

# GUARANTEED RIDE HOME

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## FY 2019 Customer Satisfaction Survey Washington, DC Region

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Commuter Connections Subcommittee  
January 21, 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?<br><input type="checkbox"/> Sick Child <input type="checkbox"/> Overtime<br><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"/> | 7. Your name: (optional)<br>_____  |
| 3. How would you rate our response time?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. Comments: _____<br>_____<br>_____<br>_____  |
| 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            |  |

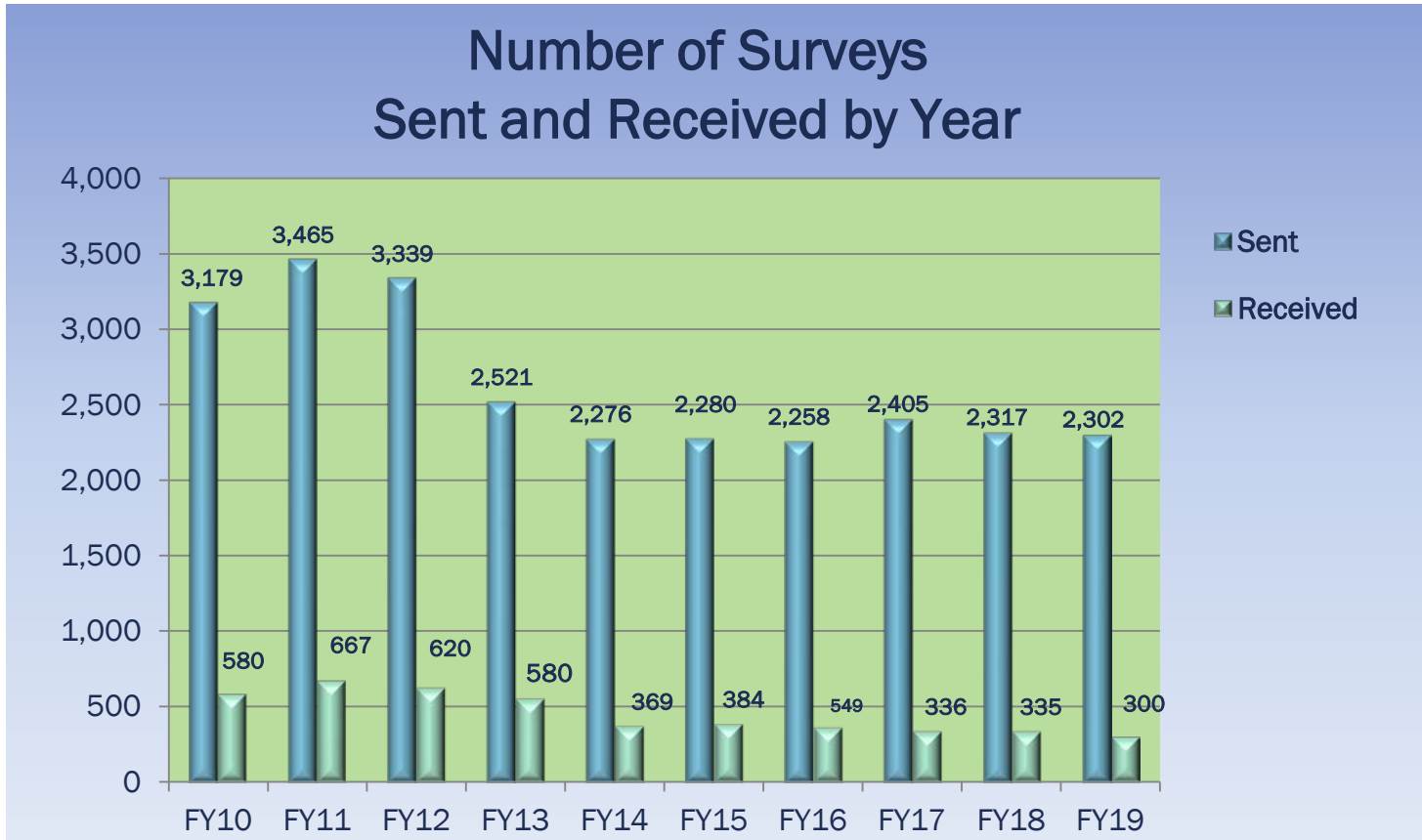
1-800-745-RIDE • [www.commuterconnections.org](http://www.commuterconnections.org)



