

# Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2018 Preliminary Results  
Washington, DC Region

Commuter Connections Subcommittee  
December 18, 2018

**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.

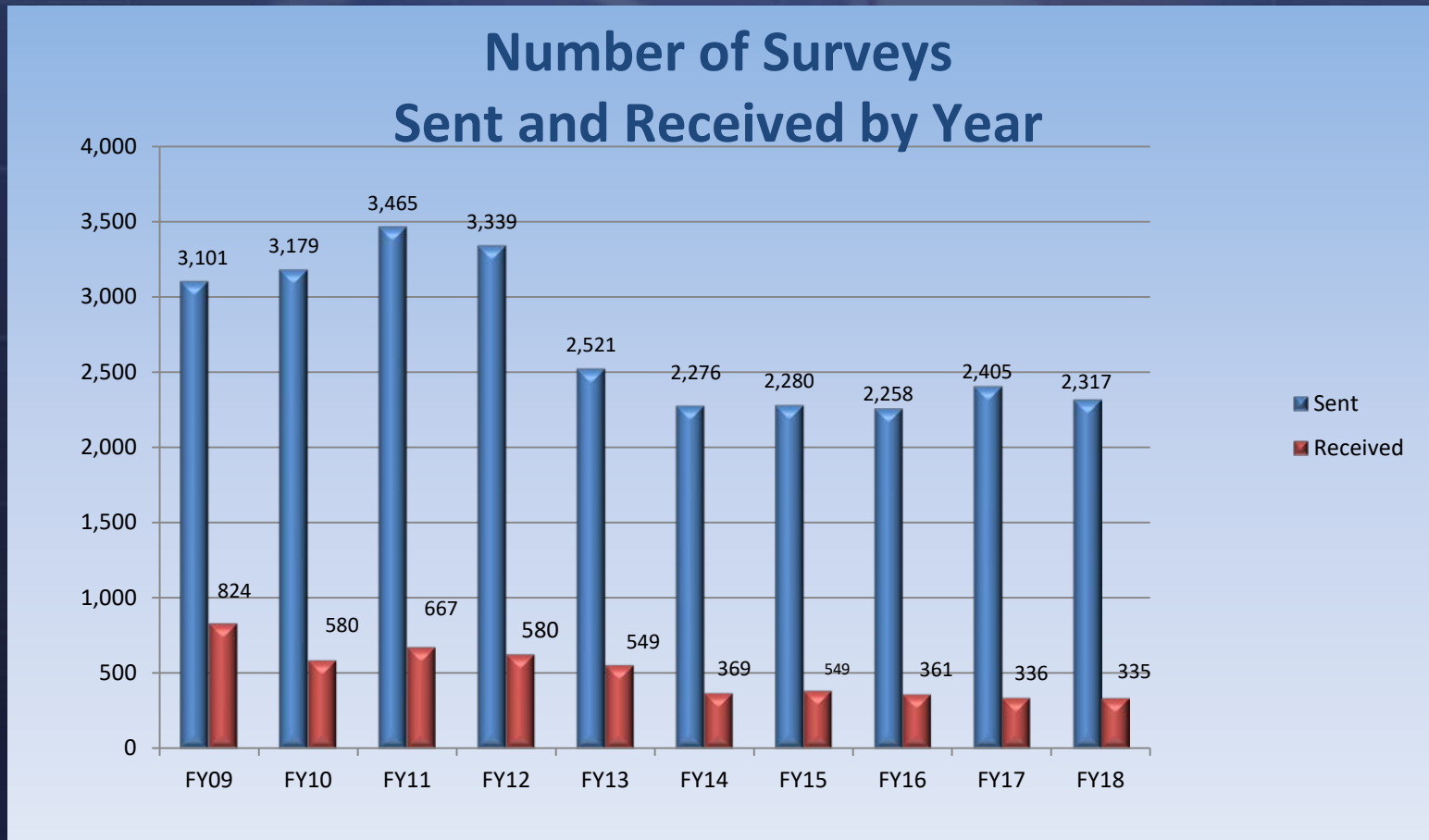
- |  | Poor                     | Fair                     | Good                     | Excellent                |  |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 1. How would you rate the service you received from our GRH trip reservations staff? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. What was the reason for your GRH trip?<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)

