



# Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2018 Draft Results  
Baltimore Region

Commuter Connections Subcommittee

January 15, 2019

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

# 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"/>	7. Your name: (optional) _____
3. How would you rate our response time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8. Comments: _____ _____ _____ _____
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	

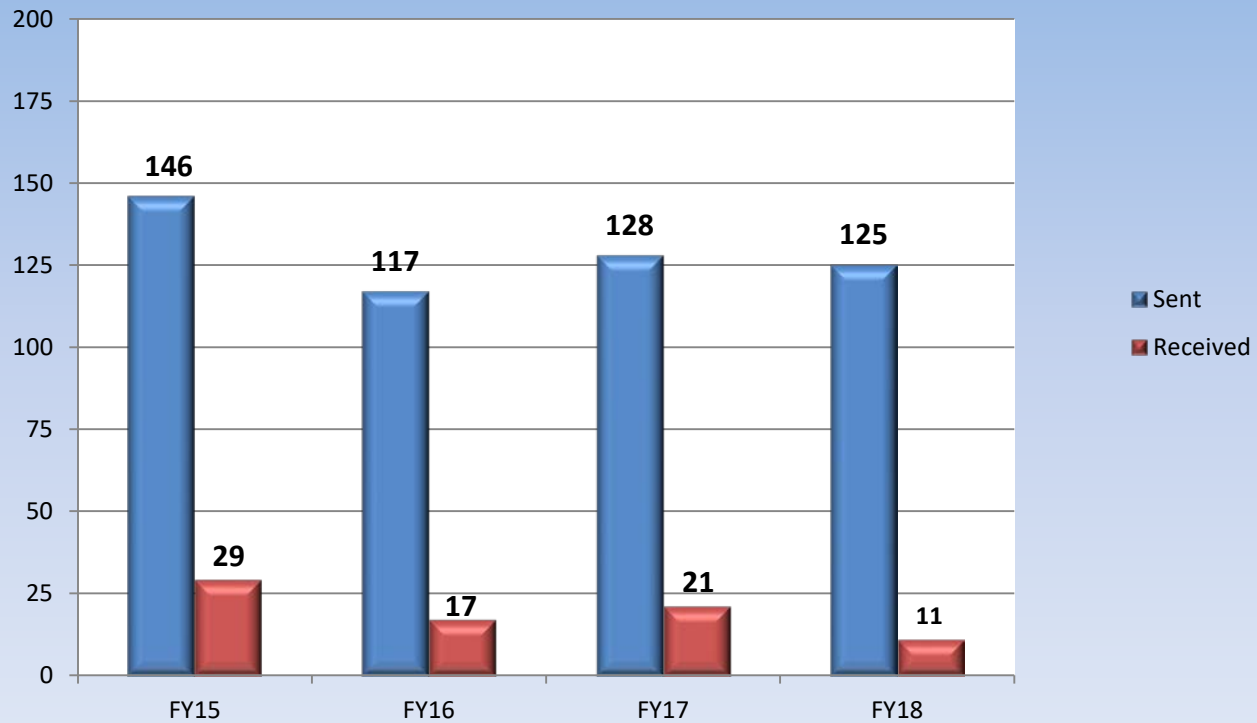
1-800-745-RIDE • [www.commuterconnections.org](http://www.commuterconnections.org)