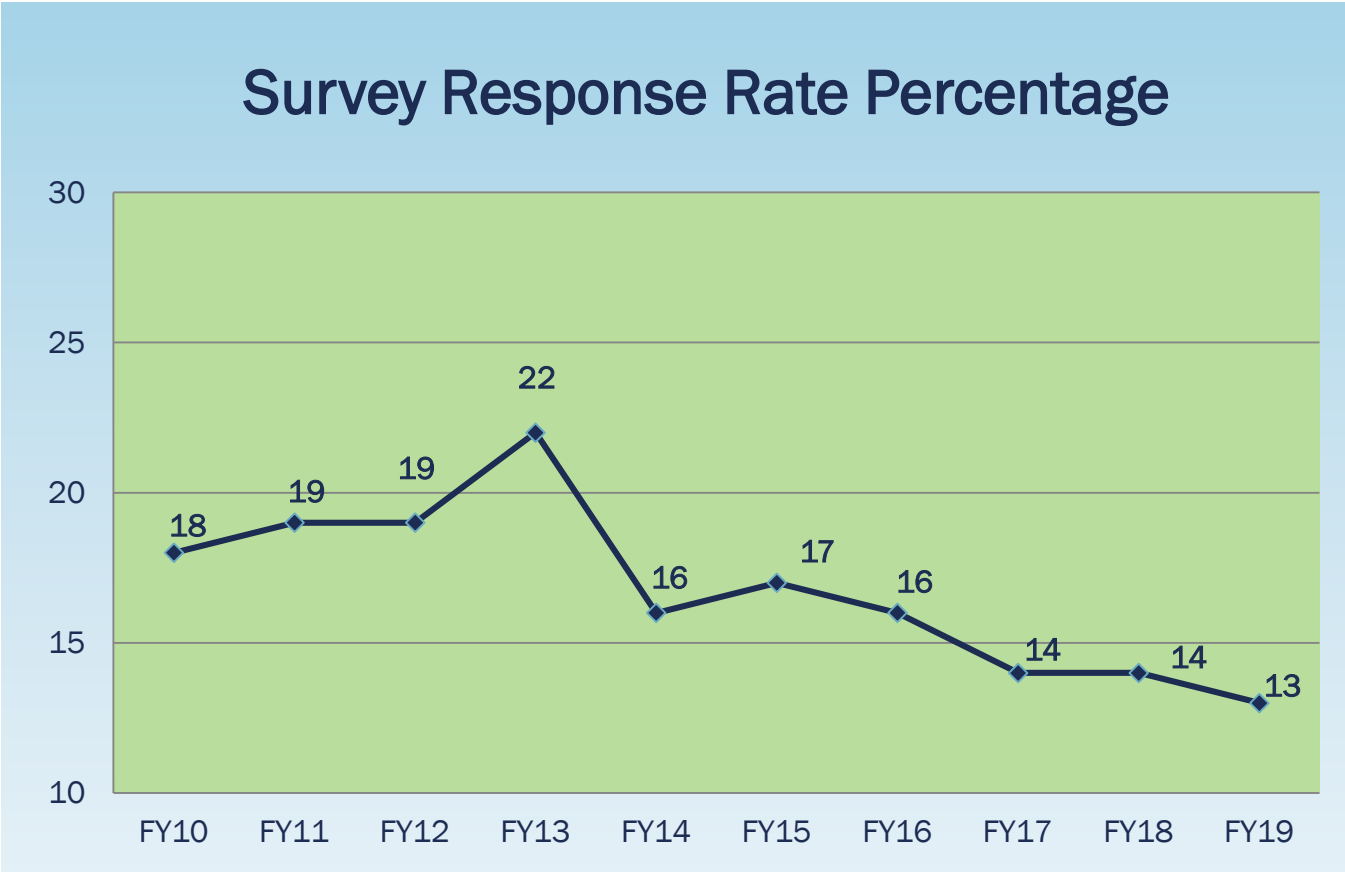
**We'll get you home. Guaranteed.**



# Survey Response Rate



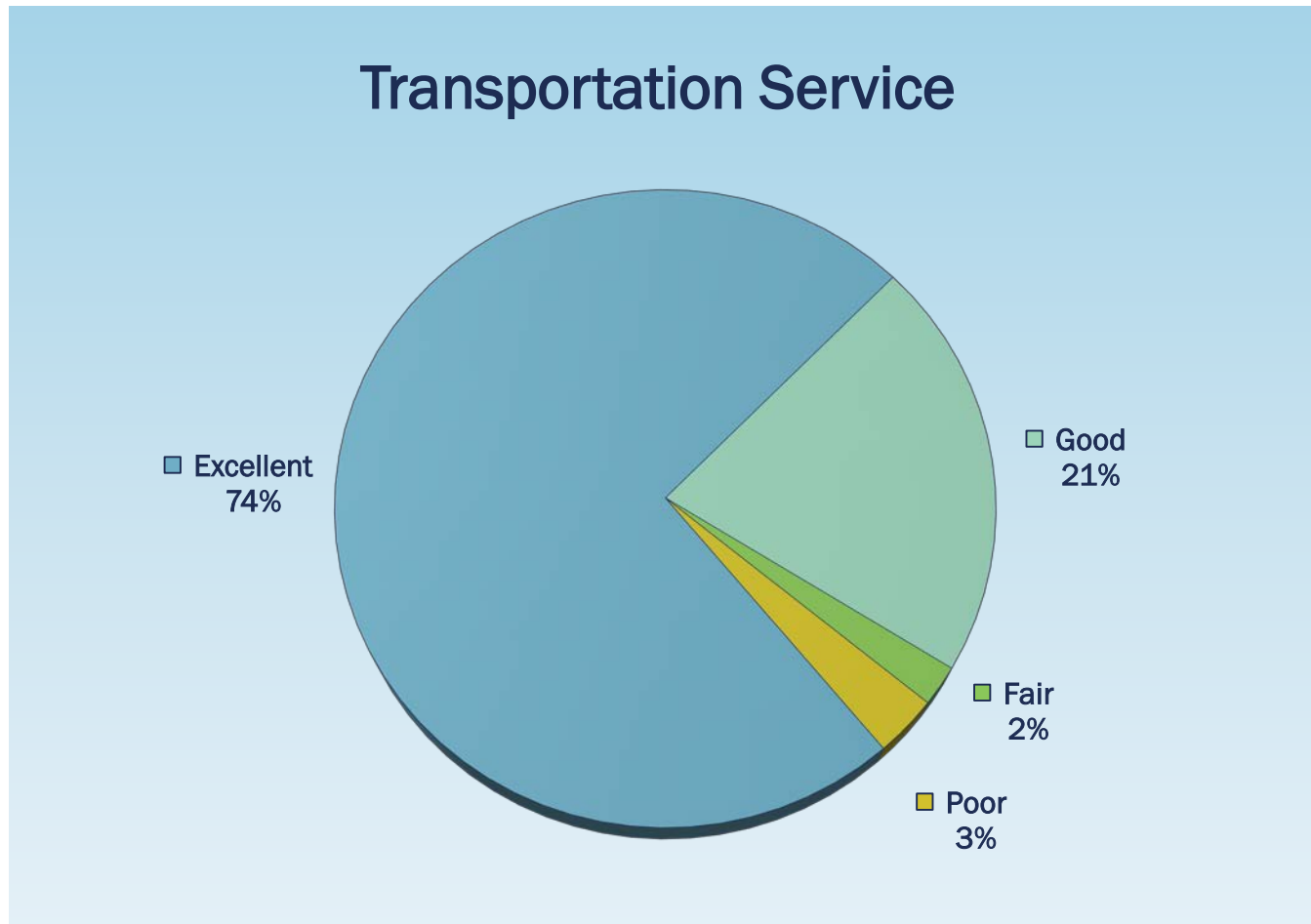
