



Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2017 Preliminary Results
Washington, DC Region

Commuter Connections Subcommittee
January 16, 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?
<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: _____

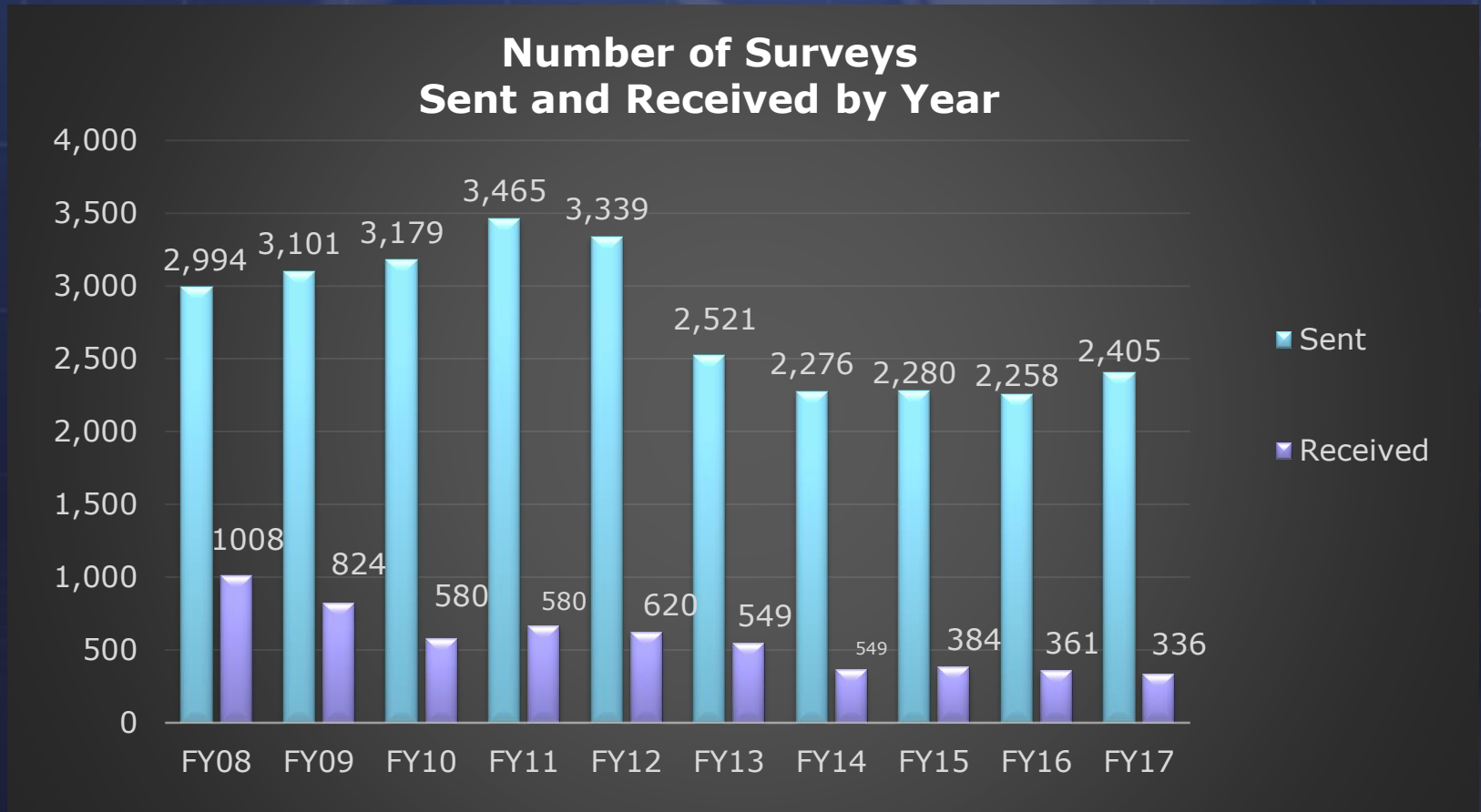
_____ |
| 4. Overall, how would you rate our GRH service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 5. Approximately how many minutes did you wait until receiving your ride? | | | | _____ minutes | |

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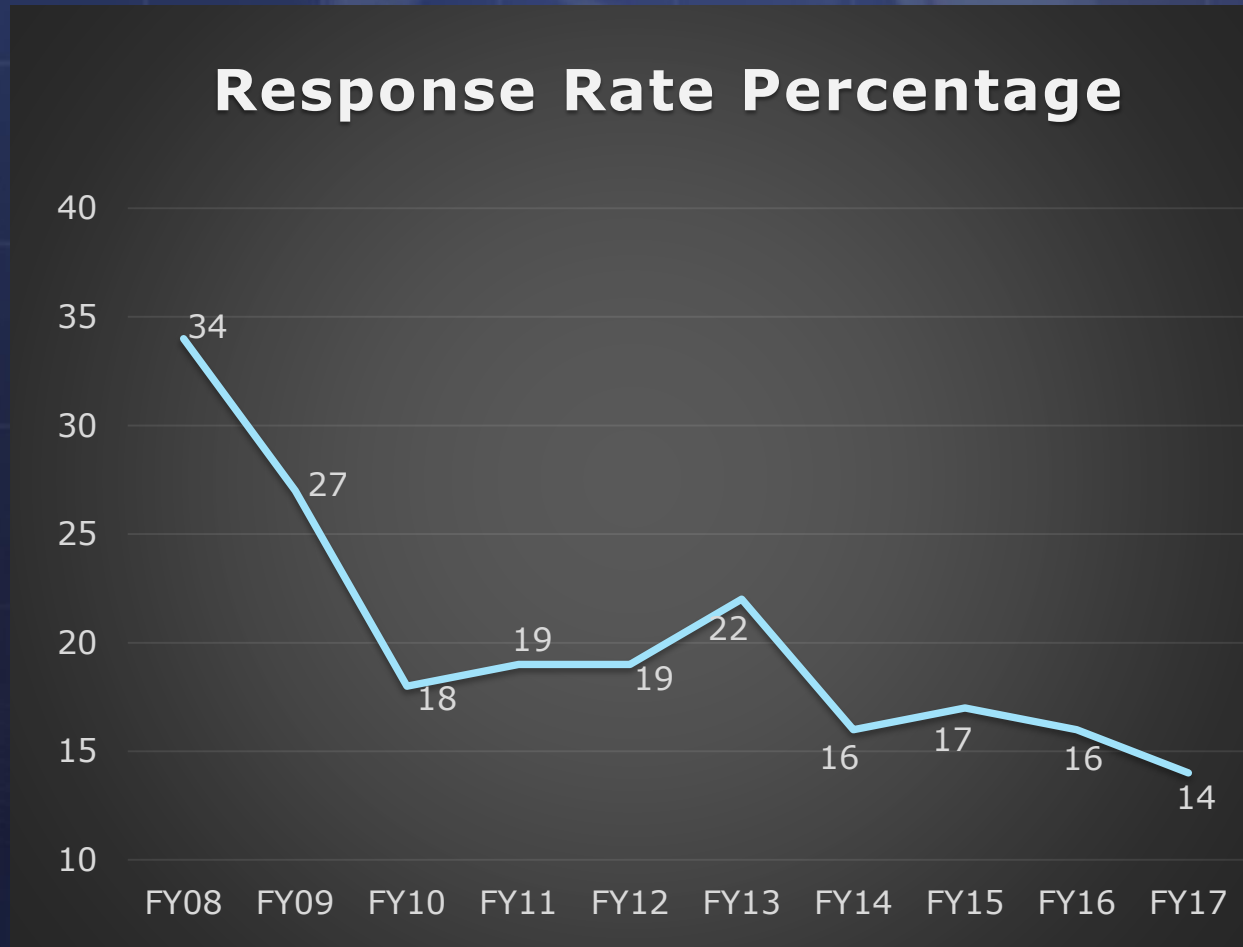