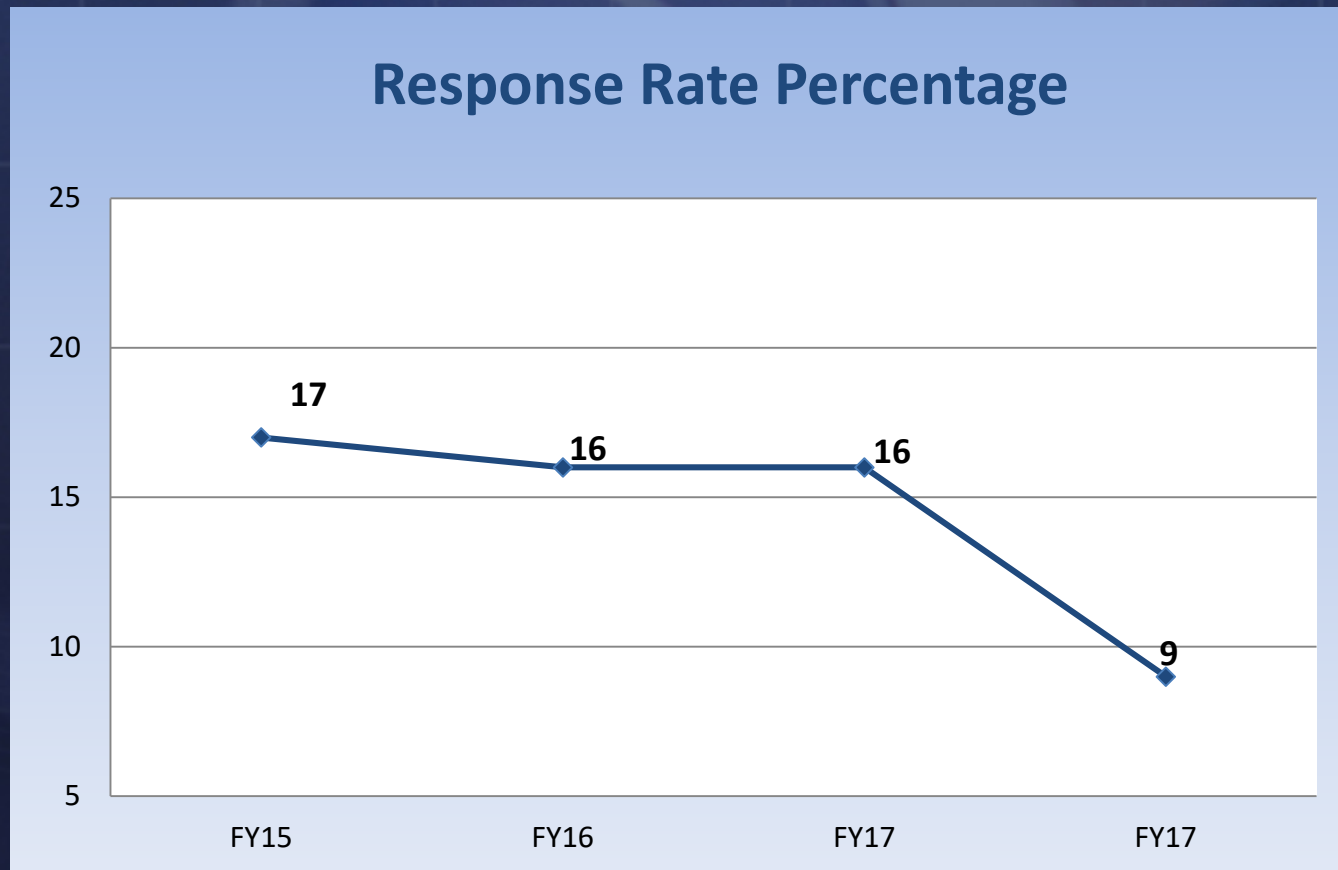
**We'll get you home. Guaranteed.**

# Survey Response Rate

## Surveys Sent and Received

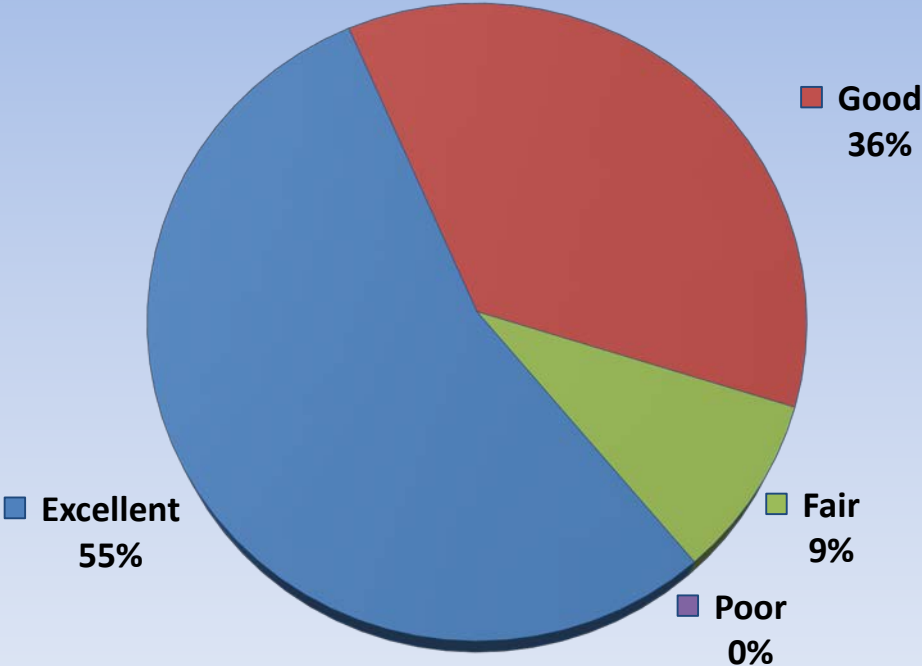