# Survey Response Rate



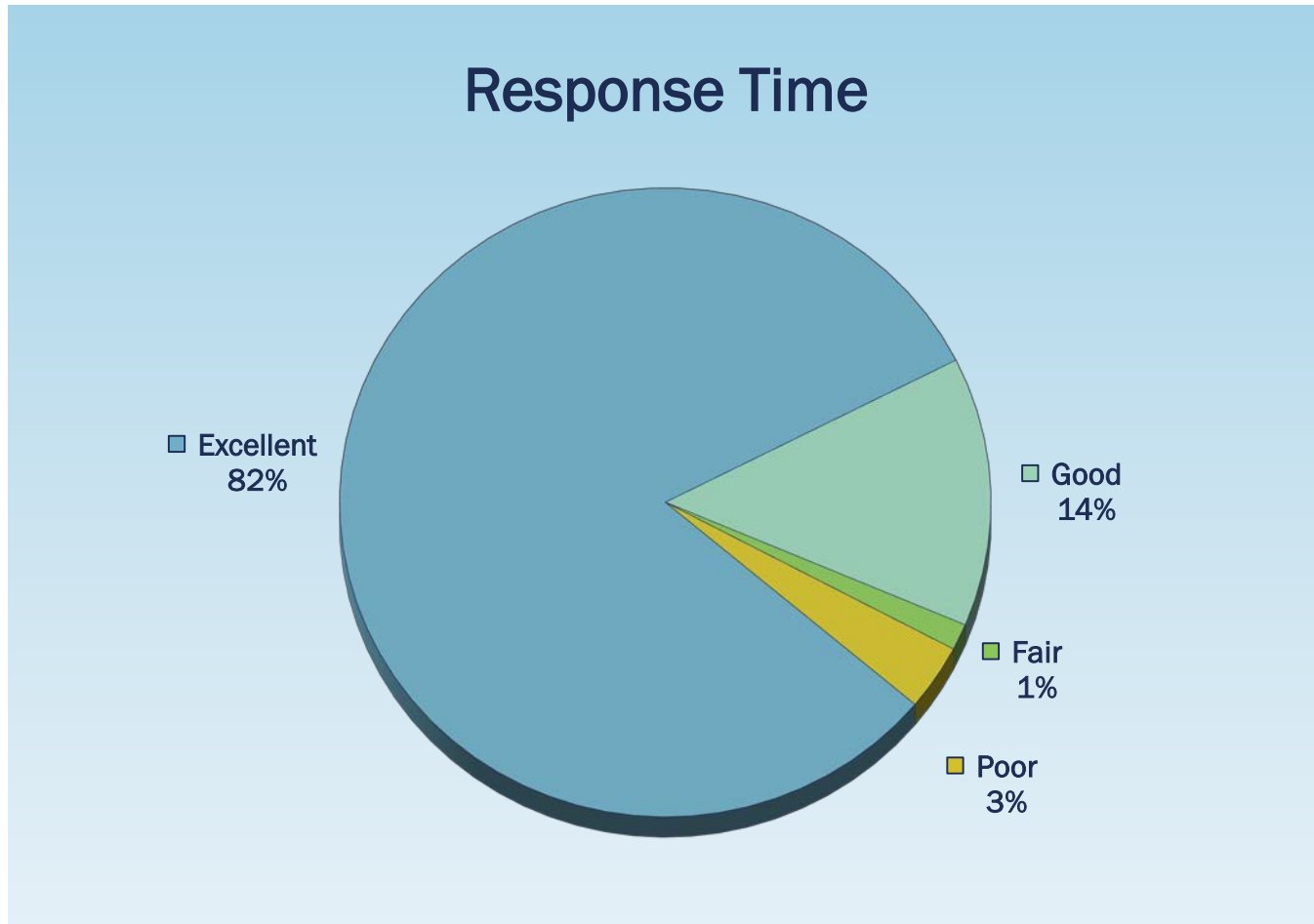
# Reservations Staff



# Transportation Service

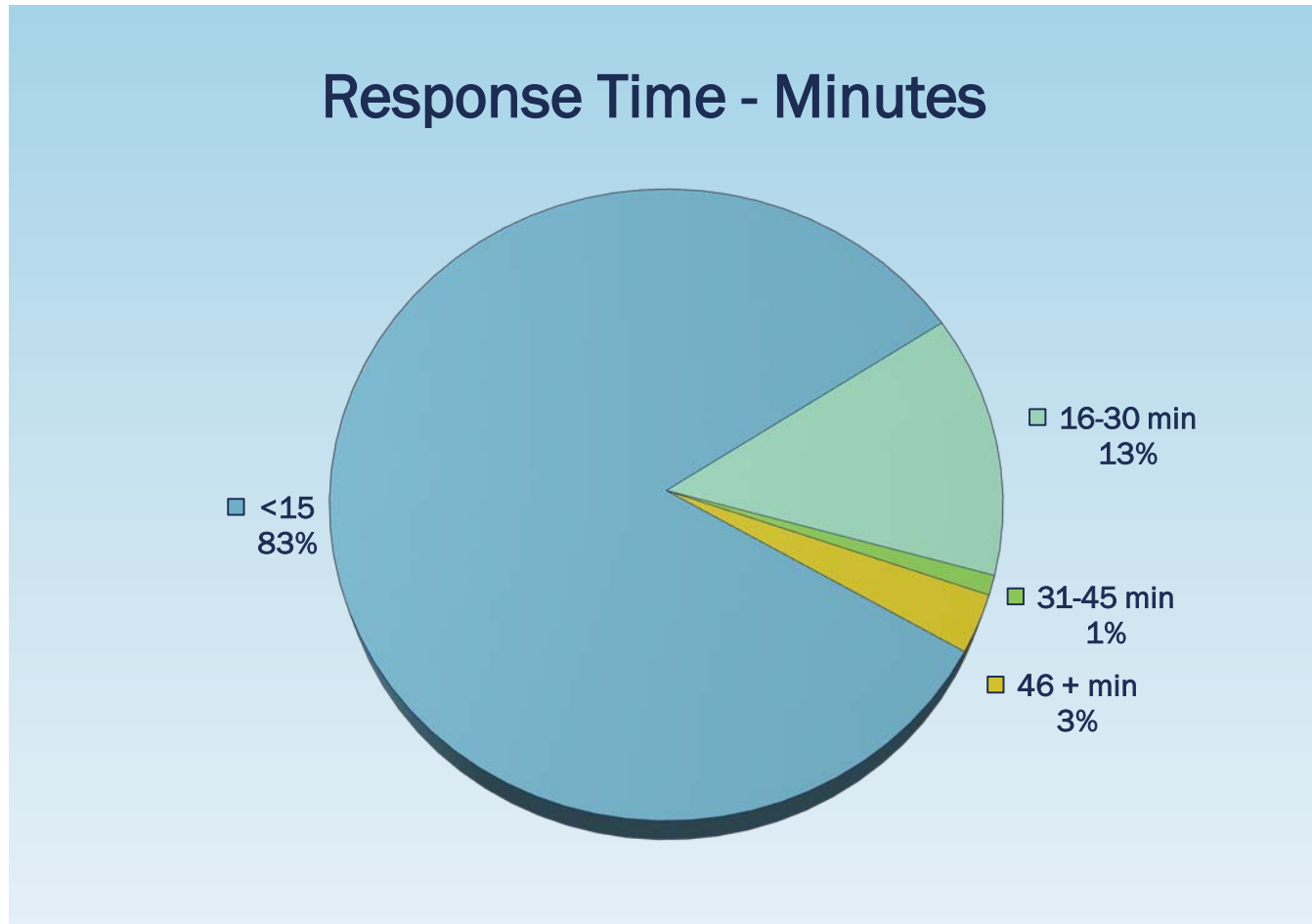