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Survey Response Rate

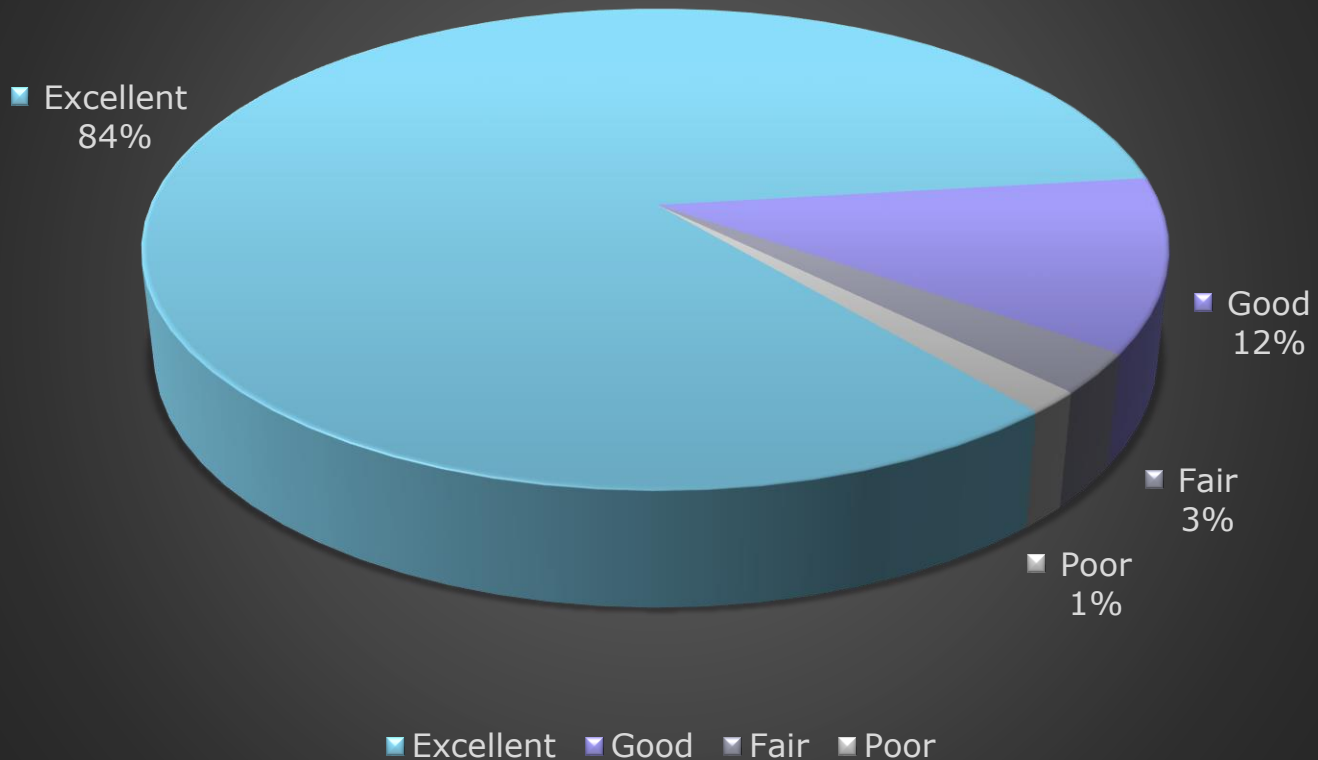


Survey Response Rate