# Survey Response Rate

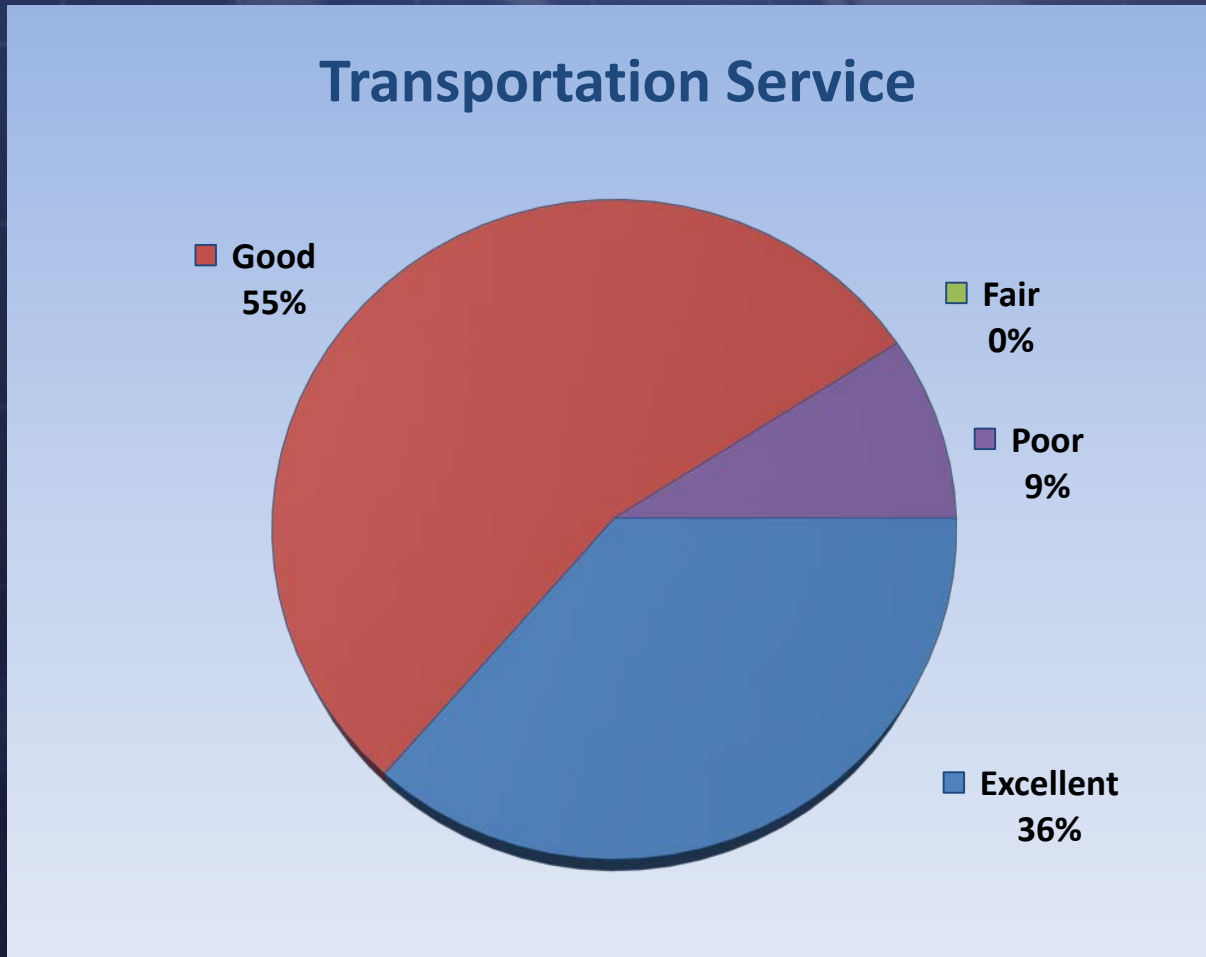


# Reservations Staff

## GRH Trip Reservations Staff



# Transportation