# Response Time Rating

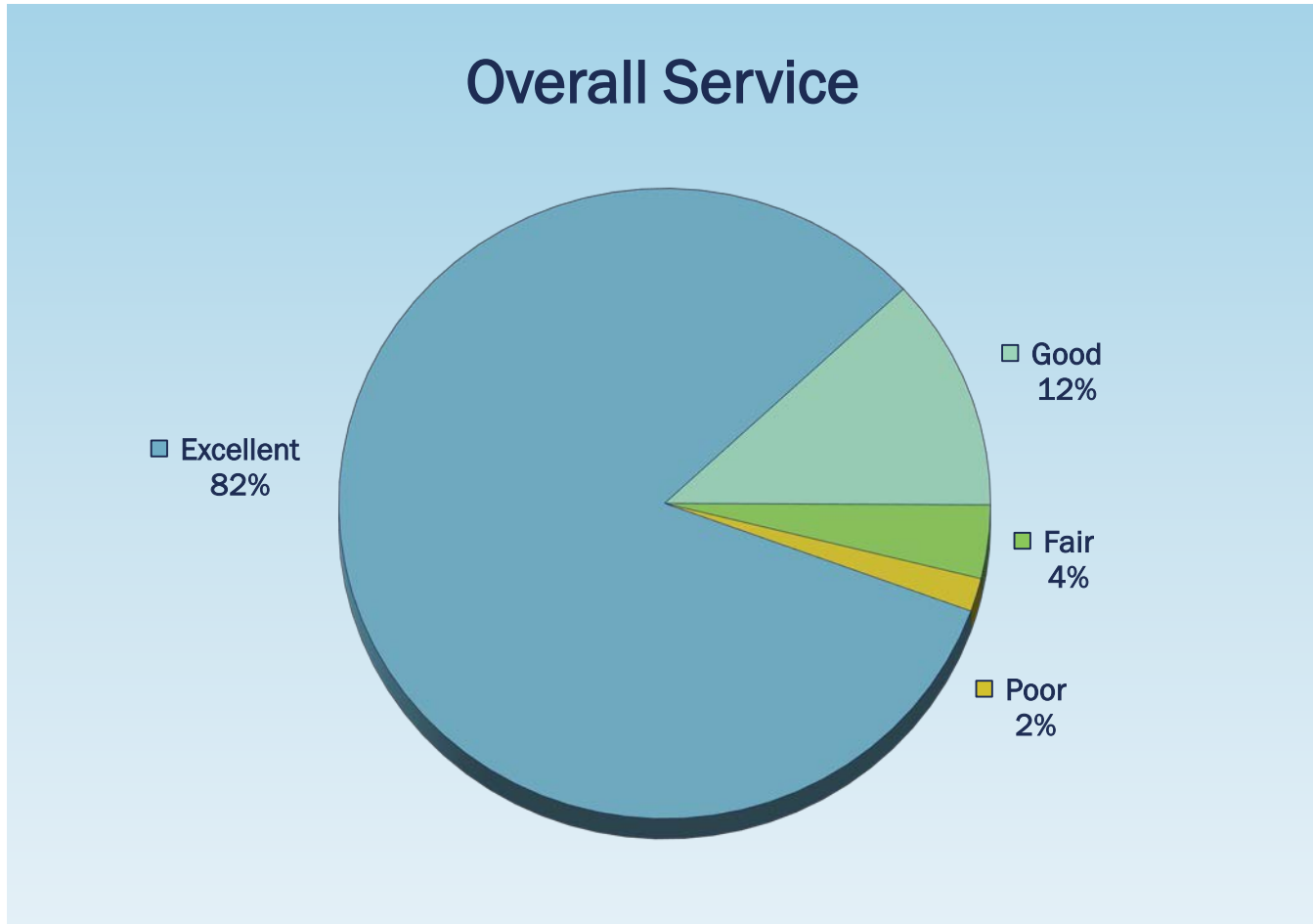




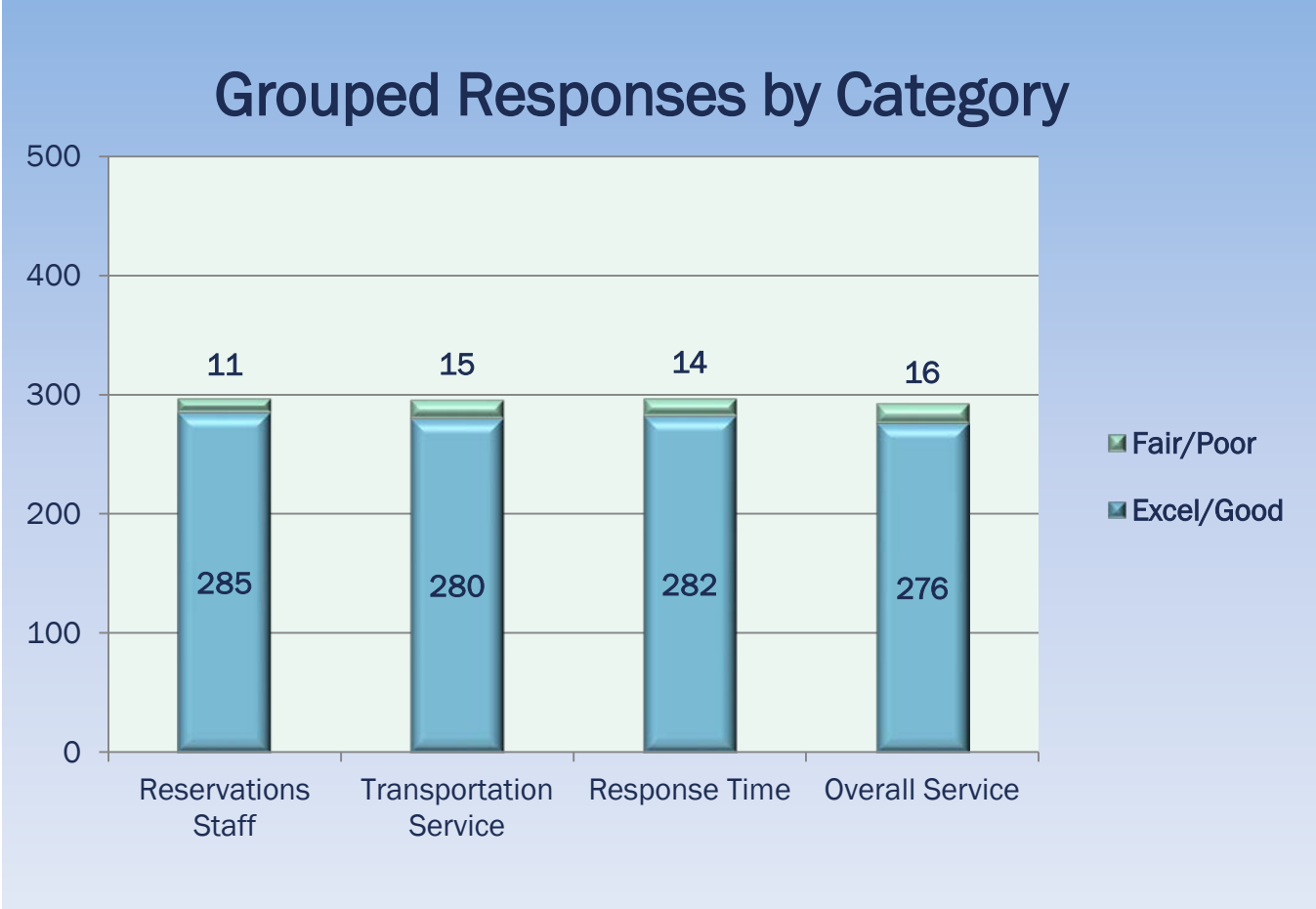
# Response Time Minutes