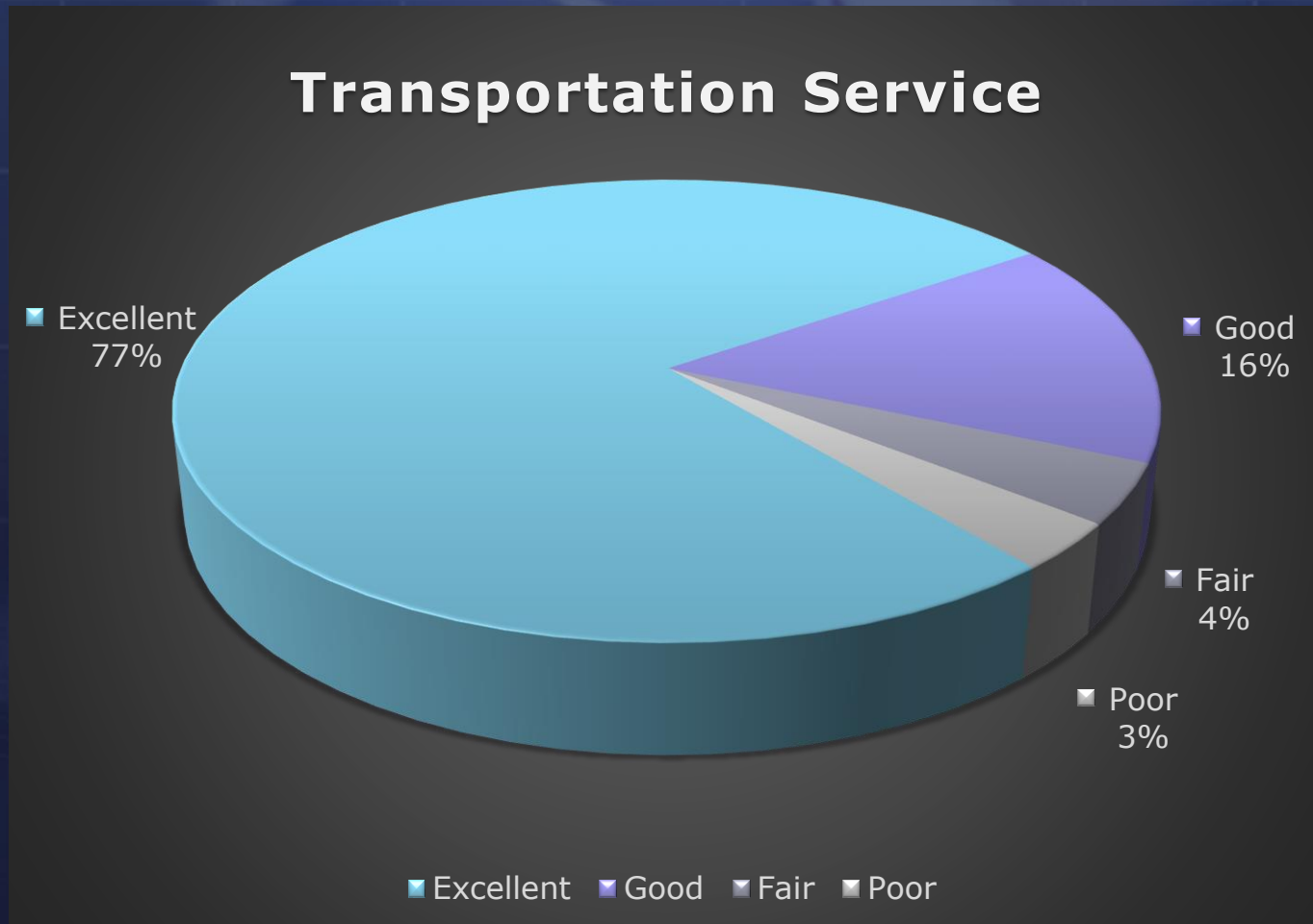


Reservations Staff

GRH Trip Reservations Staff



Transportation Service



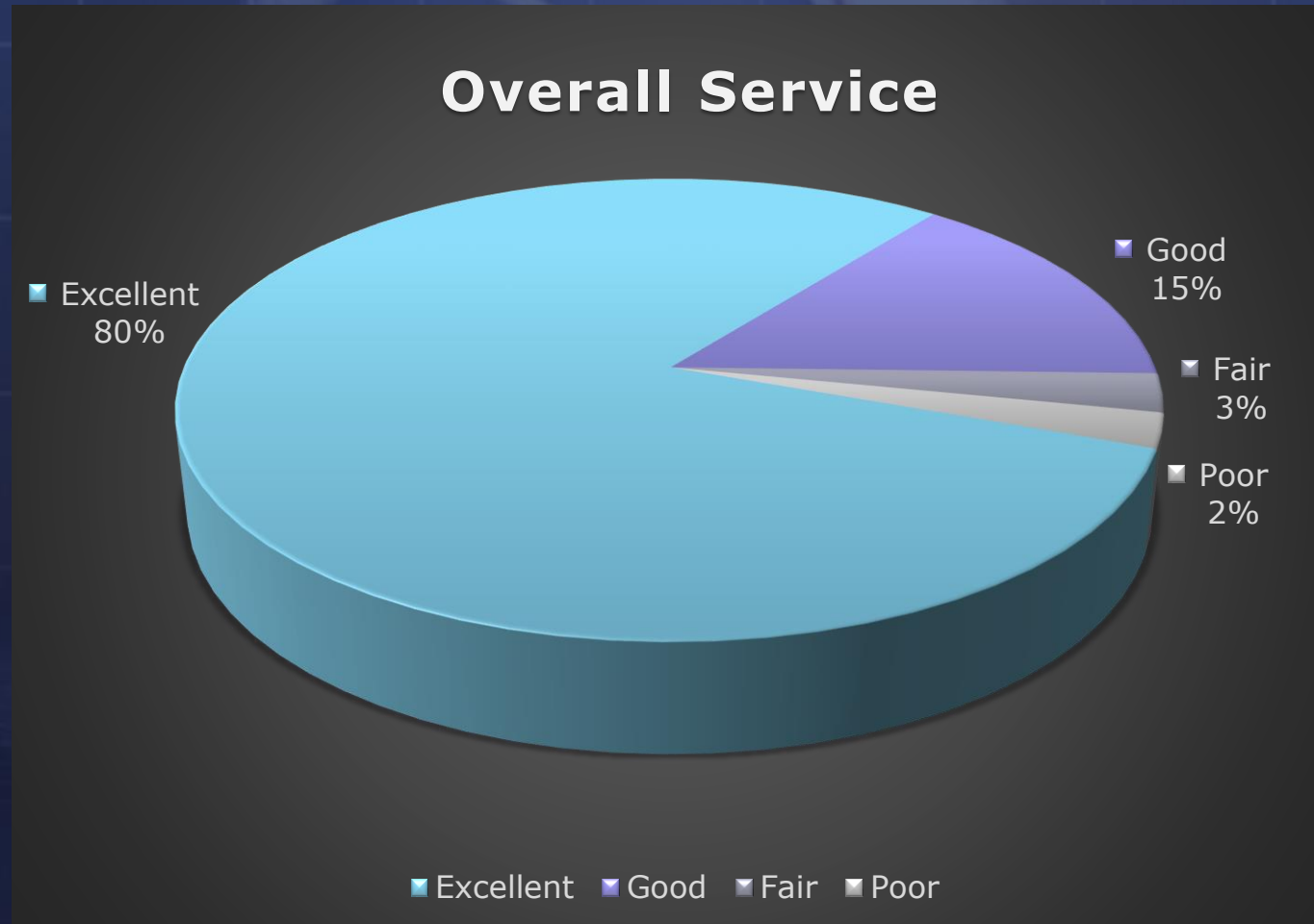