Service

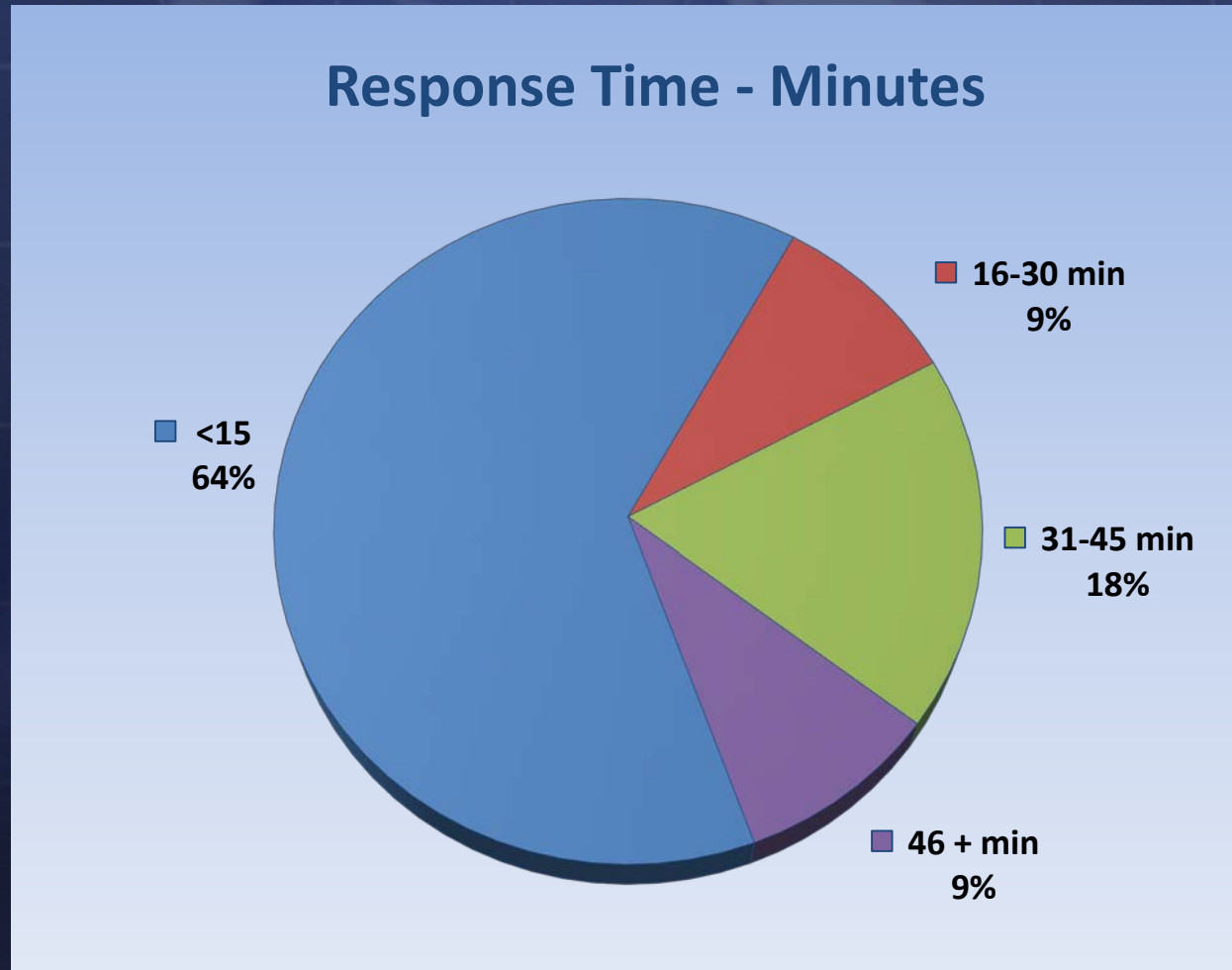


# Response Time Rating

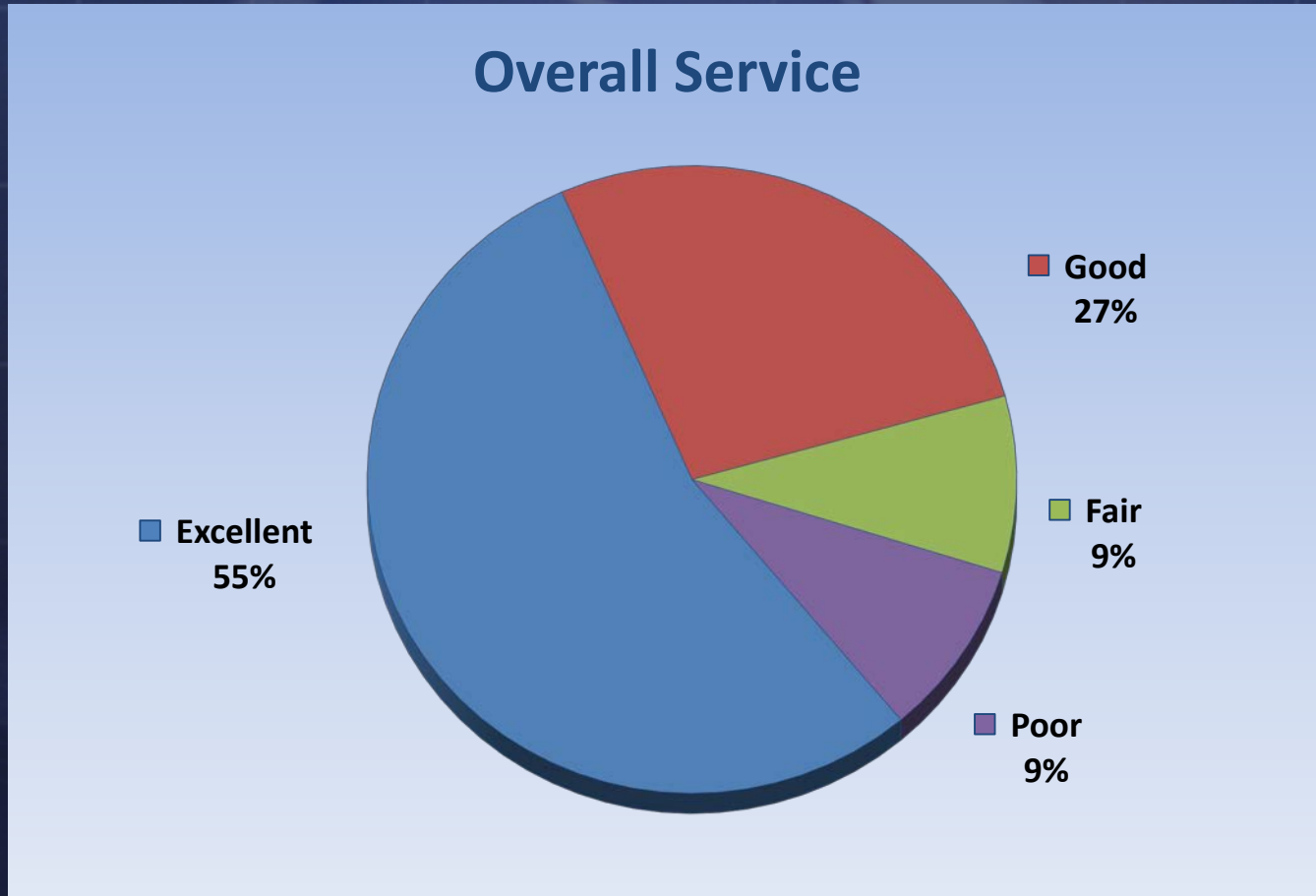




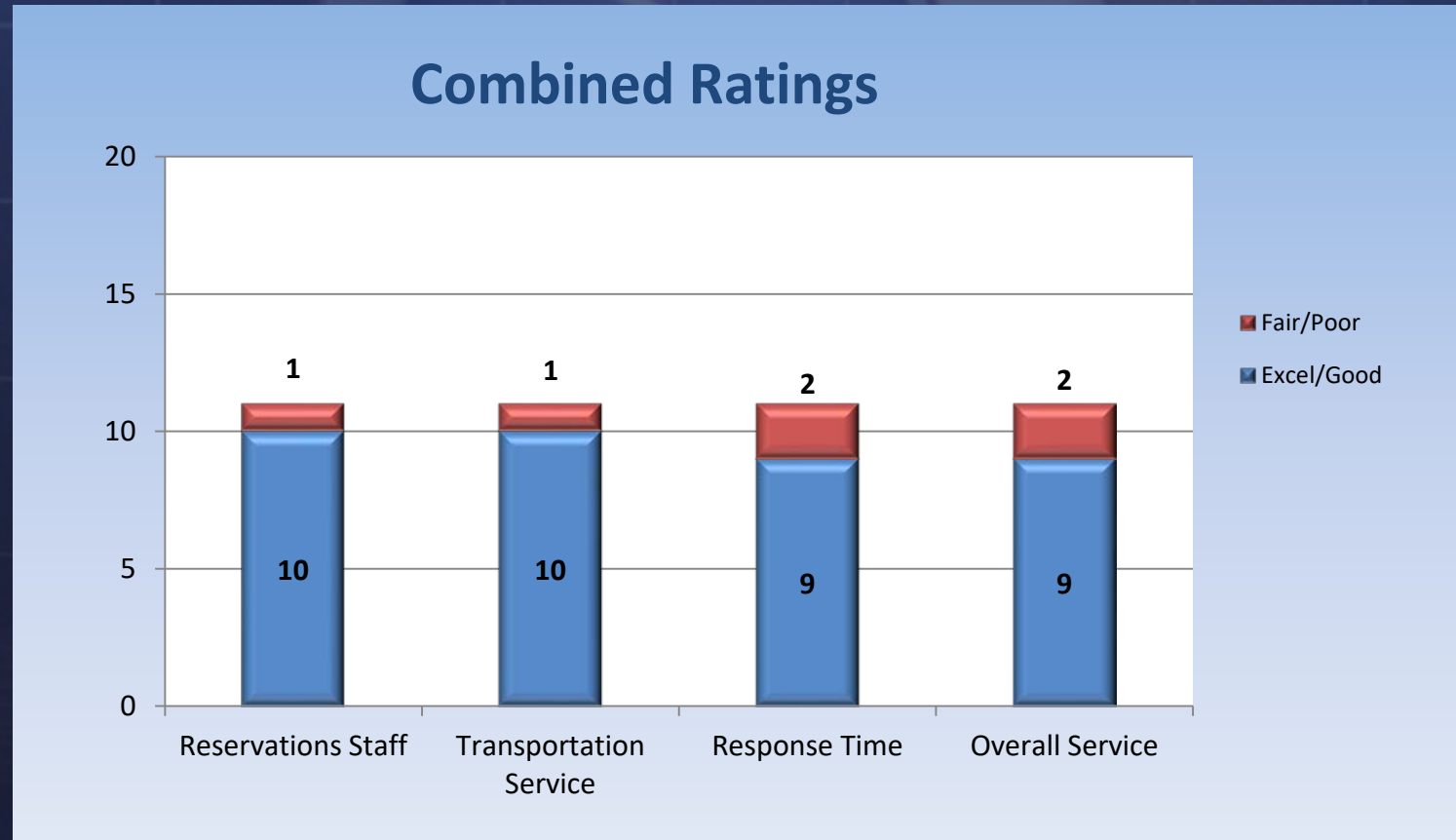