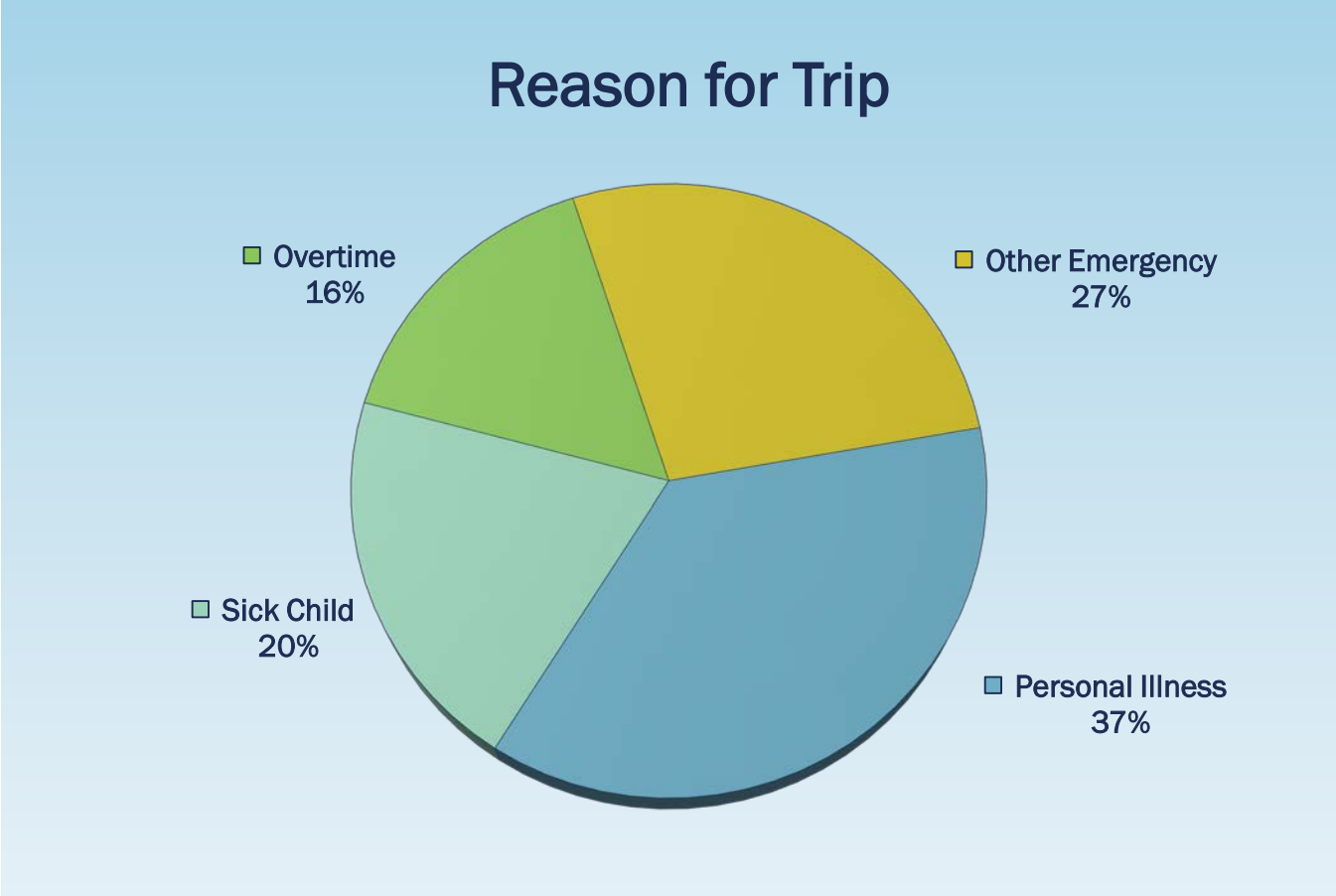
# Overall Service



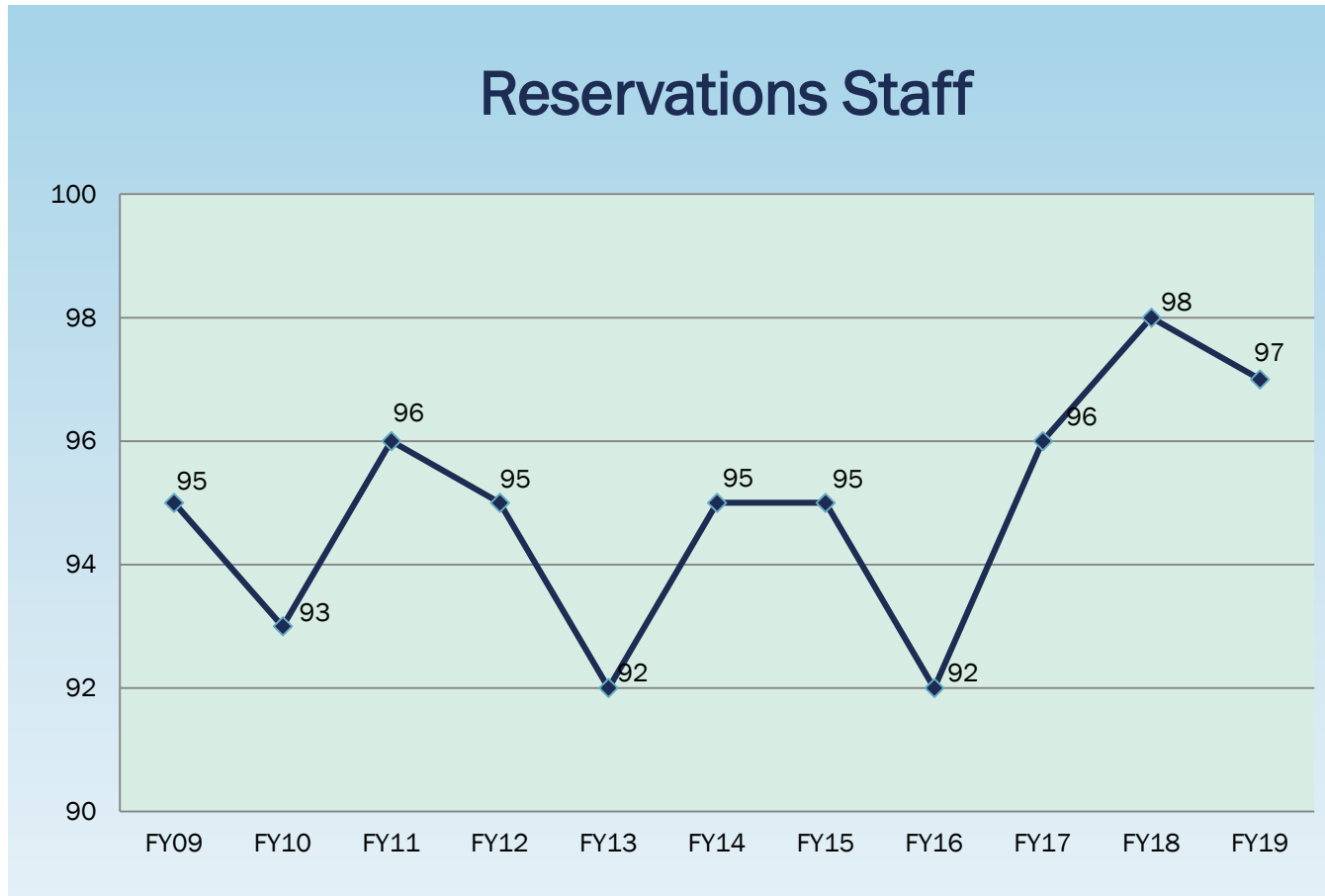
# Satisfaction- All Categories