Response Time Rating



Response Time Minutes

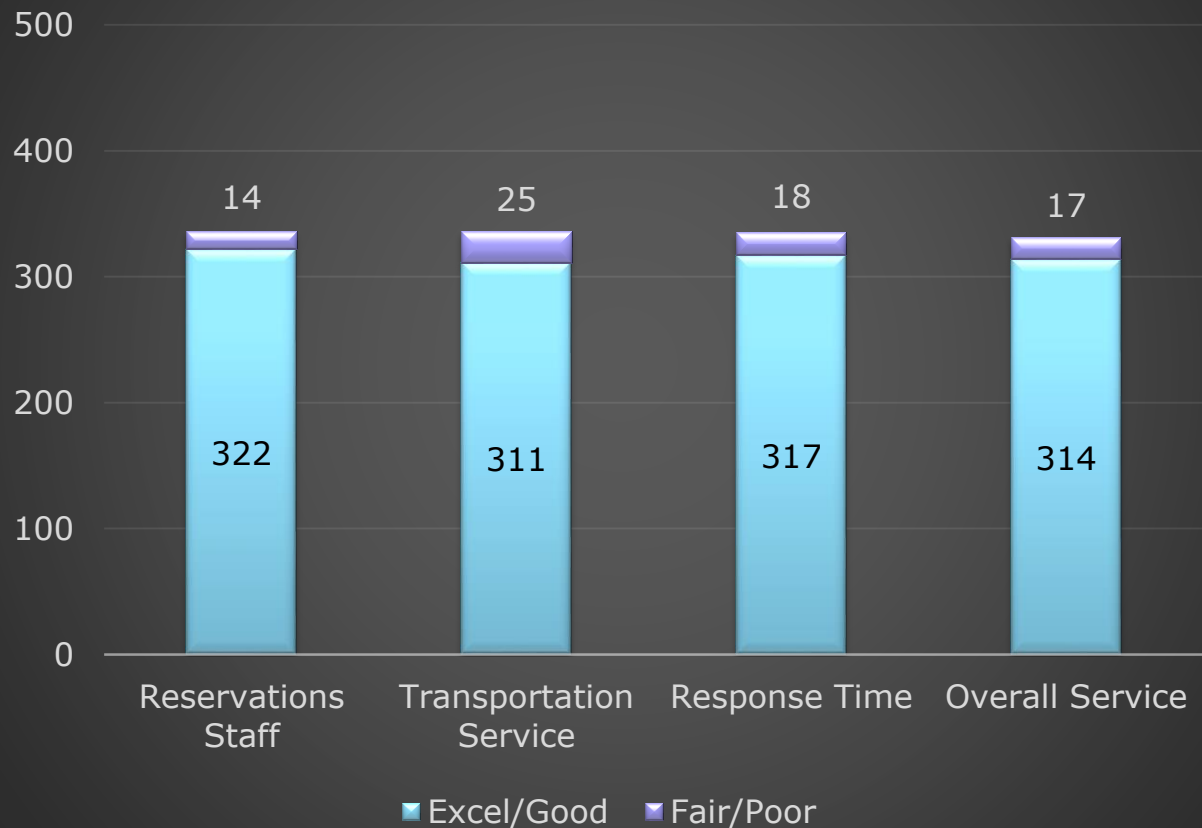


Overall Service

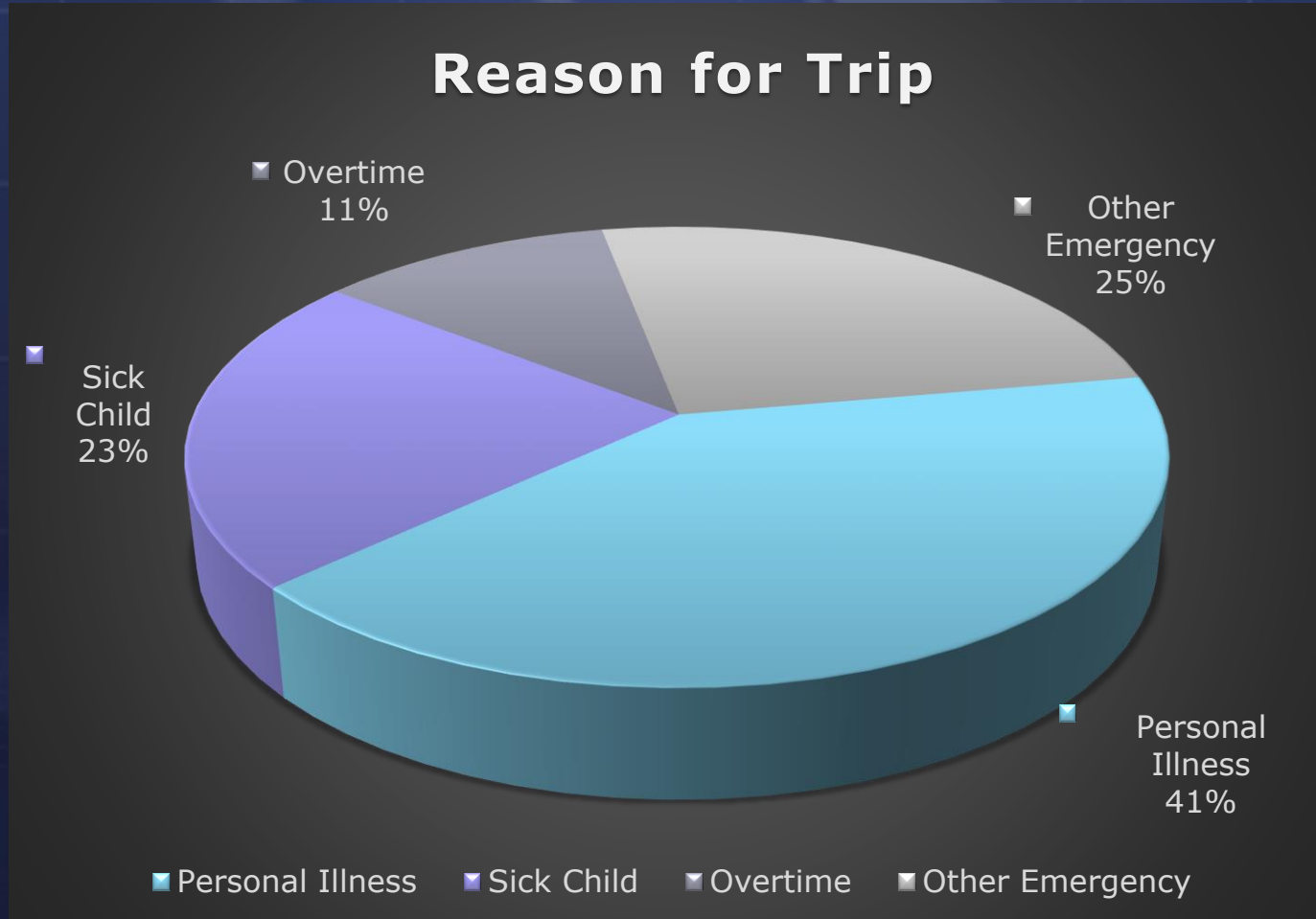