# Response Time Minutes



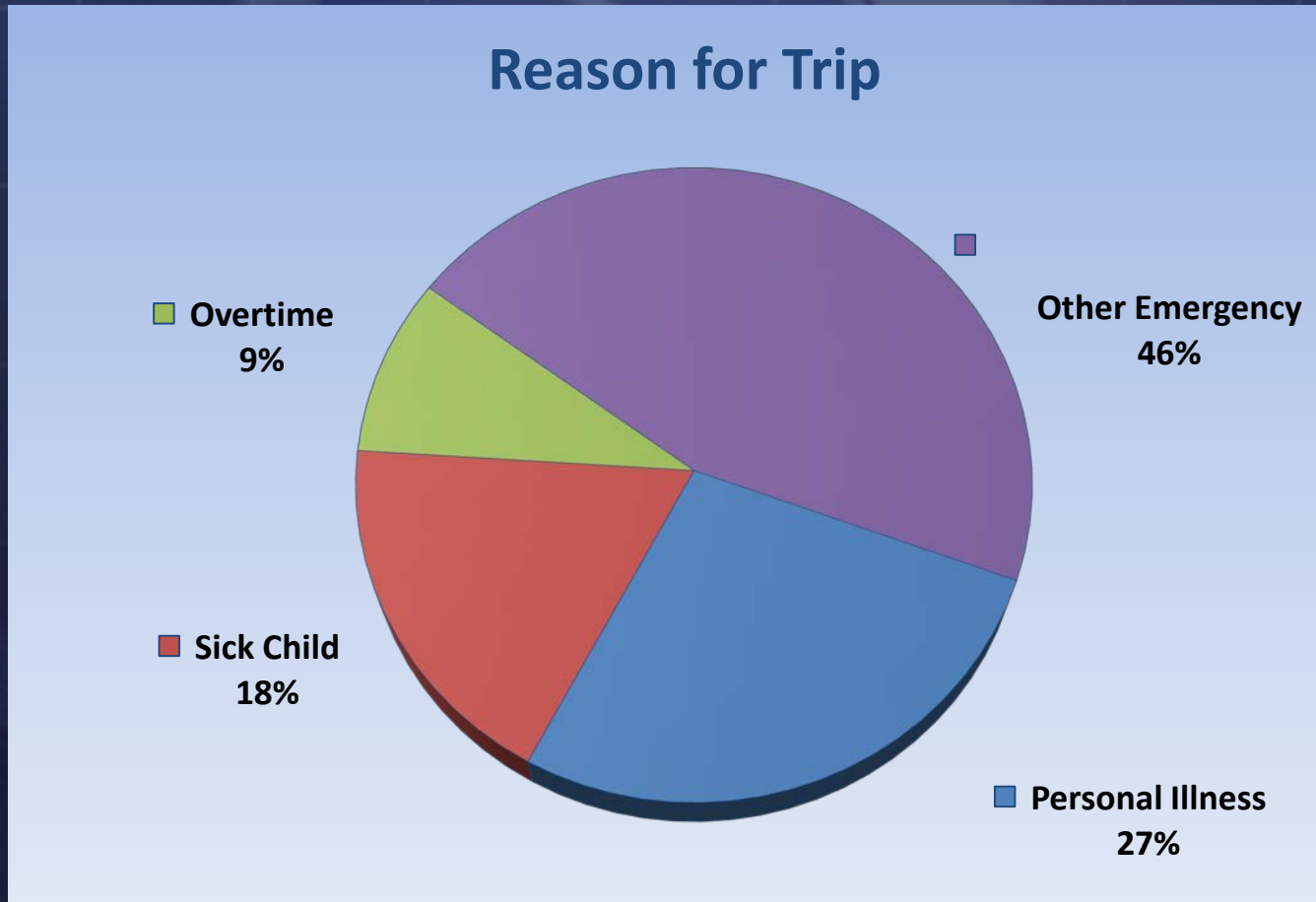
# Overall Service



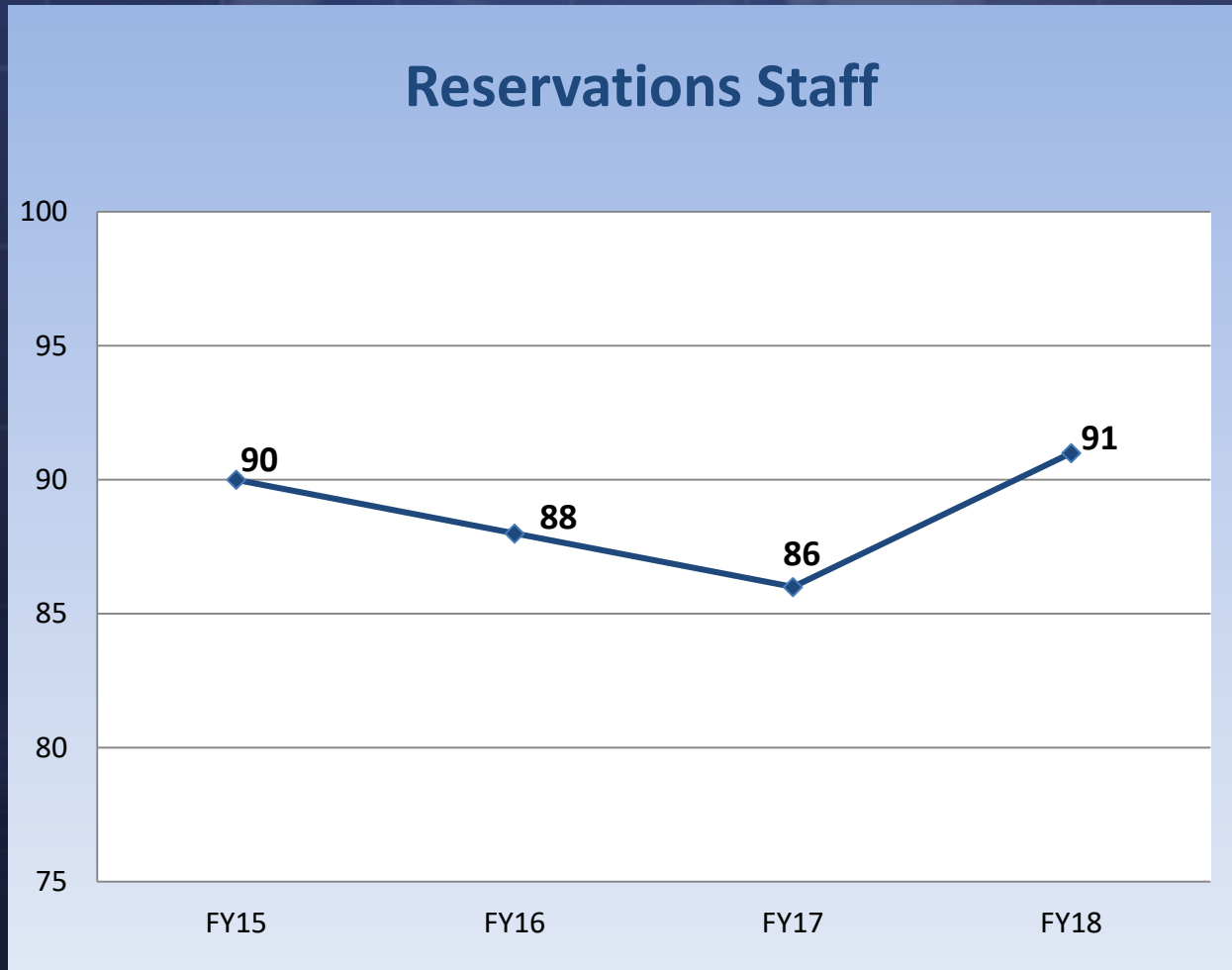
# Satisfaction - All