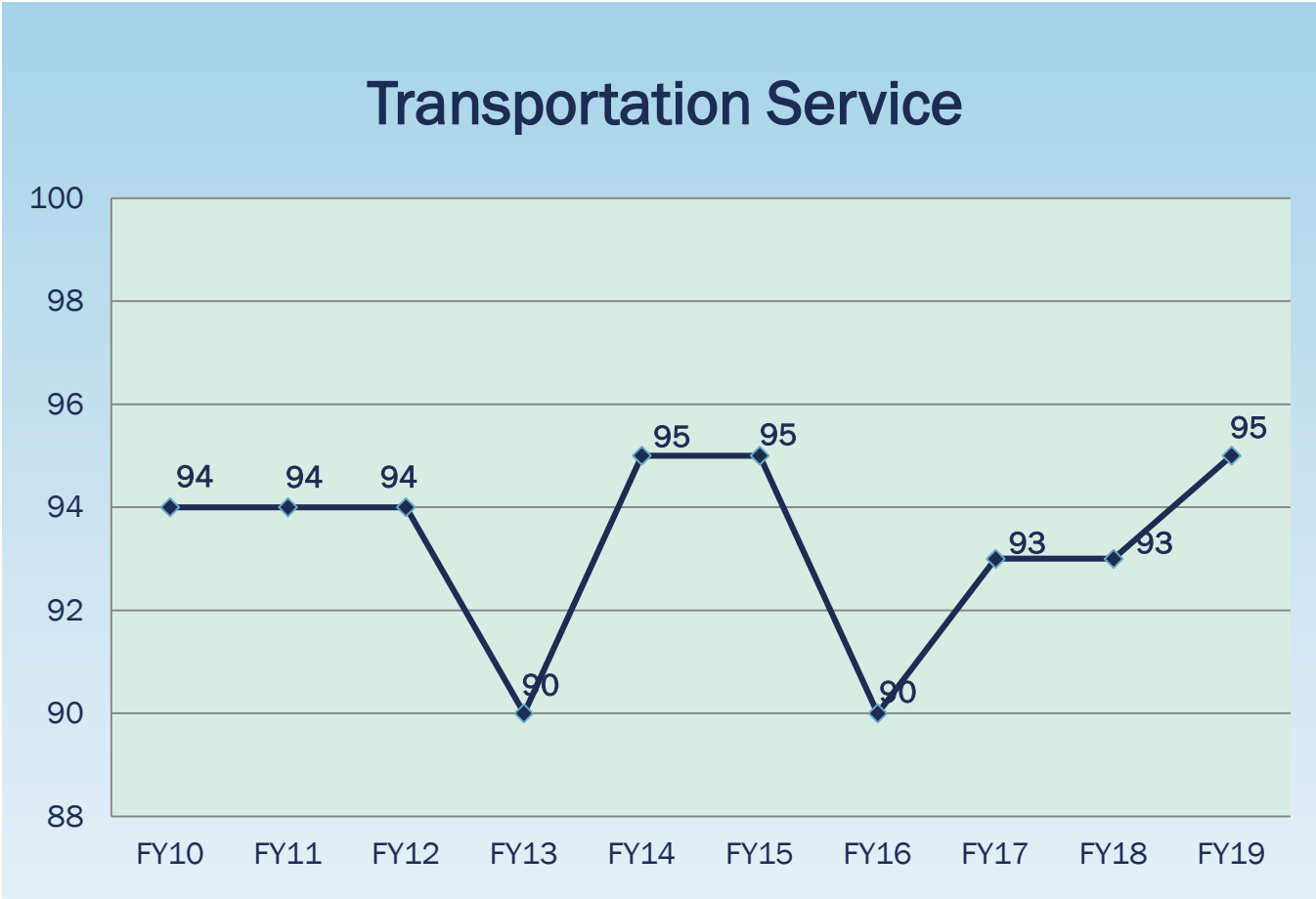
# Trip Reason



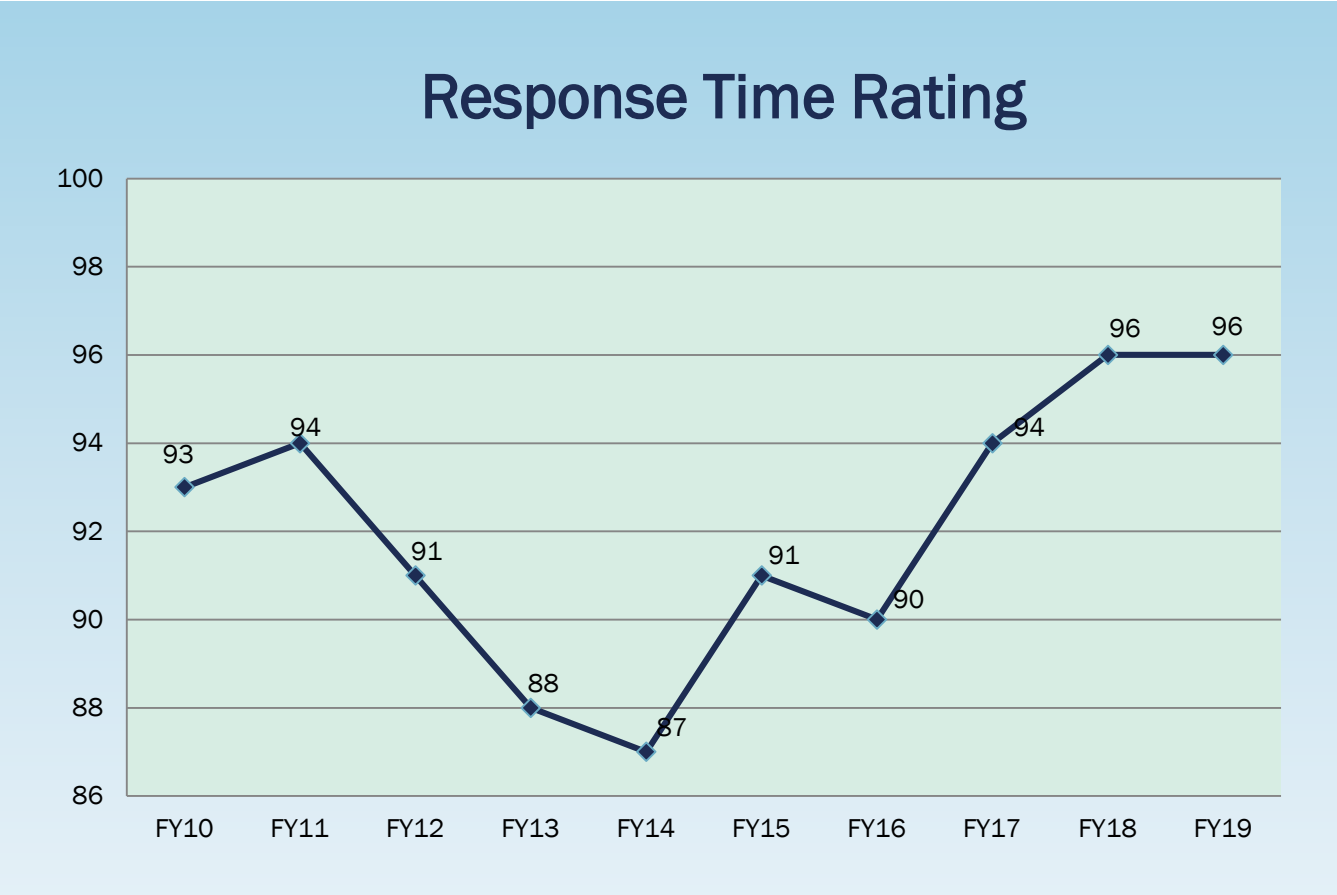
# Comparison to Previous Years



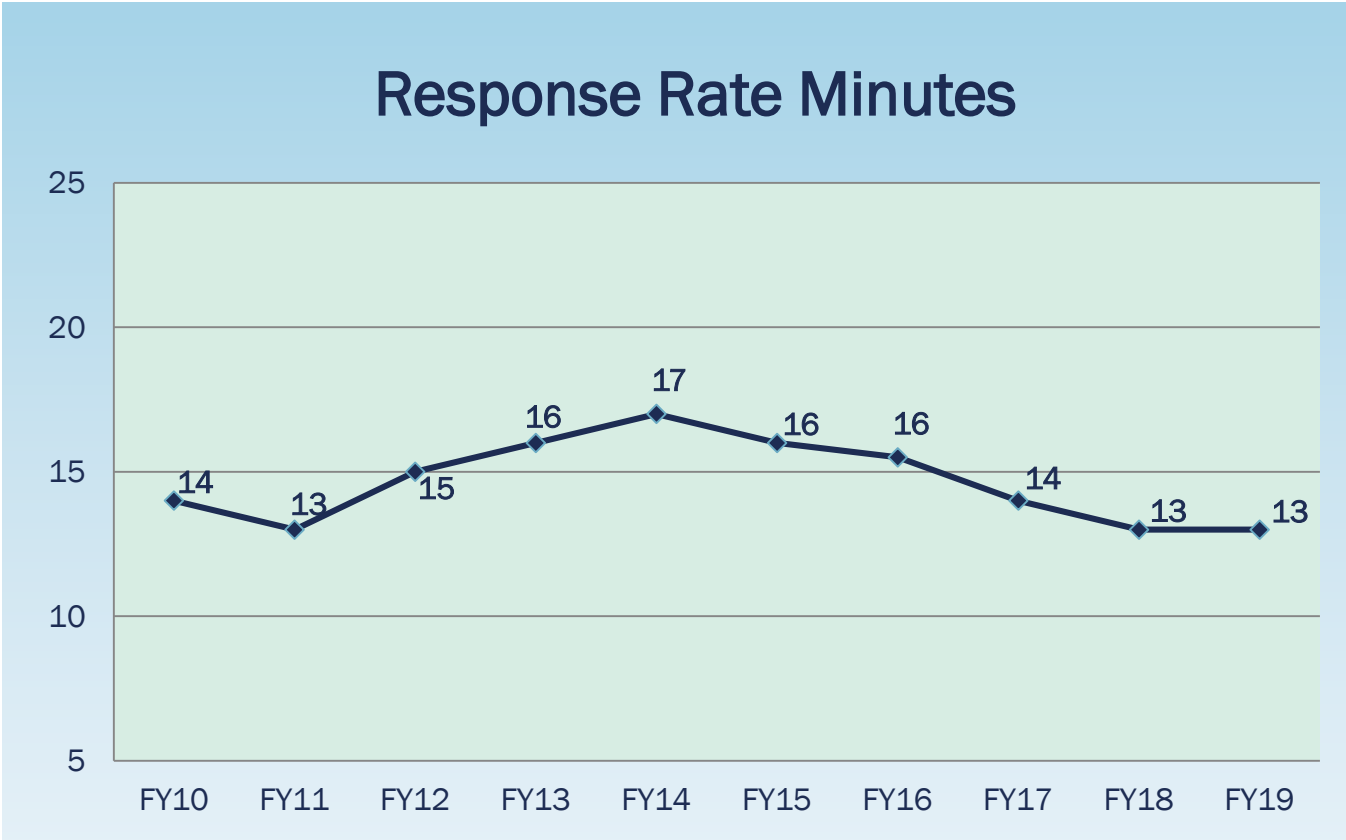