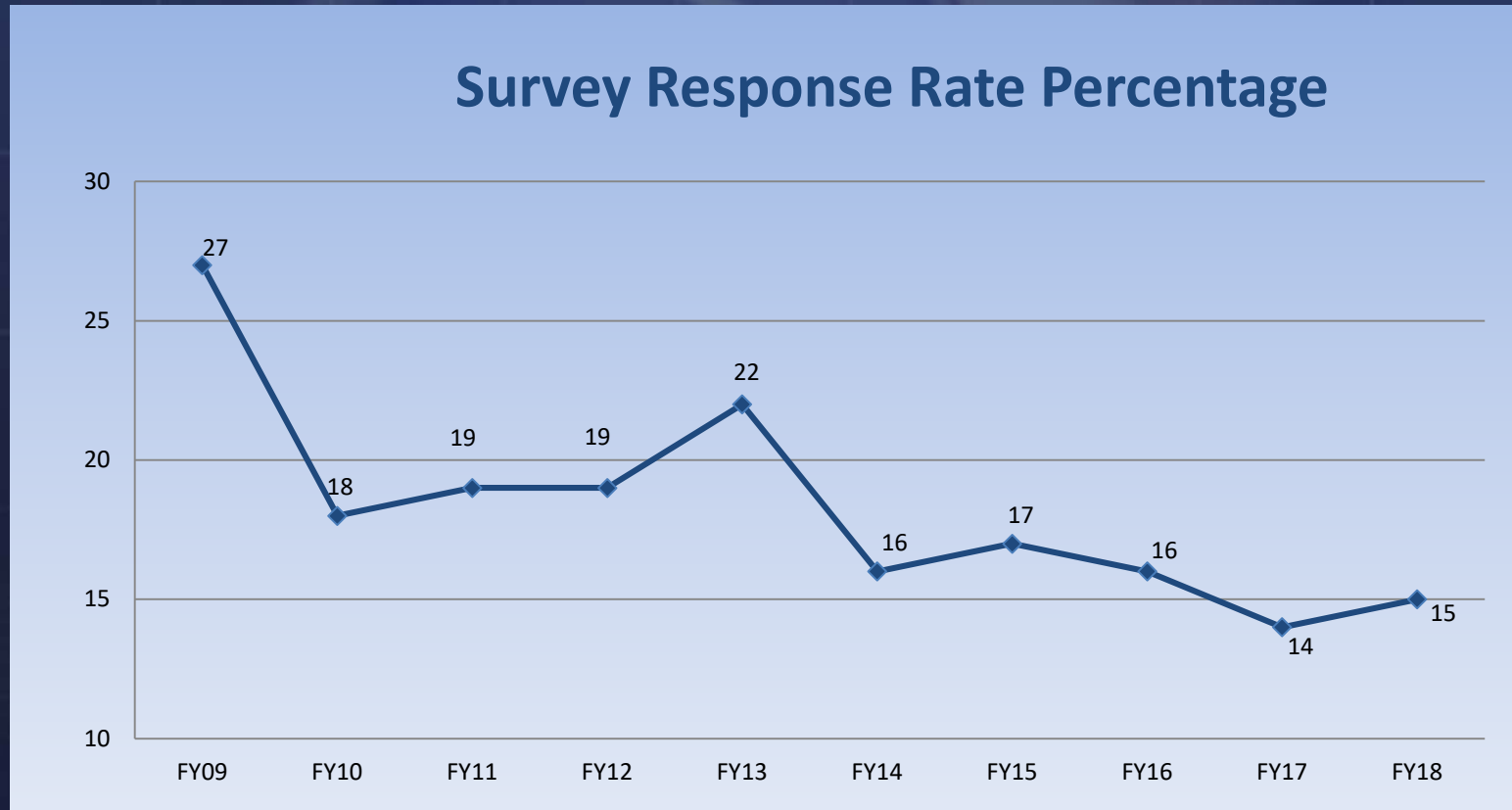


**We'll get you home. Guaranteed.**

# Survey Response Rate

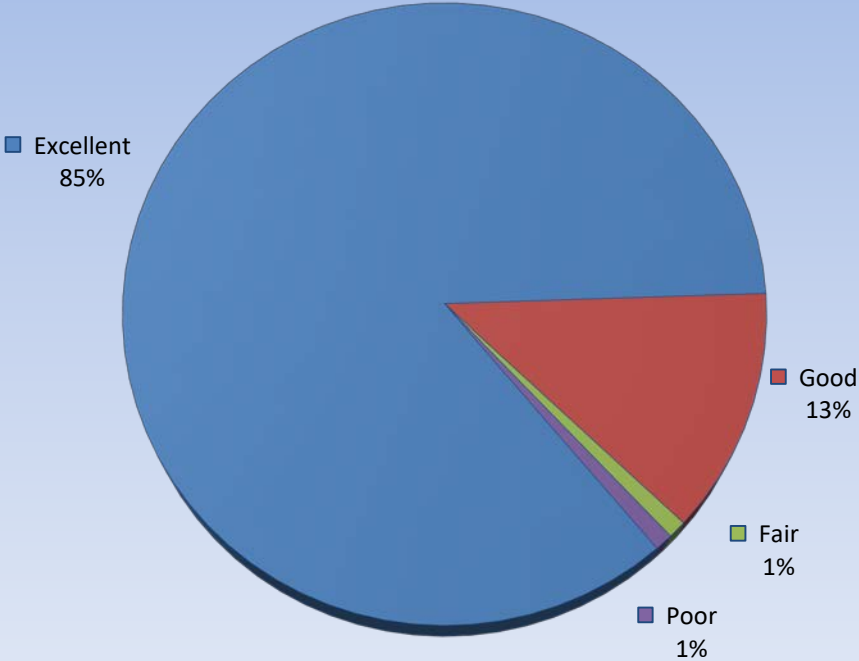


# Survey Response Rate



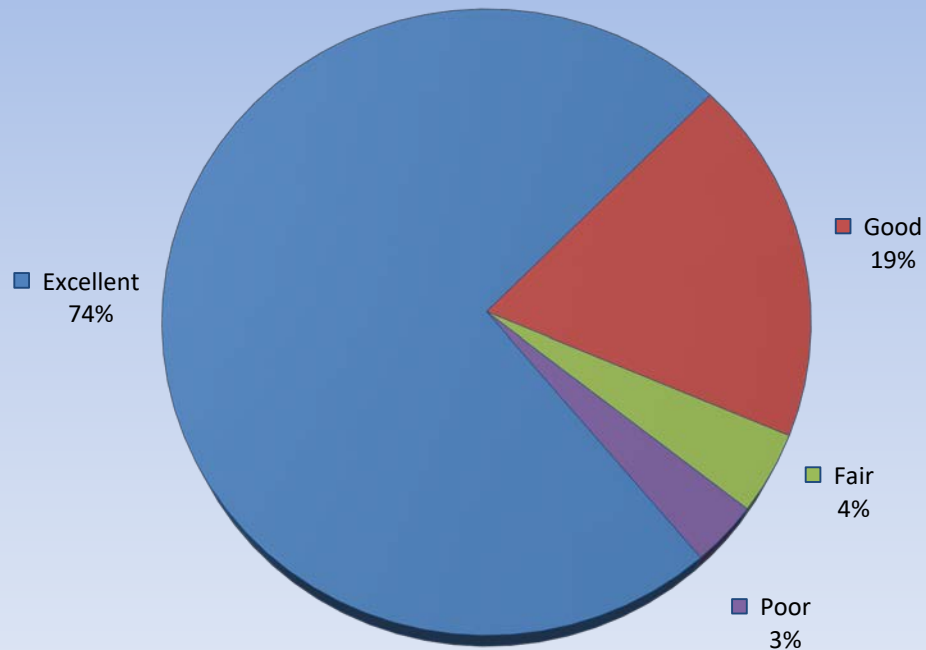
# Reservations Staff

## GRH Trip Reservations Staff

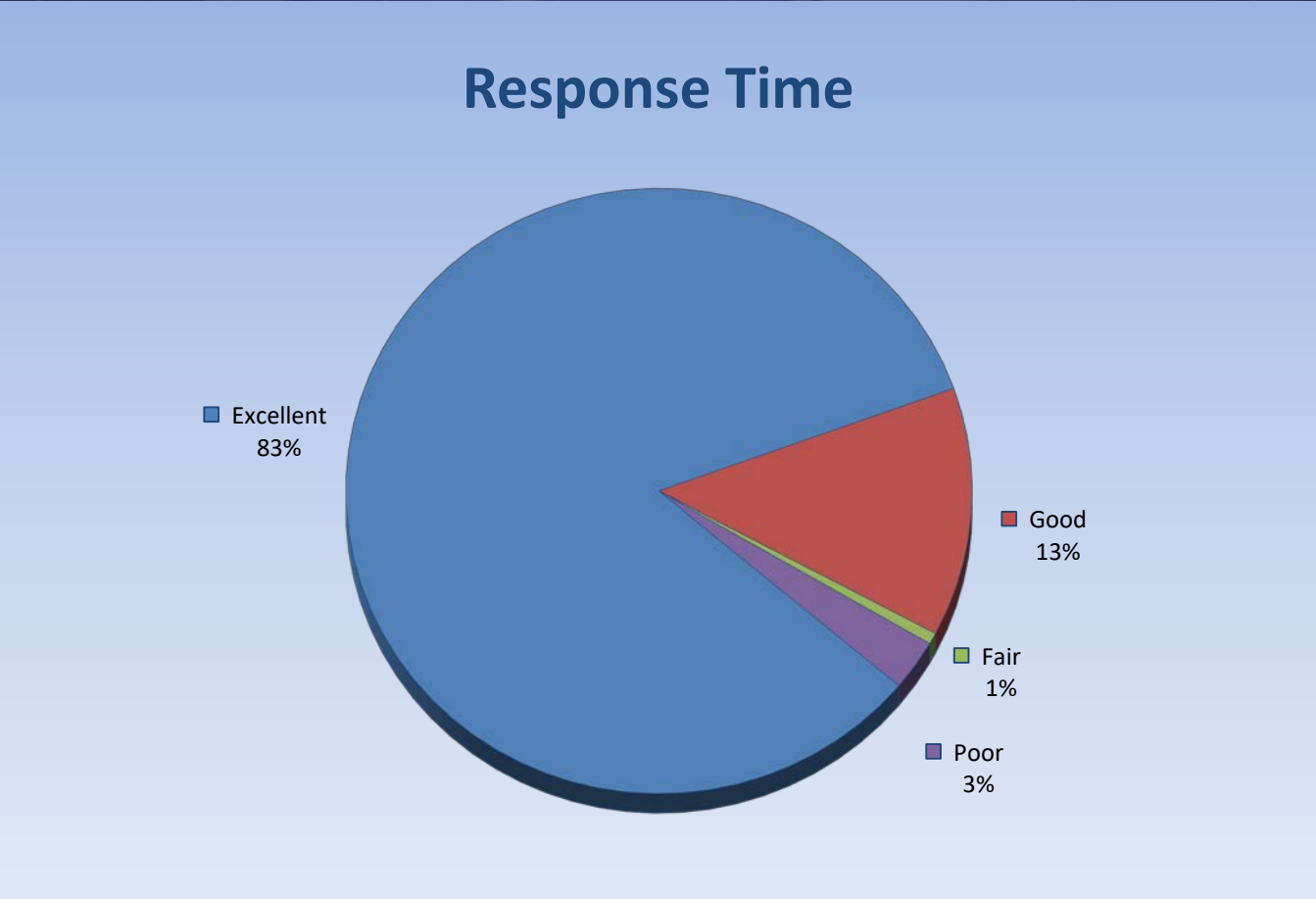


# Transportation Service

## Transportation Service



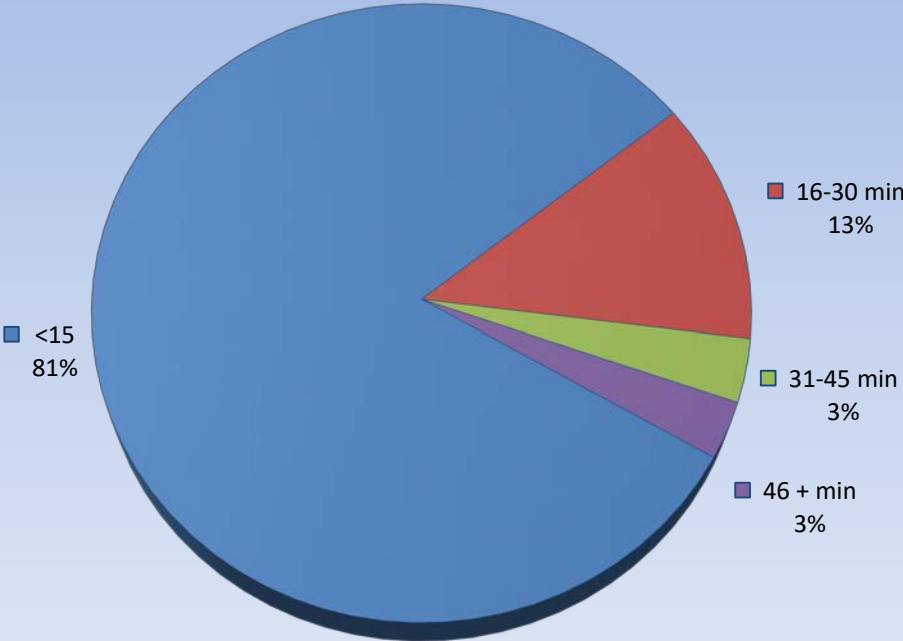
# Response Time Rating



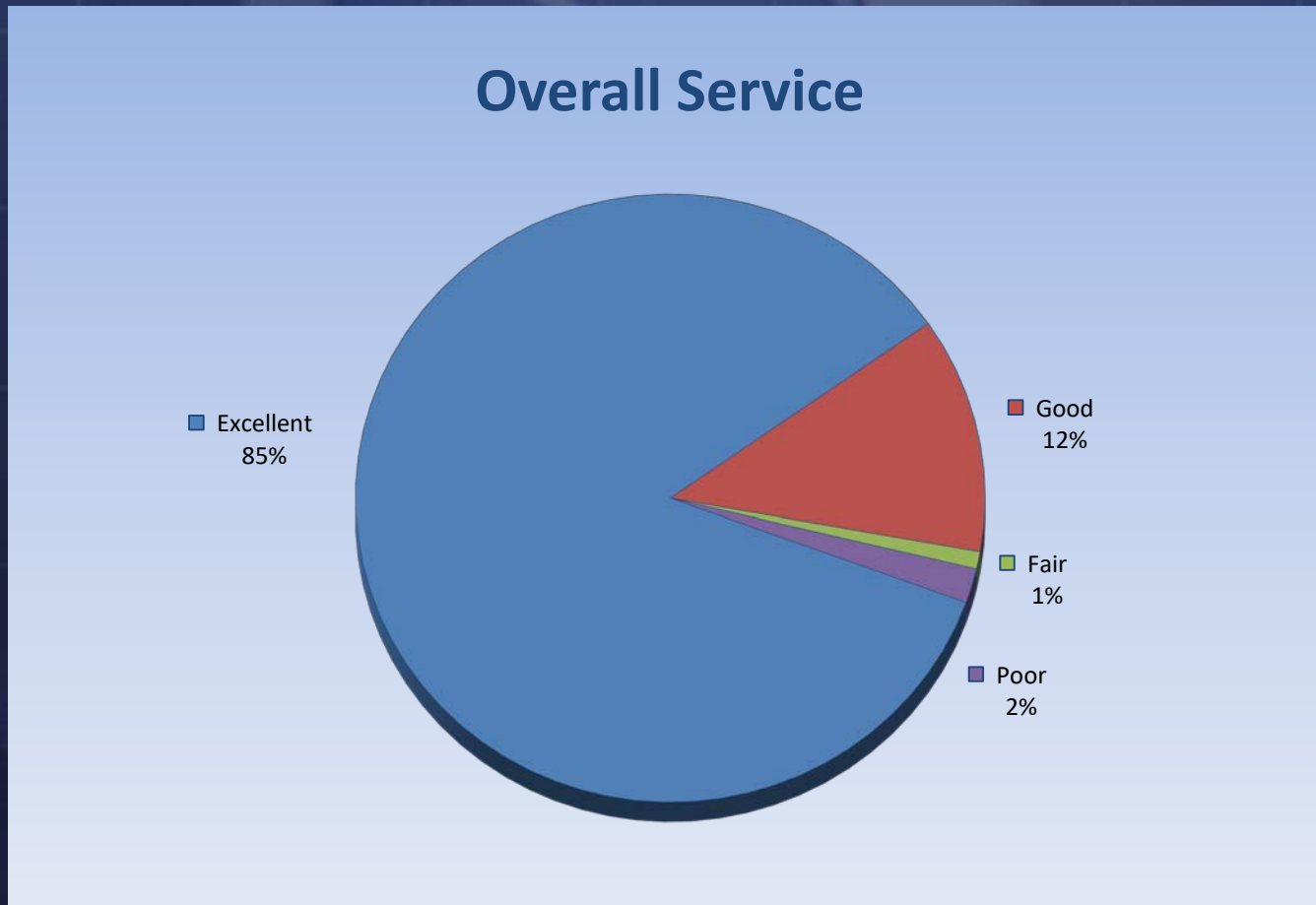


# Response Time Minutes

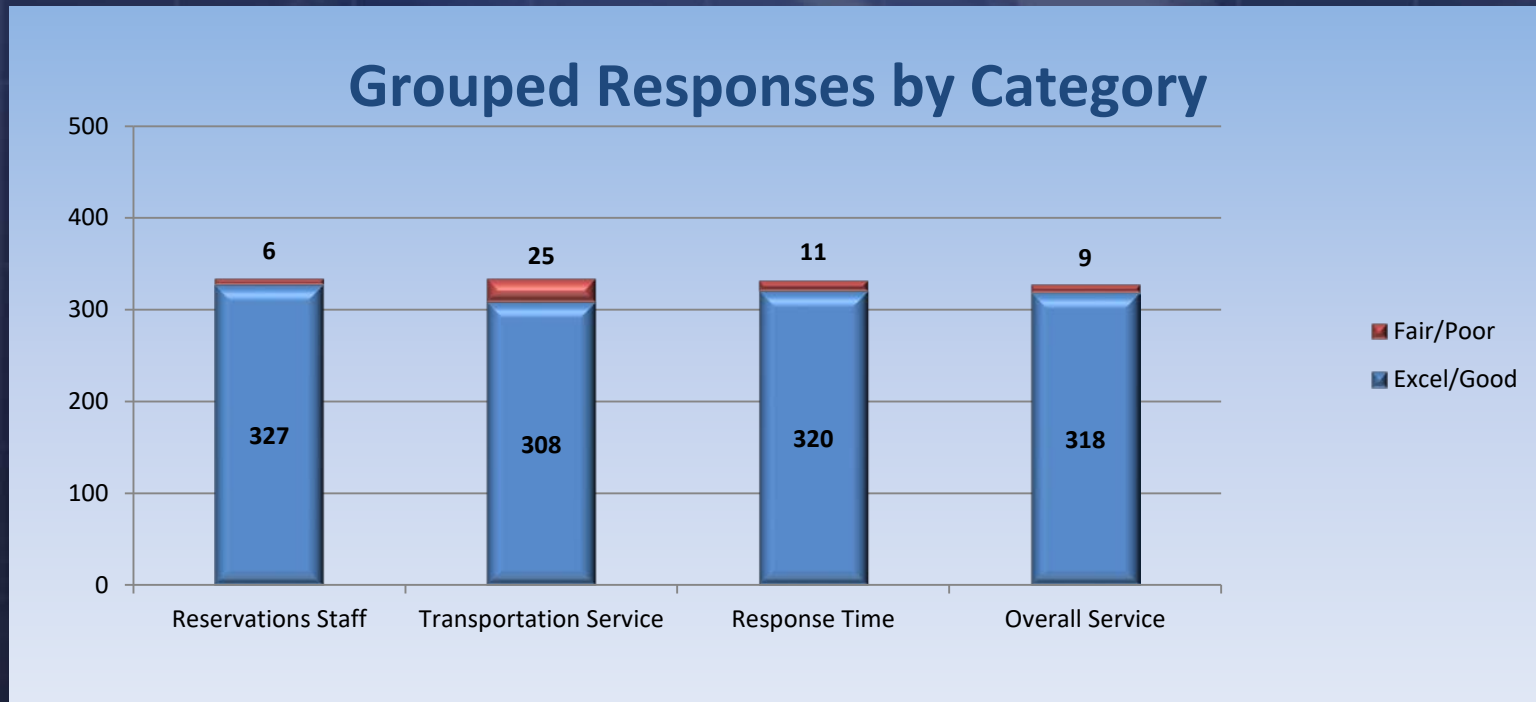