Categories



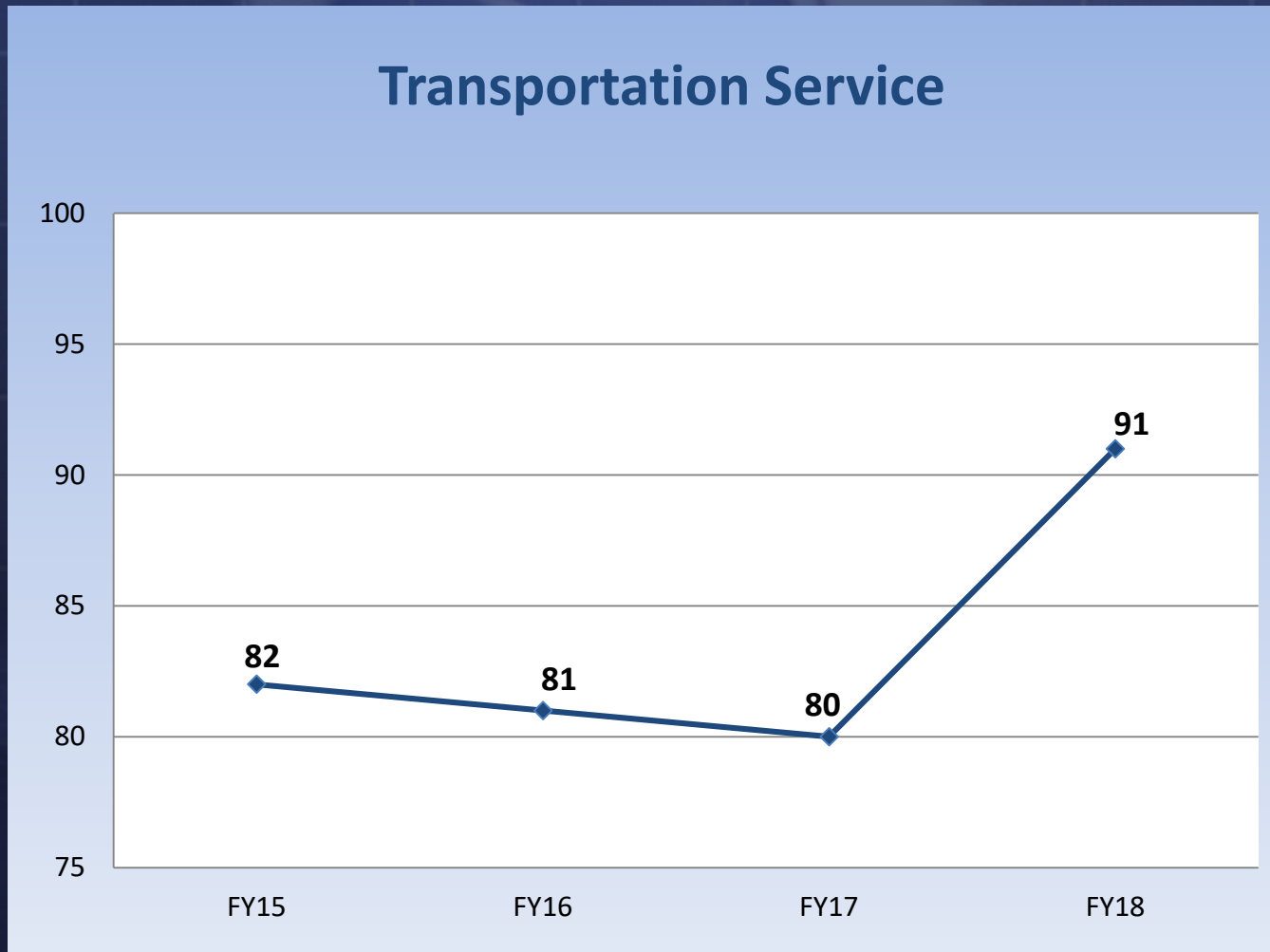
# Trip Reason



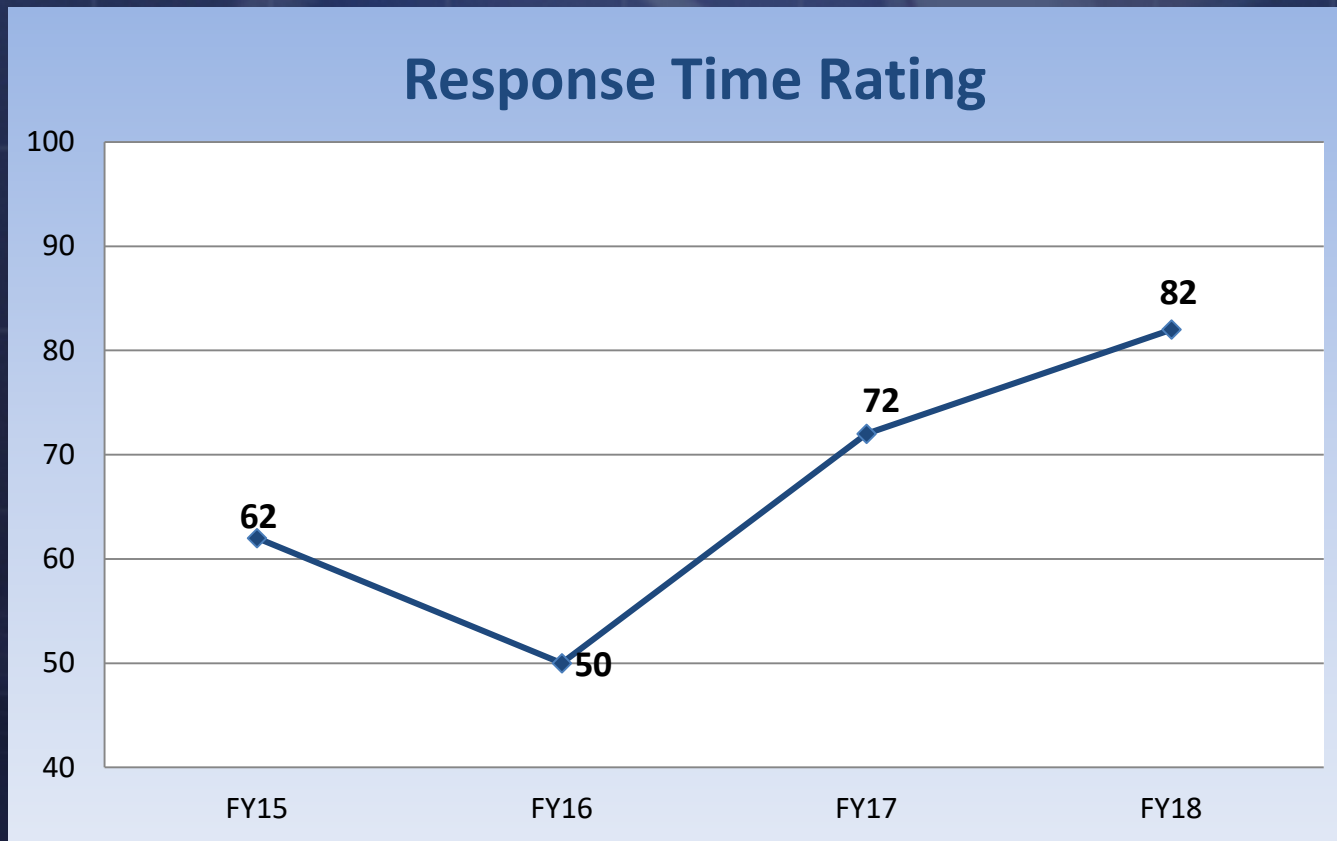
# Comparison to Previous Years