# Comparison to Previous Years



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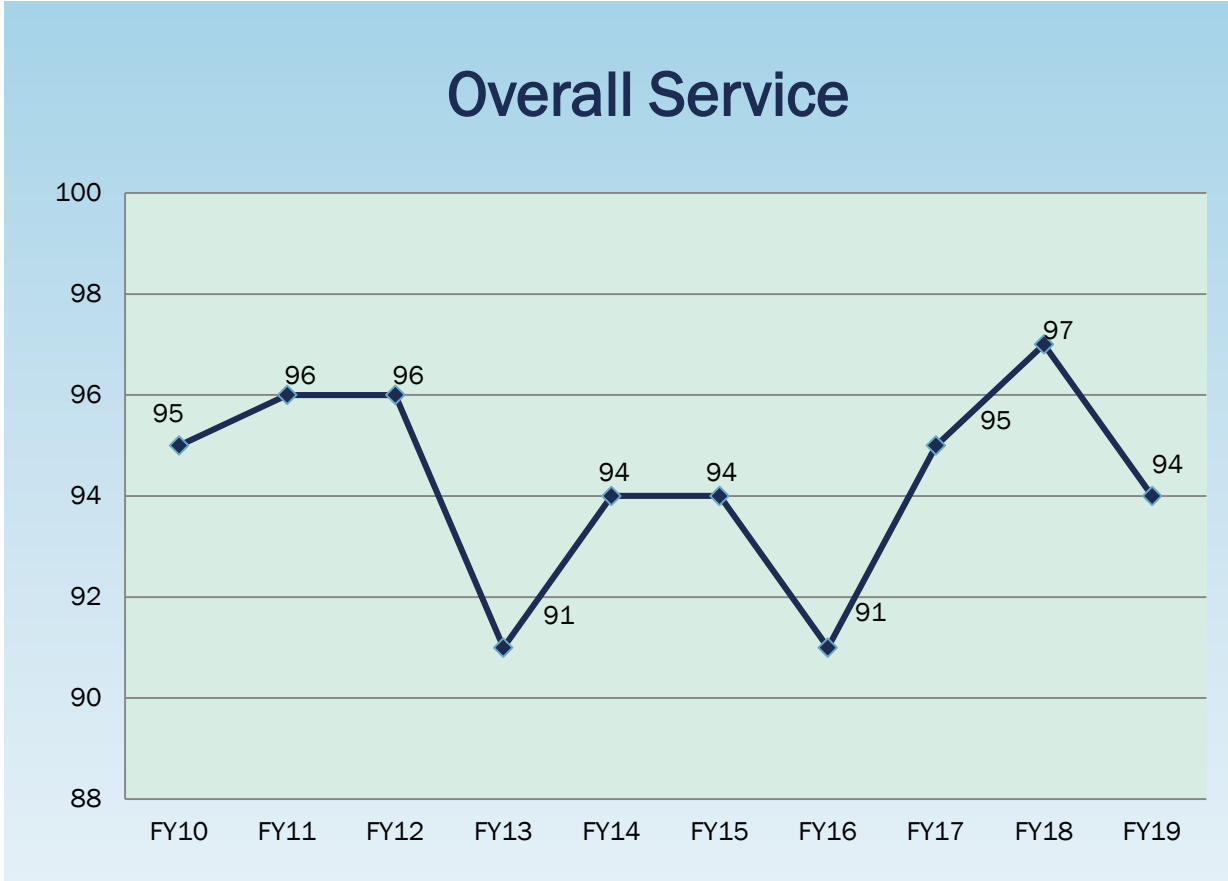