## Response Time - Minutes



# Overall Service

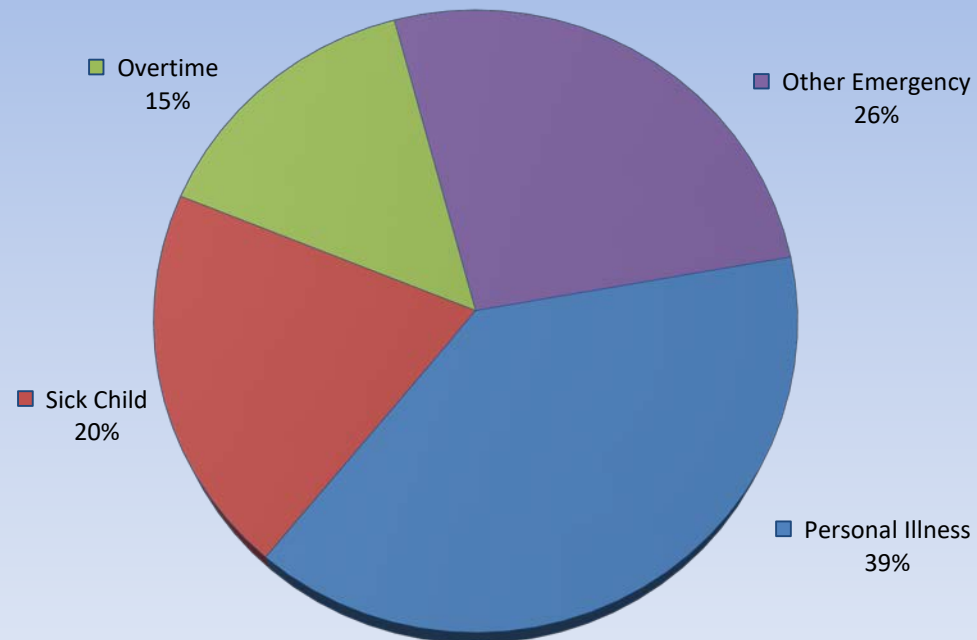


# Satisfaction - All Categories

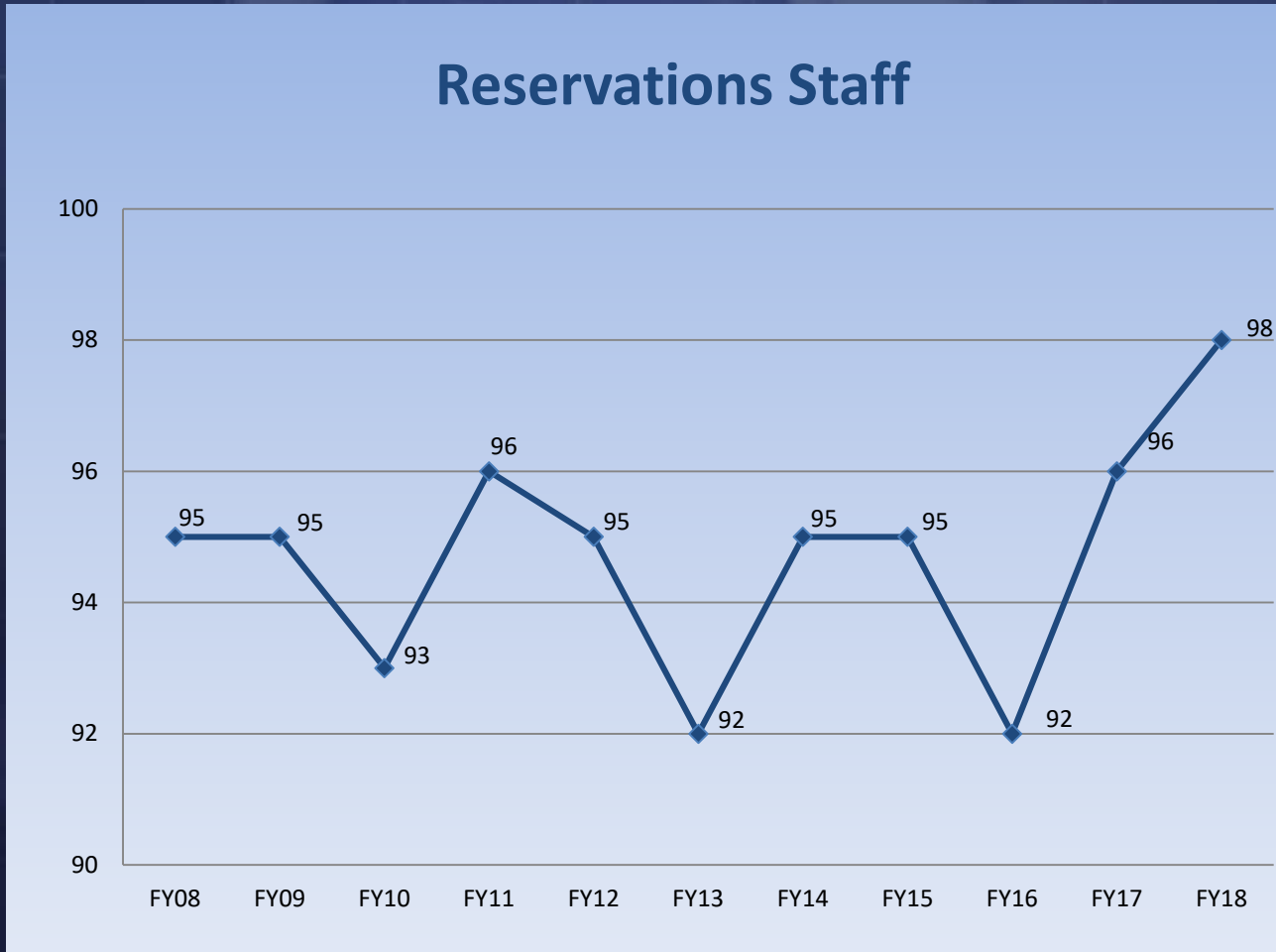


# Trip Reason

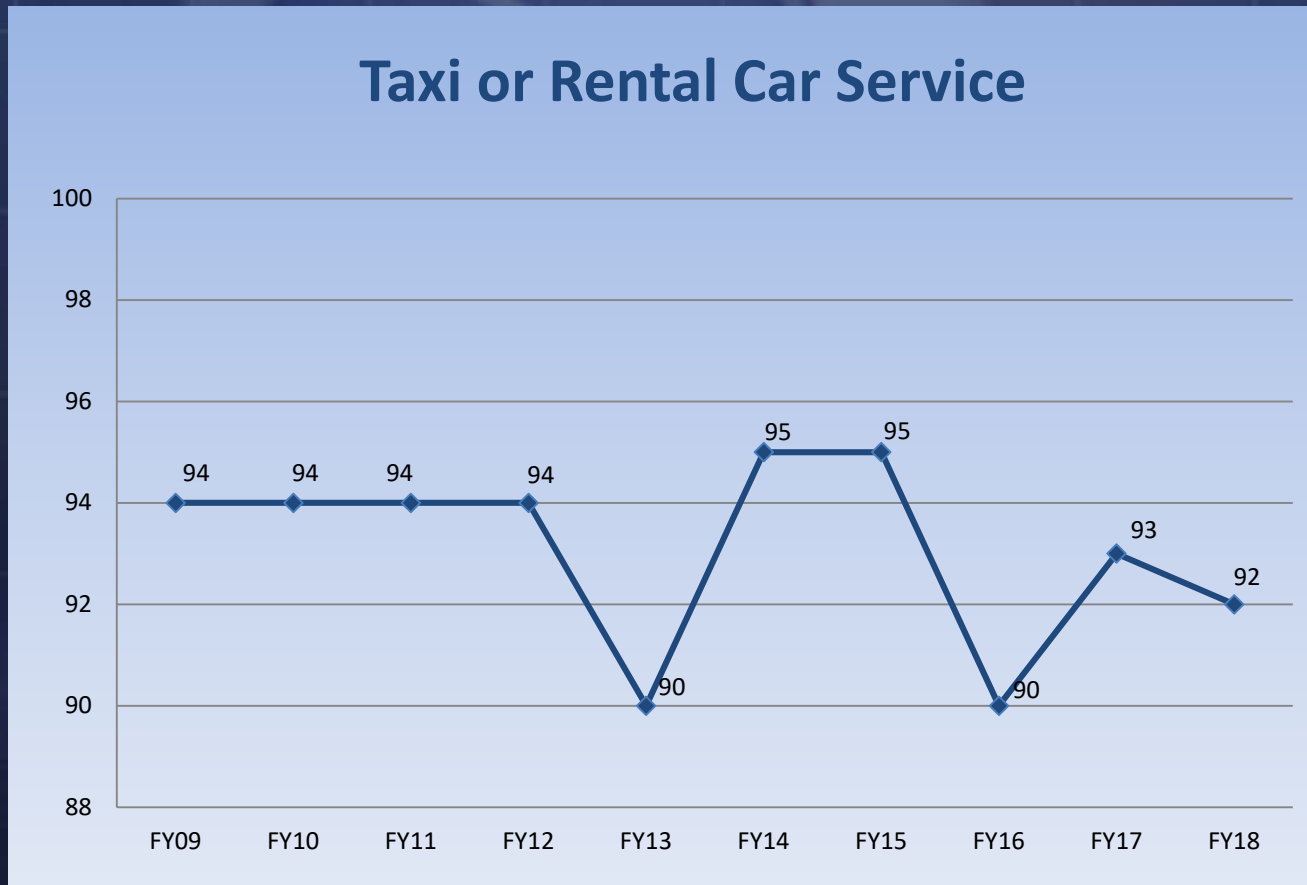
## Reason for Trip



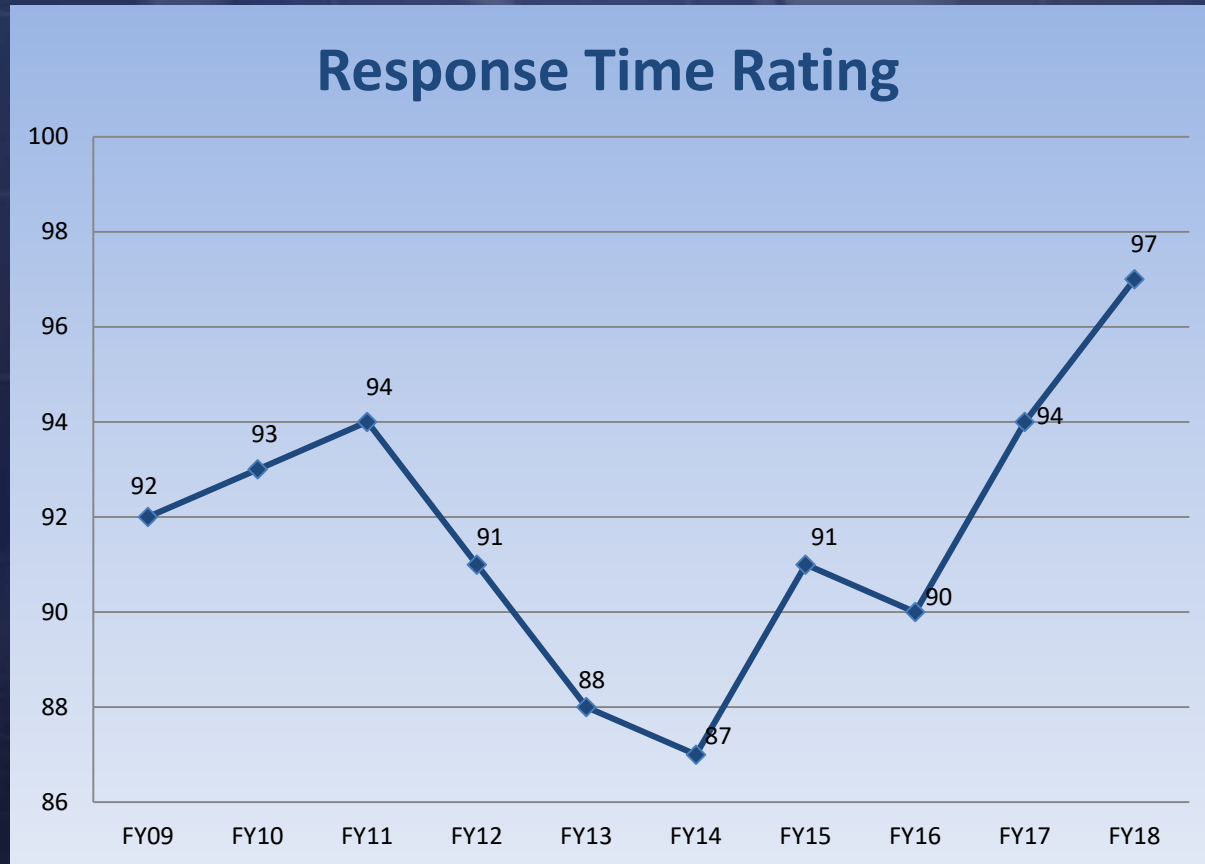
# Comparison to Previous Decade



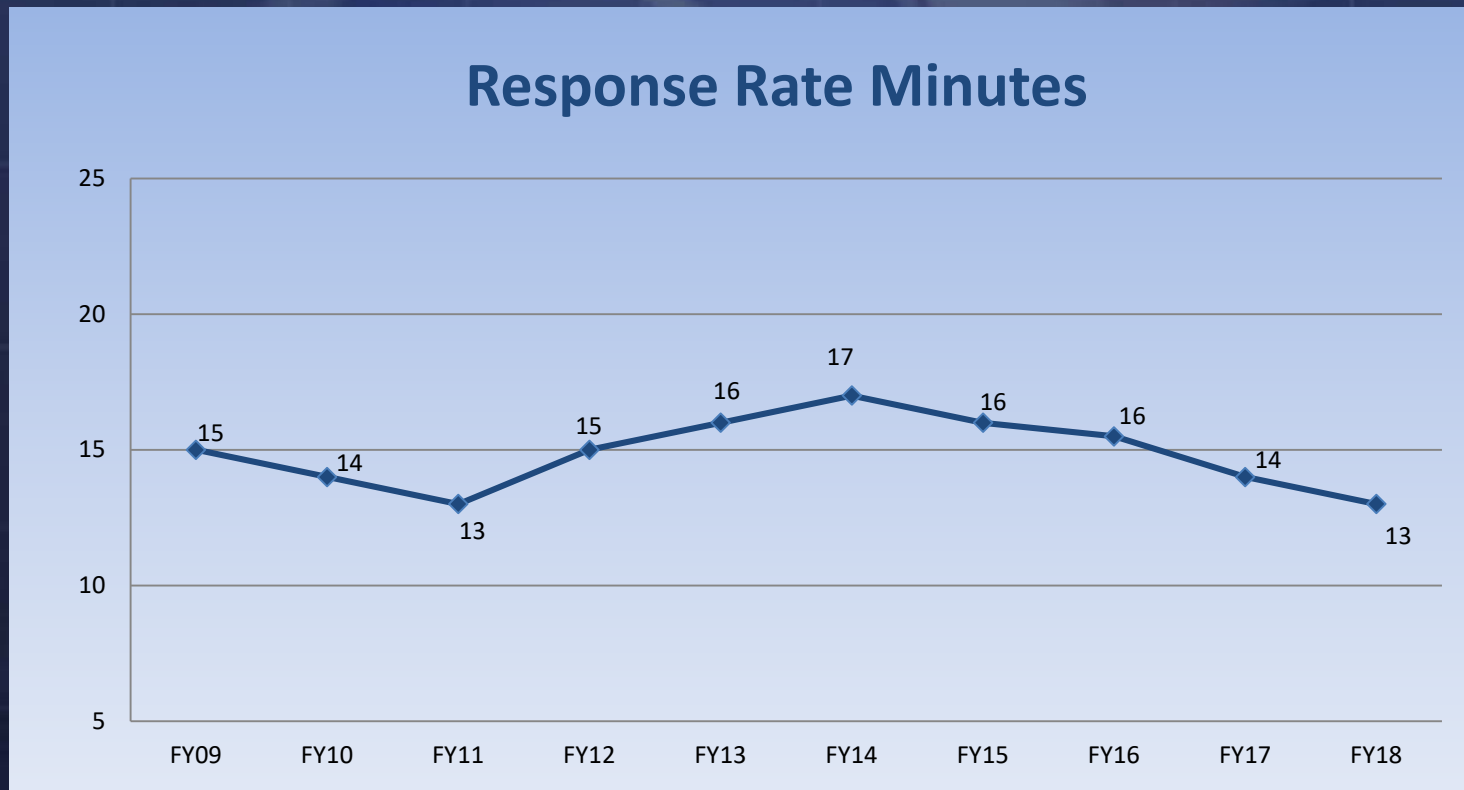
# Comparison to Previous Decade



# Comparison to Previous Decade

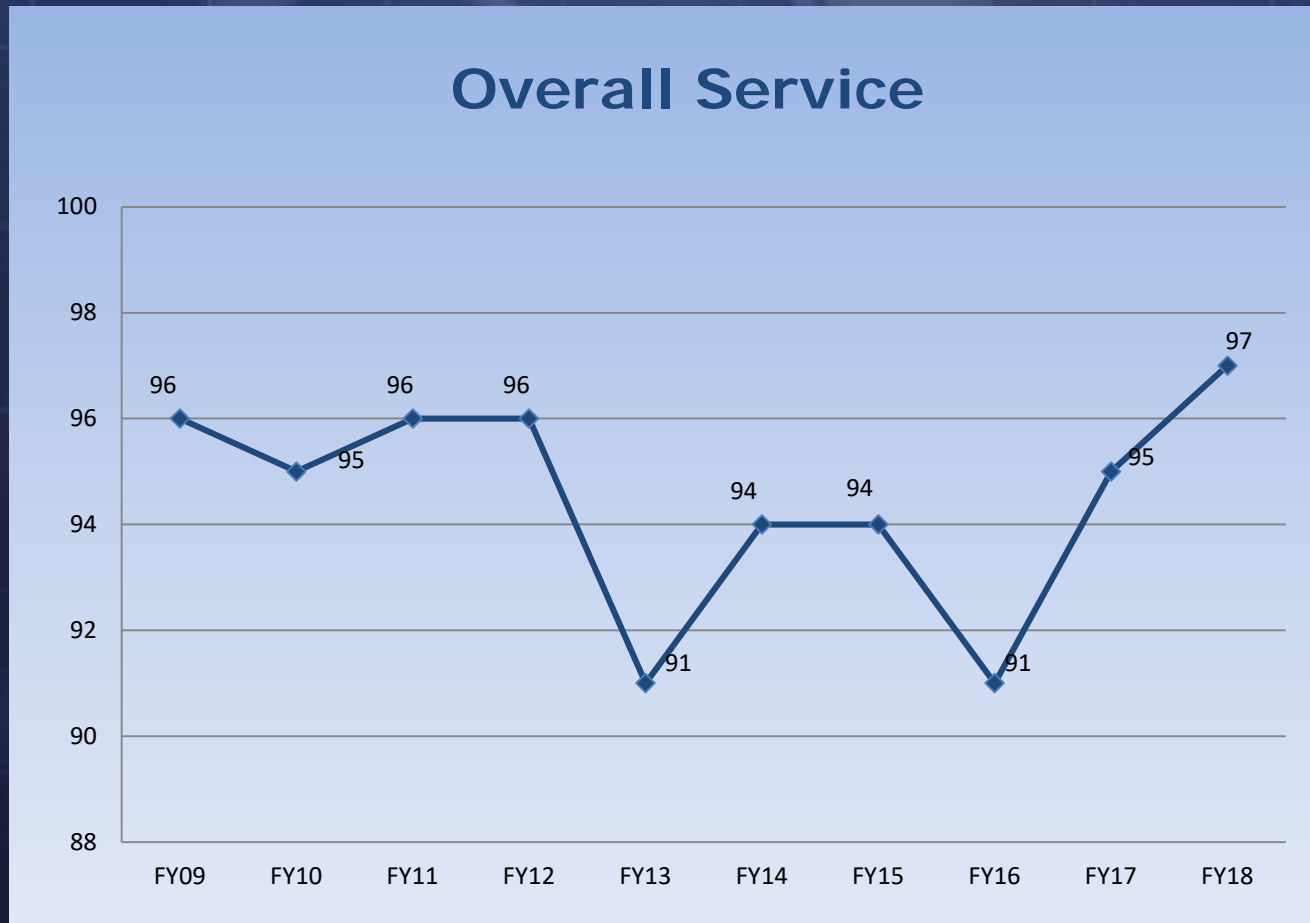


# Comparison to Previous Years





# Comparison to Previous Decade



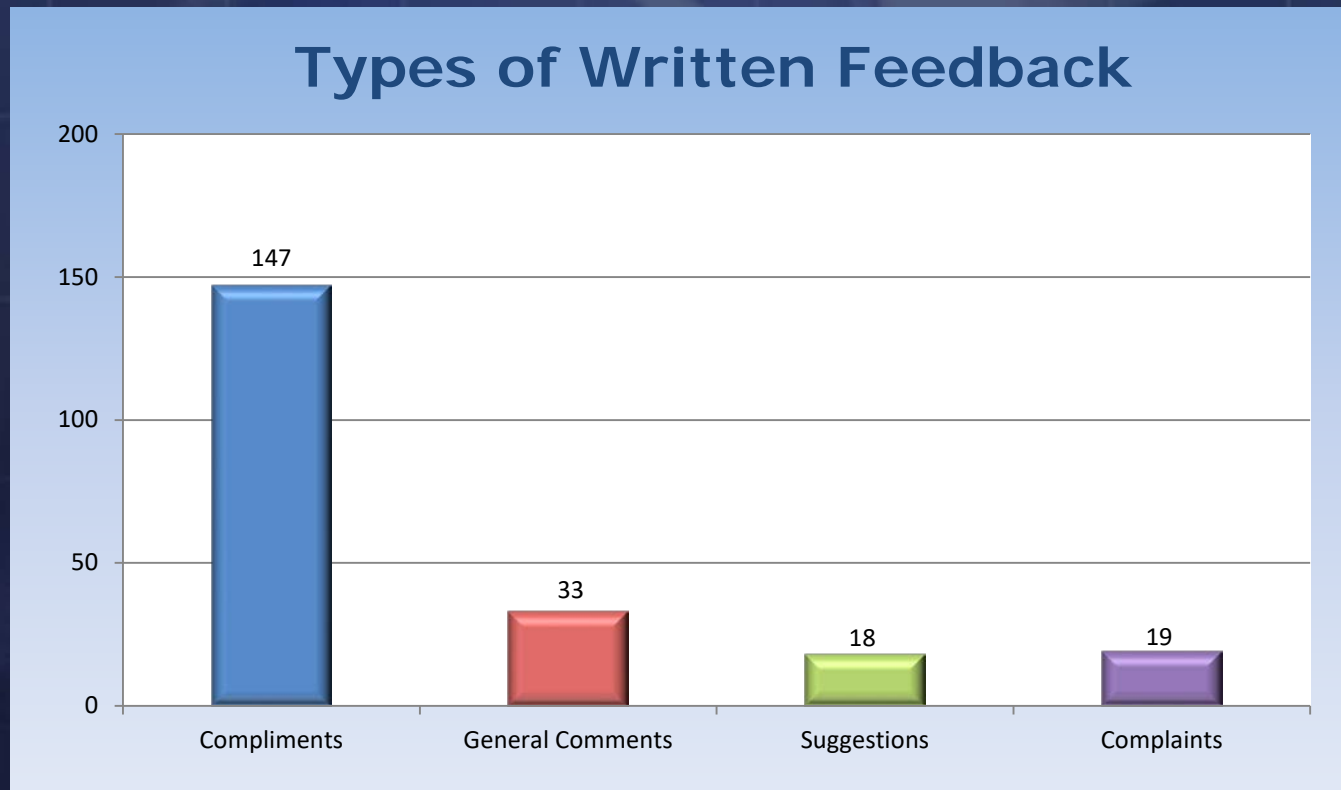