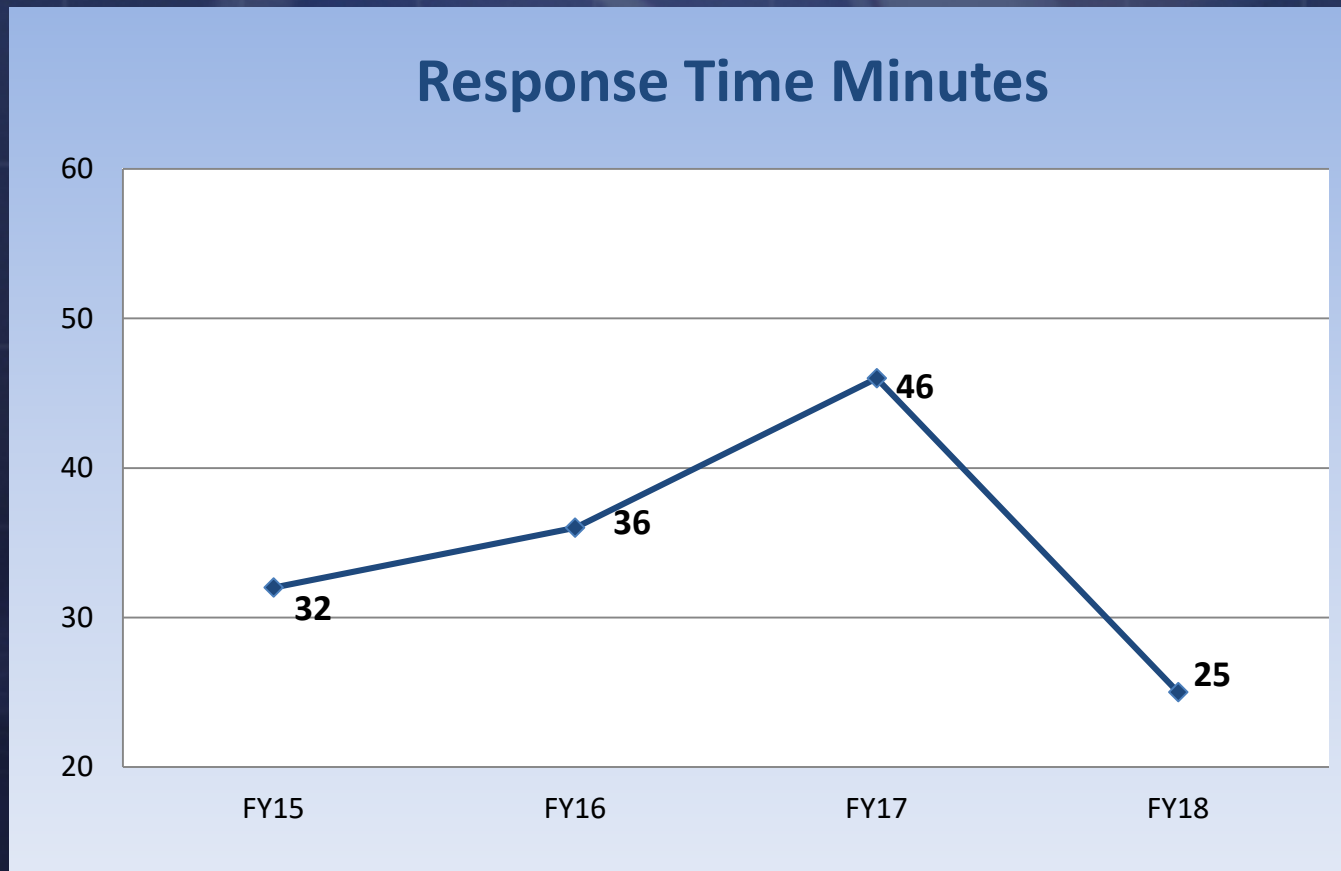
# Comparison to Previous Years



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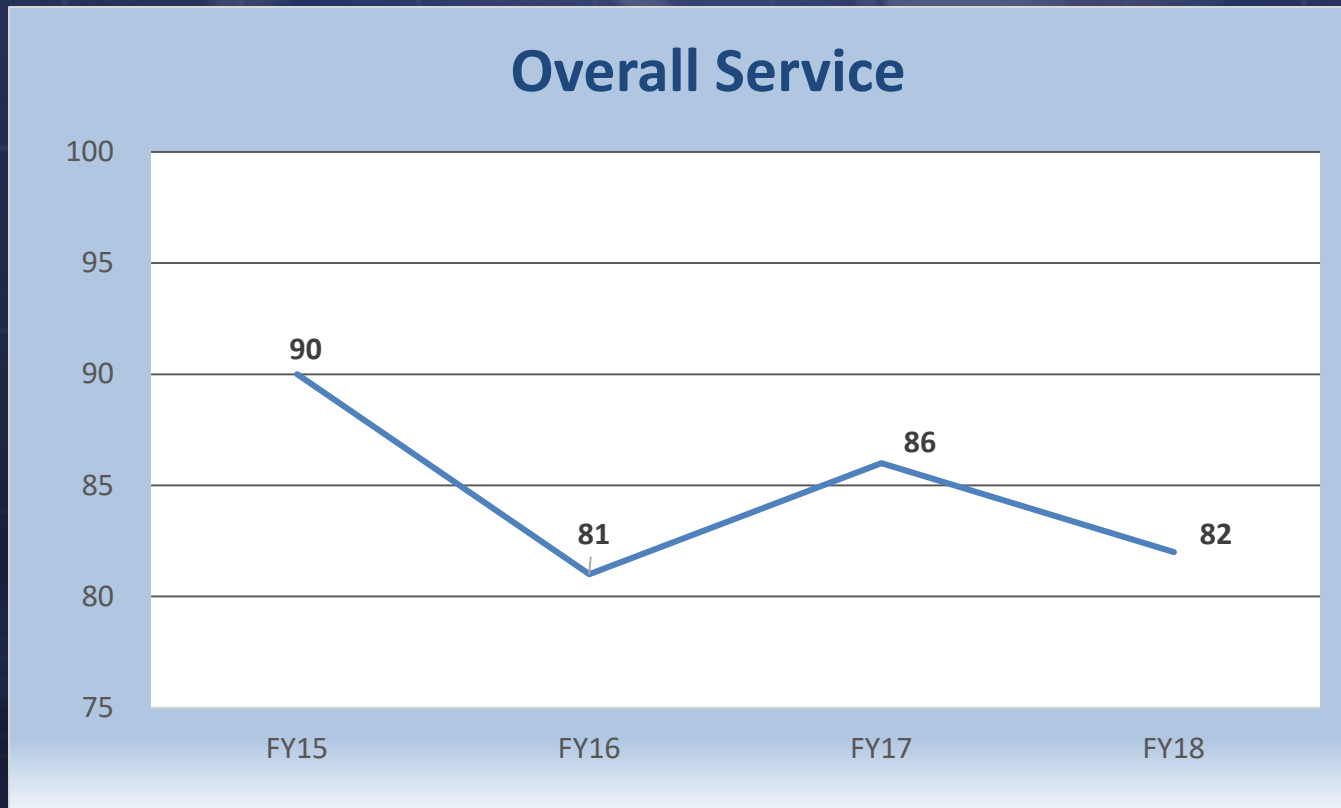