# Comparison to Previous Years





# Comparison to Previous Years



# FY19 Customer Feedback

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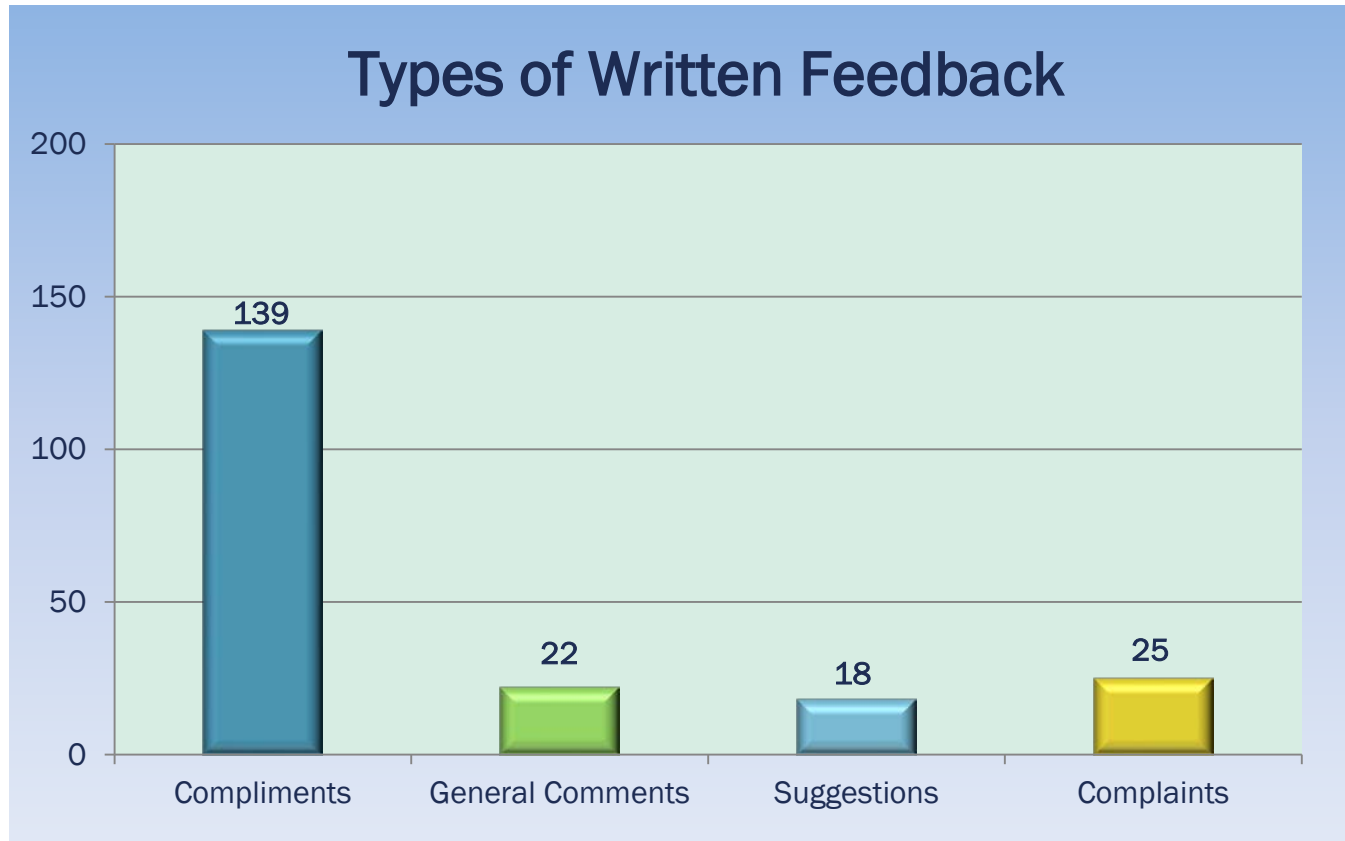


# FY19 Customer Feedback

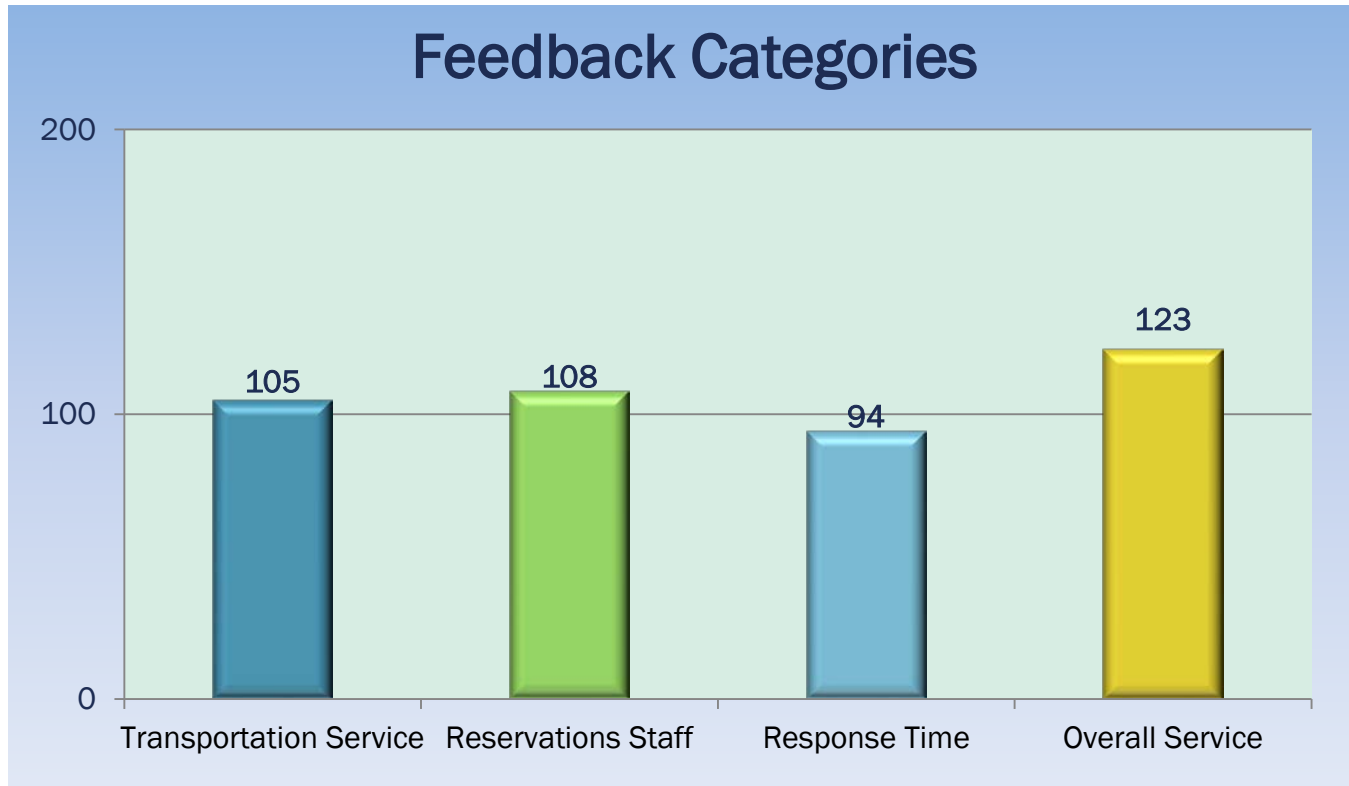
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- 208 of 300 respondents (69%) provided written responses
- Vast majority compliments

# FY19 Customer Feedback



# FY19 Customer Feedback



# FY19 Customer Compliments : )

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- *My experience was excellent, my driver was very courteous and knowledgeable of route. Please keep program.*
- *Fast, convenient, friendly - so happy to have this service available!*
- *Exceptional customer service and fast response time.*
- *I was very impressed with the timely response and grateful to be a part of a great service to commuters.*
- *My daughter was in a horrific auto crash and I had no way to get to my car. Within 10 minutes a taxi was waiting outside. The GRH representative provided outstanding service and offered her sympathy and encouragement.*

# FY19 Customer Compliments : )

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- *Absolutely fantastic experience. Having GRH available is a life saver in times like these. The GRH phone rep and taxi driver were both professional, helpful, and expeditious.*
- *I'm so happy that I signed up for this program. I carpooled and was the not driver and would not have made it to my emergency appointment w/o the program!*
- *I'm so thankful for this service. I'm very glad it was there for me when I needed it.*
- *I appreciate the efforts that were taken to ensure that I was provided a ride home during my illness. The timeliness of the service was outstanding.*

# FY19 Customer Complaints : (

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- *After picking me up, the driver immediately went to the gas station which caused additional anxiety, as I had received a call from my alarm company about glass breakage at my house.*
- *Didn't use the E-ZPass lanes (guessing that's too costly for the service.*
- *Driver was supposed to call me and did not. He left the pickup location and came inside the campus while I ran outside the campus to wait for him at the pickup location. Took 25 minutes longer.*
- *Driver drove roughly. I was little scared of his driving.*



# Recap

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- 2,302 surveys distributed.
- 13% return rate.
- Overall satisfaction rating 94%.
- Average wait was 13 minutes.
- Personal Illness (37%) was most frequent reason for using GRH.
- Written responses from 69% of survey participants.
- Compliments out weighed criticism 5.5 to 1.

## Douglas Franklin

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