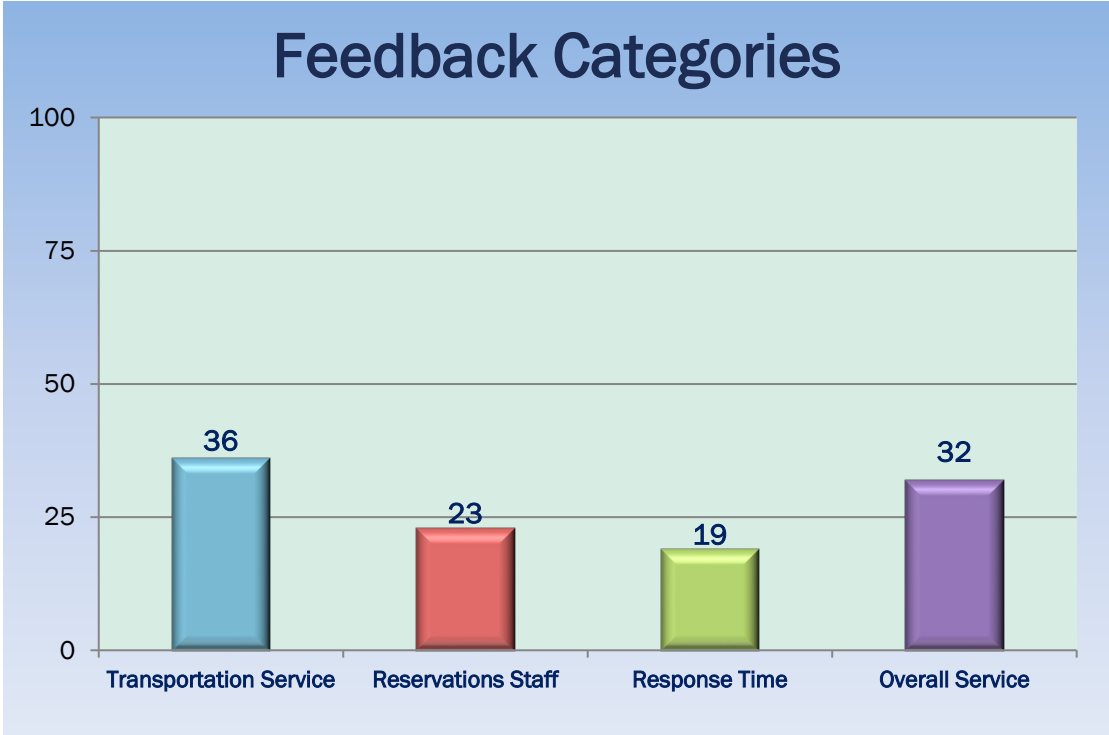
Overall Service



Trip Reason



Written Response Categories



FY23 Customer Compliments

39 of 61 respondents provided comments

- Thank you for hosting an excellent and very important service. The driver was very professional and friendly, more importantly, I felt safe and his driving skills were excellent.*
- I couldn't be more pleased with your service! Considering my son was at the hospital alone it meant so much to me to get to him quickly. I can't thank you enough and I'm telling people at work about your service.*
- The service was fast and efficient, I was unsure how to get home because of an emergency and my boss told me about the program and how great it was. After using it I agree this service is great and works just as advertised.*
- I am very grateful for this program. My child was sick and the commuter bus would not have arrived for another few hours.*
- I am extremely satisfied with the level of professionalism and expedited service I received.*
- The cab driver was pulling up when I made it to the front of my building.*

FY23 Customer Compliments

- *Driver prompt and very polite.*
- *My wife and I thank you for this service. I would have had to wait hours for the train to bring me back to the train station. I was able to assist my wife and son when I got home.*
- *Service was great! Wife was taken to the emergency room and I had to get home. Without this service I wouldn't have been able to be there for her. Anyone that commutes to work needs this service! A true lifesaver!*
- *I'm absolutely amazed at how wonderful this experience was.*
- *Sprained left ankle and couldn't walk. Office nurse wrapped foot while I waited for the taxi. Driver was courteous and drove me to my car and assisted me to get in the car.*
- *Excellent option for employees that live far and have few options to get home earlier.*

FY23 Customer Complaints

- *The cab driver drove aggressively and the car smelled of food when I entered. Overall, the reservation staff made up for the hiccups.*
- *It wasn't the cleanest cab.*
- *There was an unreasonable hold before I was able to connect with a GRH staff member who was on another call. Driver arrived promptly and was courteous.*
- *Mechanical problem, we had to exit the freeway and wait for another taxi. Driver didn't speak English very well which made it difficult to communicate. The response of the service was amazing!*
- *The cab company was calling the wrong number to reach me. I believe the driver wrote down the wrong number when Commuter Connections called him for the pick up.*

Recap

- 564 surveys distributed.
- 11% return rate.
- Overall satisfaction rating 95%.
- Average wait time of 20 minutes.
- Personal illness was most frequent trip reason.
- Written responses from 64% of survey participants.
- Compliments outweighed complaints 4 to 1.

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