Satisfaction - All Categories

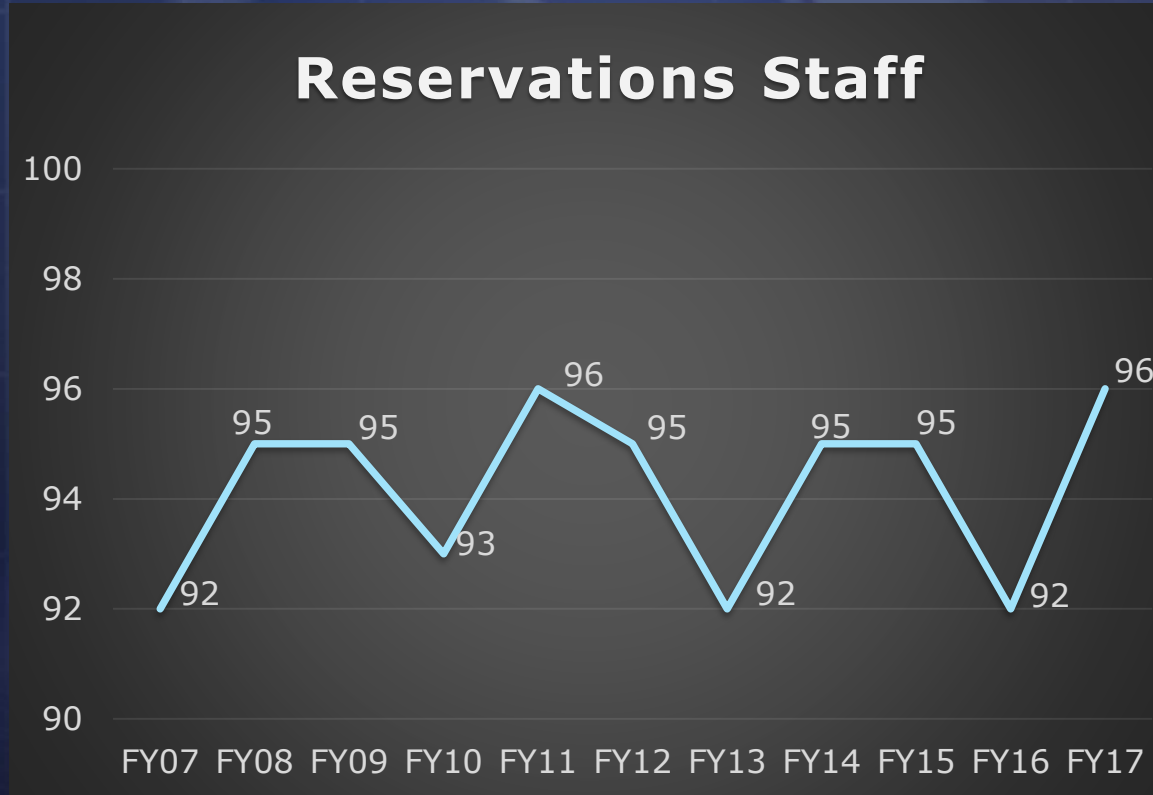
Combined Ratings



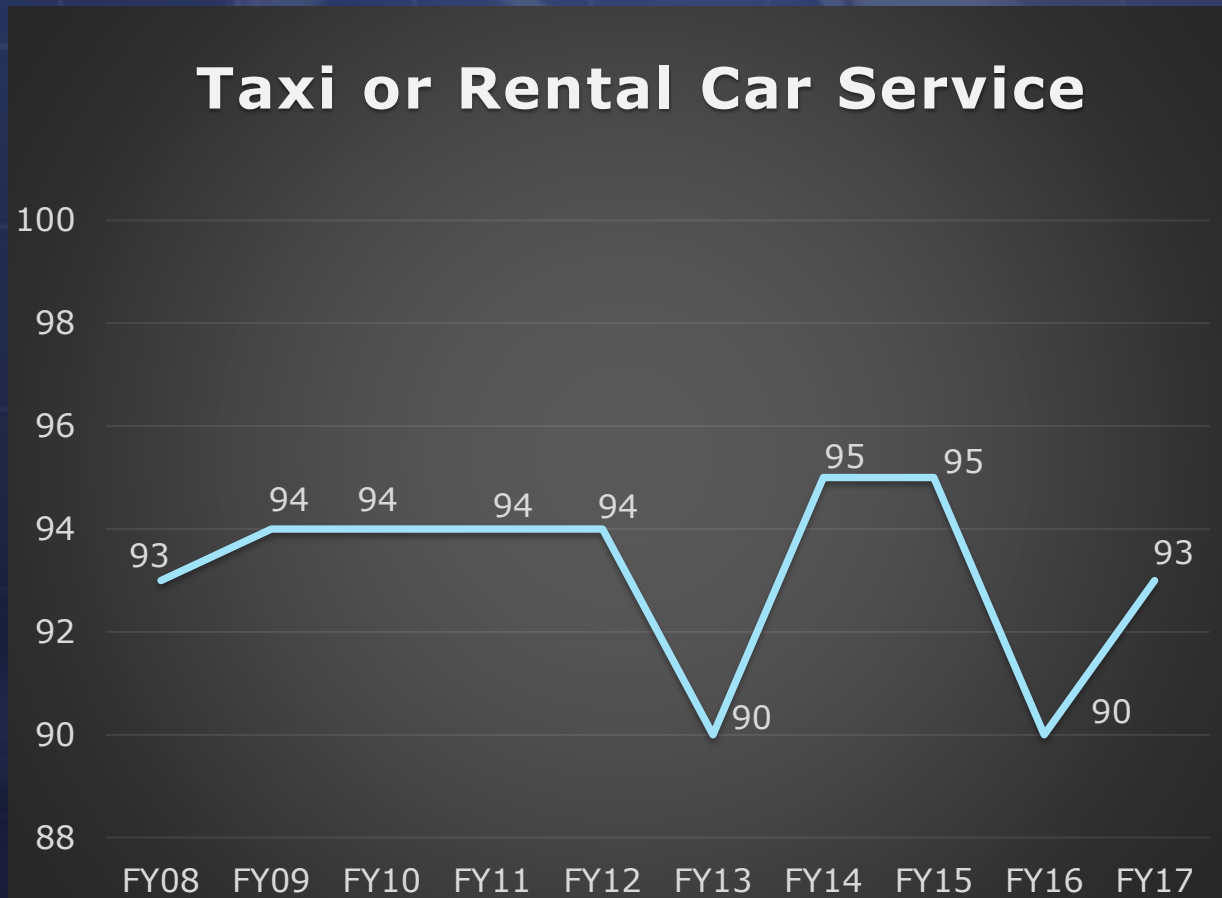
Trip Reason