# FY18 Customer Feedback



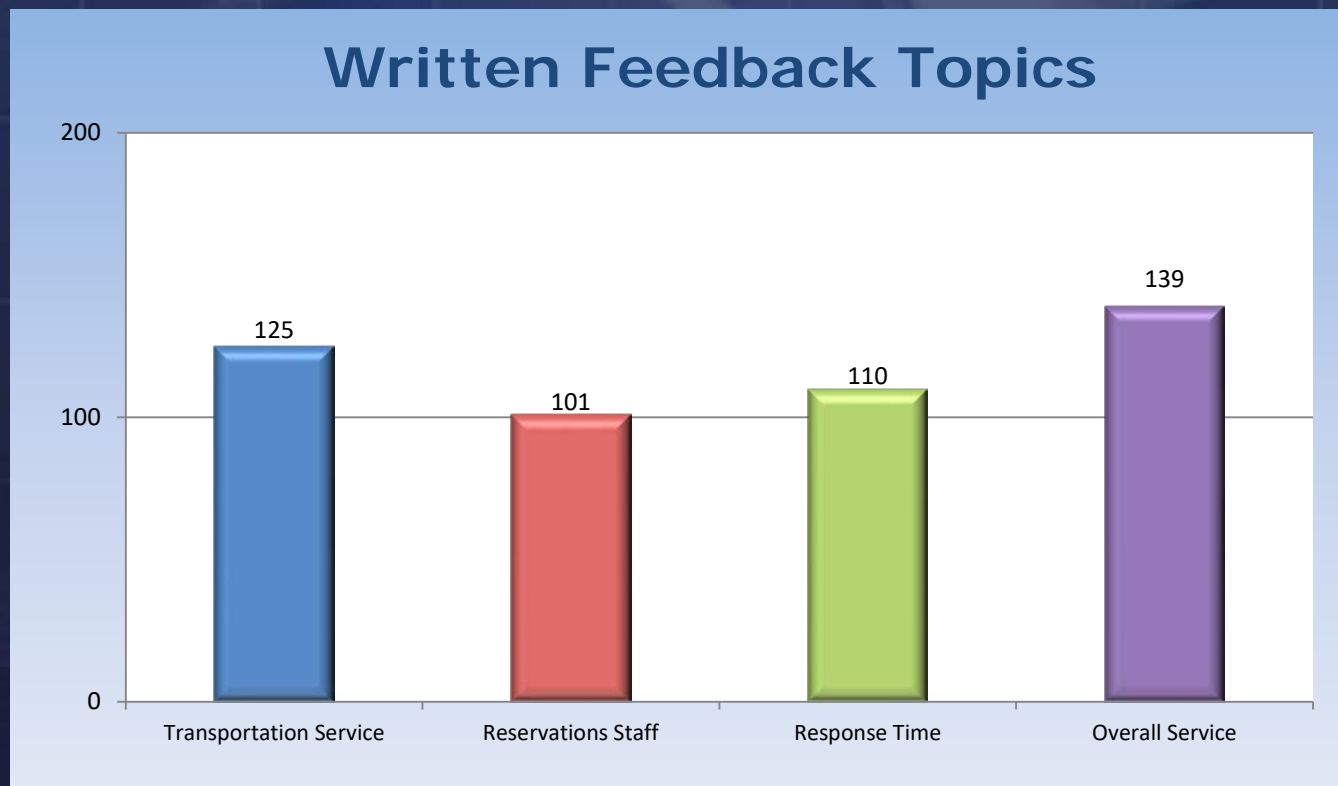
# FY18 Customer Feedback

- 71% of respondents provided written responses
  - 62% provided positive comments
  - 8% negative

# Written Responses - Types



# Written Response Categories



# FY18 Customer Compliments : )

- I greatly appreciate this service and find it consistently dependable.
- This was a great experience! The cab showed up fast and the driver was great!
- First time I use the service. Must say I am impressed!
- Great service! Needed to unexpectedly get my wife to the doctor.