# Comparison to Previous Years





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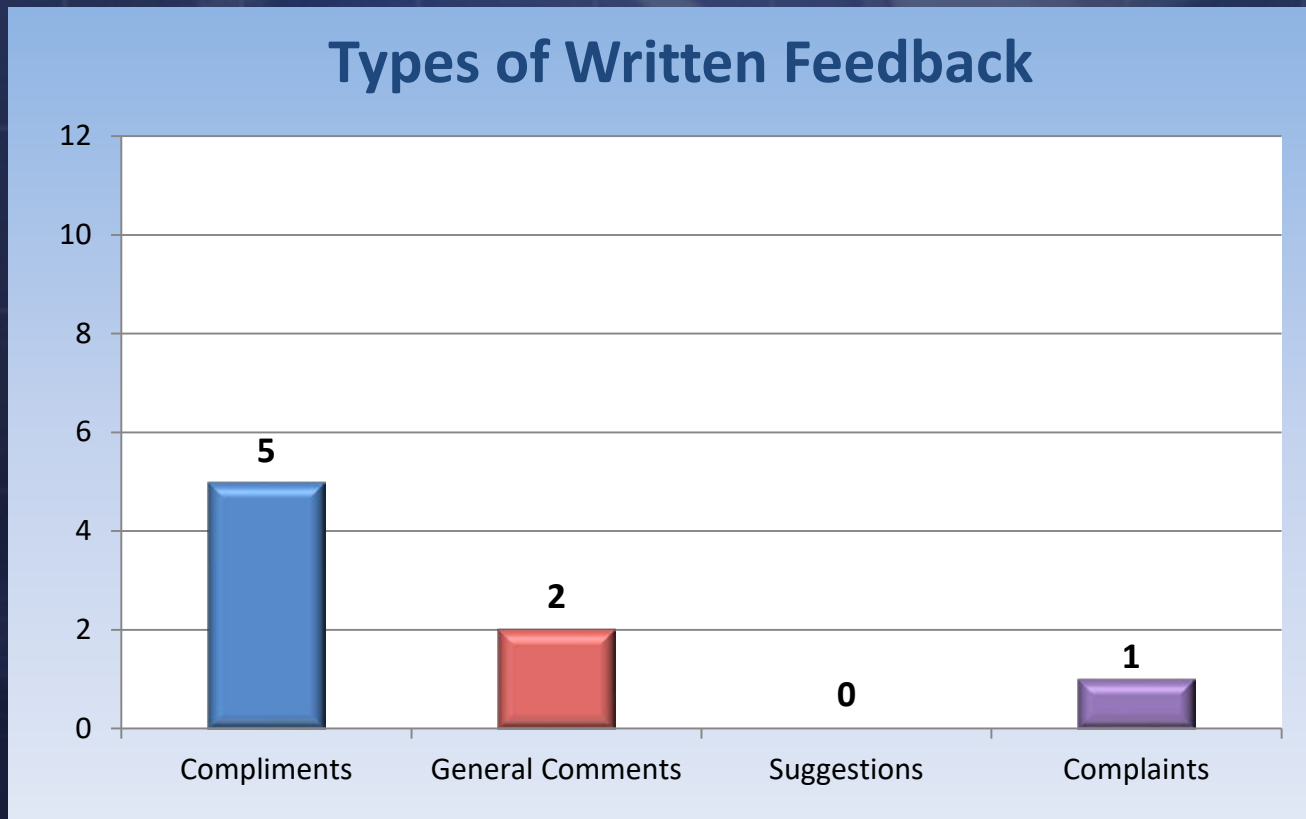
# FY18 Customer Feedback



# FY18 Customer Feedback

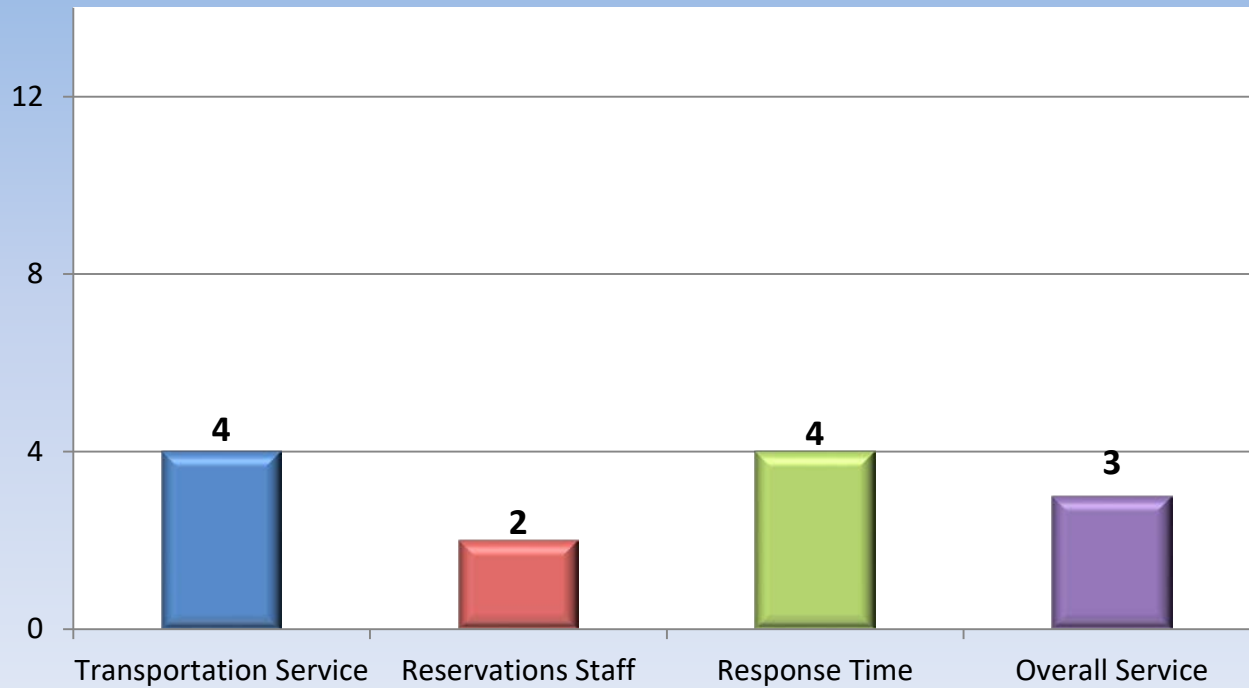
- 8 of 11 respondents (73%) provided written responses
  - 5 written responses (63%) were of a positive nature.
  - 1 written response (13%) was negative.
  - Other responses were either general in nature or suggestions.

# Written Responses - Types



# Written Response Categories

## Written Feedback Topics



# FY18 Customer Compliments : )

- Outstanding!
- Thank you for offering this service.
- GRH customer service was outstanding.
- Thank you very much for your service.
- Best Service

# FY18 Customer Complaints : (

- Driver was unfamiliar with the area and I was asked to provide suggested route even though I was clearly ill.

# Recap

- 125 surveys distributed.
- 9% return rate.
- Overall satisfaction rating 82%.
- Average wait was 25 minutes.
- “Other Emergency” was most frequent reason for using GRH.
- Written responses from 73% of survey participants.
- Compliments out weighed criticism 4 to 1.



# Questions

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