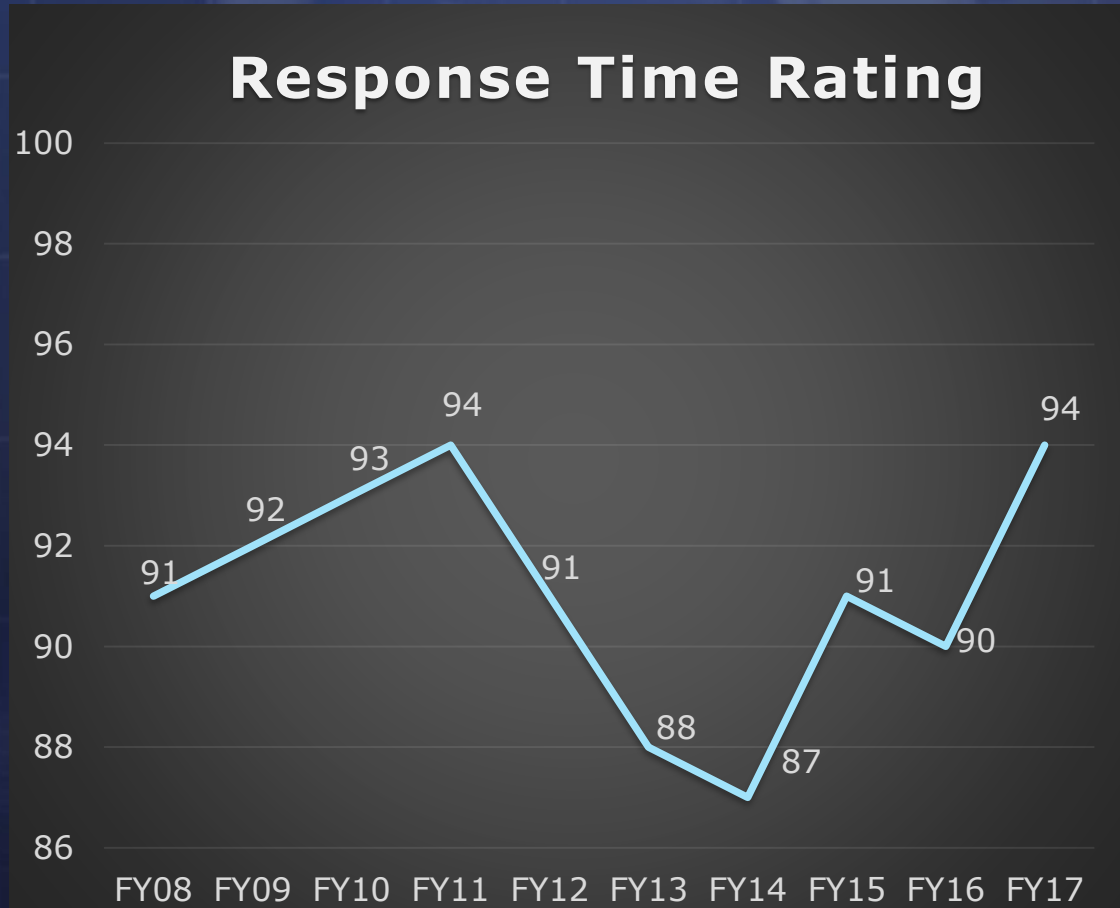
Comparison to Previous Decade



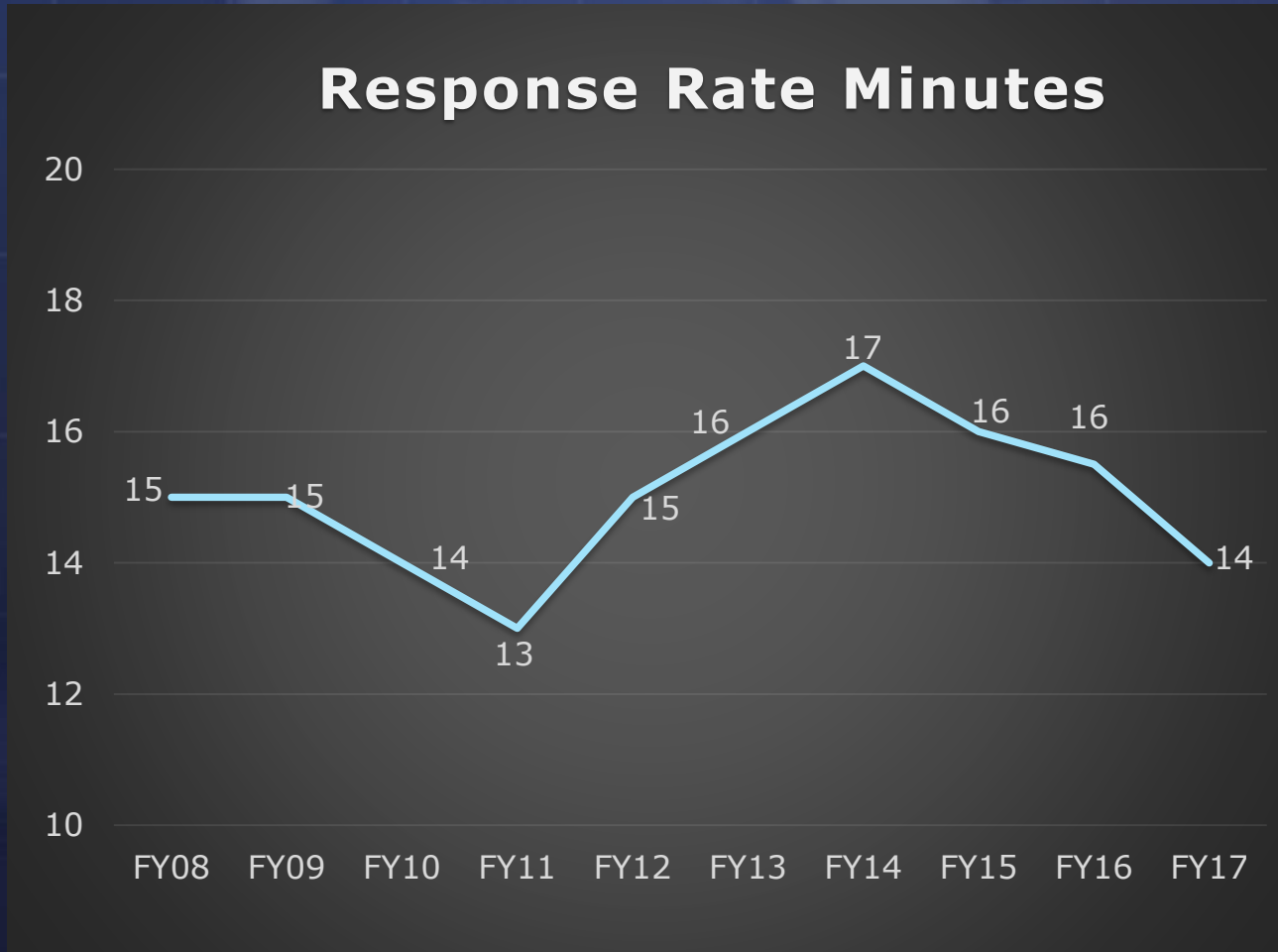
Comparison to Previous Decade