- GRH gives me peace of mind that the little emergencies can be accommodated with ease.
- So thankful for the service. The representative was great. I didn't remember that the GRH had to renewed annually. She renewed me on the spot.
- I will recommend my fellow workmates that ride VRE to sign up.
- Phenomenal service all around.
- Very grateful for the ride home and really appreciated the great service when not having a good day to start with!

# FY18 Customer Compliments : )

- Wonderful! I couldn't have asked for anything better.
- Great experience. Makes working unscheduled overtime more bearable knowing that I can get home quicker and safer.
- I was thoroughly impressed and pleased.
- Great Experience All the Way AA++
- Flawless execution.
- This program gives me such peace of mind, to know that I have a way to get home if there is an emergency.
- I went into labor at work and had taken the bus in that morning. GRH saved me!
- I was really grateful to be able to call Commuter Connections to have a ride provided for me.
- Process was very smooth and service provided promptly.

# FY18 Customer Complaints : (

- I Wish taxi service was prepared for tolls as I live off of Dulles Toll Road.
- Driver could've saved 15 minutes by using Google Maps instead of assuming Beltway is fastest.
- The taxi cab smelled like smoke and made me sick.
- Cab driver very dangerous and distracted on the road. Almost a near miss accident.
- I called at 7:00pm for a taxi and it didn't arrive until 7:45pm! I felt that was unacceptable.
- He also got lost and passed two of the exits and extended my travel time by at least 15 minutes.
- Driver did not enter address into GPS until he was driving down 395. He attempted to make a left turn on red and almost got into an accident.
- Was told the taxi would arrive in 20 minutes or less. But I was not ready for the driver to come in 5 minutes since I heard 20 minutes.



# Recap

- 2,317 surveys distributed
- 15% return rate
- Overall satisfaction rating 97%
- Positive rating of 92% and above for all categories
- Average response wait was 13.2 minutes
- 94% waited 30 minutes or less
- Written responses from 71% of survey participants
- Compliments out weighed criticism 8 to 1

# Questions

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