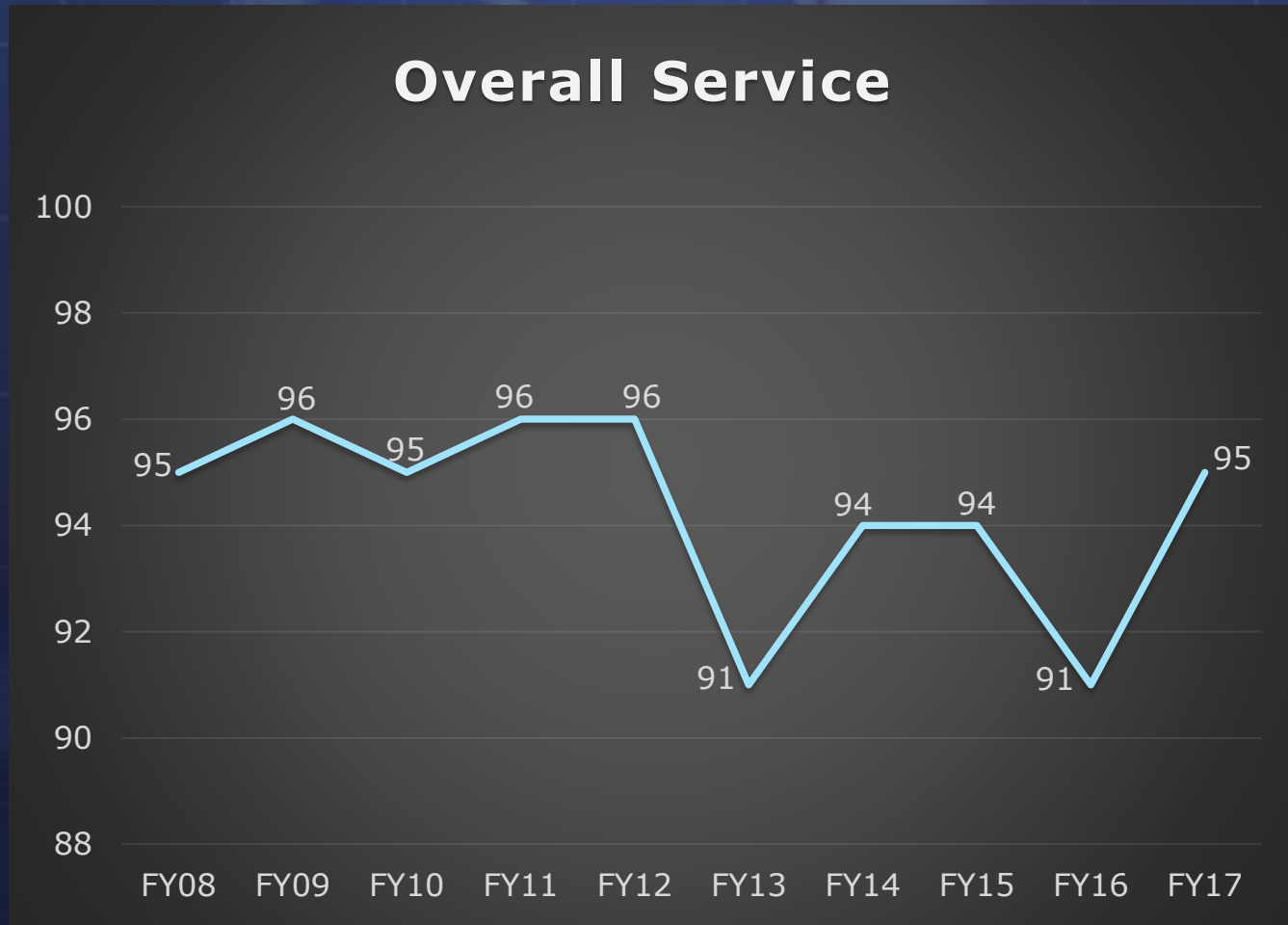
Comparison to Previous Decade



Comparison to Previous Years



Comparison to Previous Decade



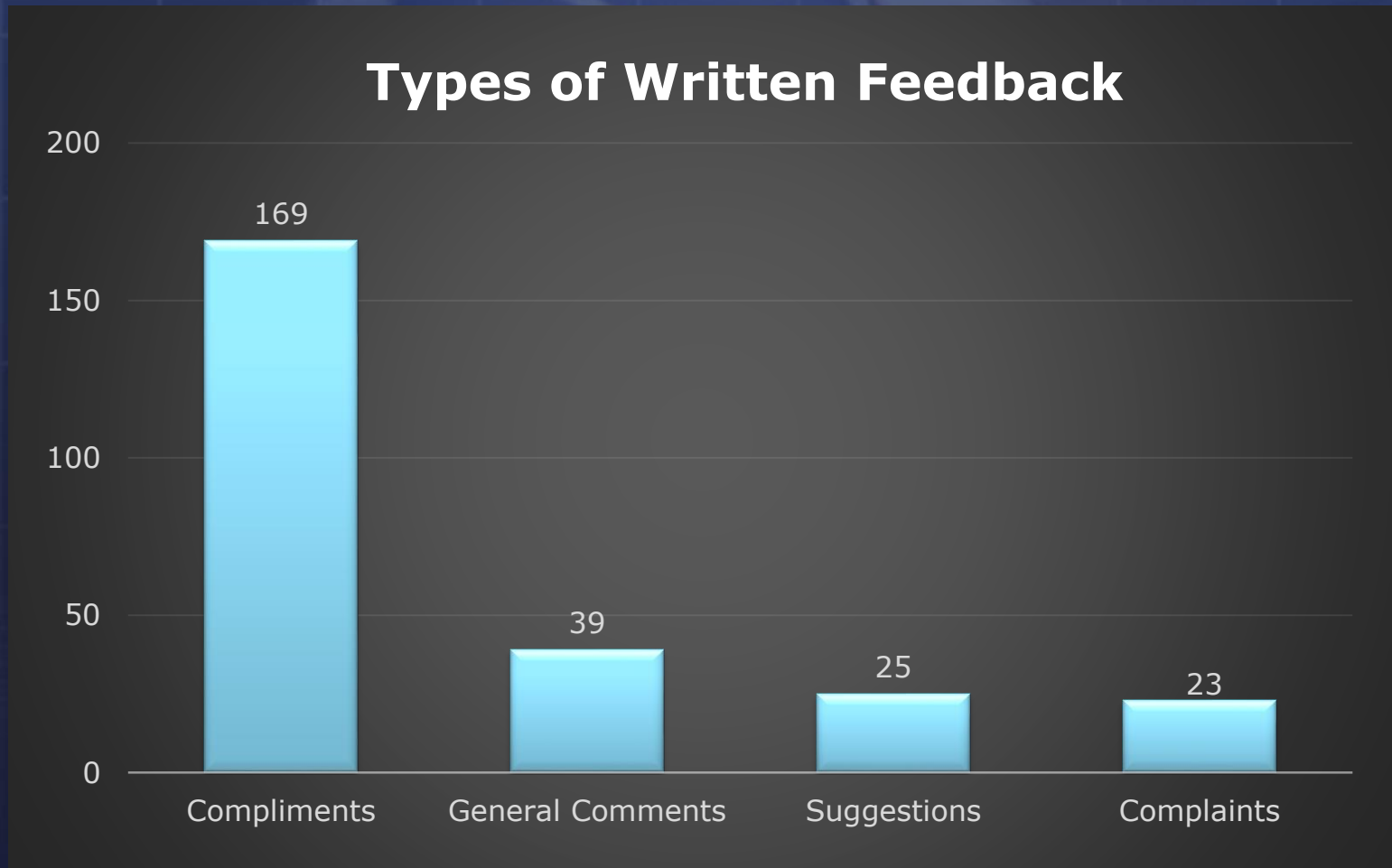
FY17 Customer Feedback



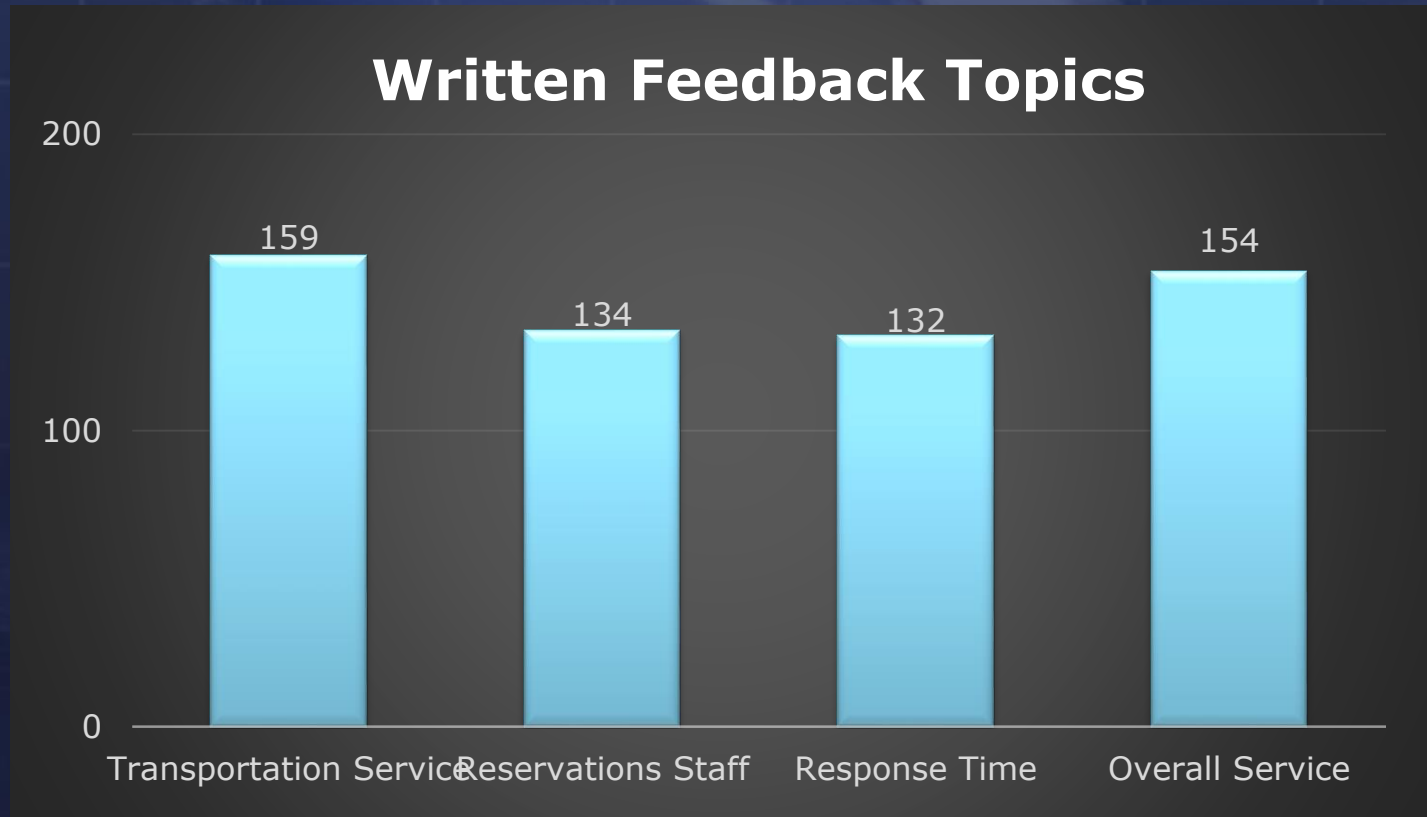
FY17 Customer Feedback

- 72% of respondents provided written responses
 - 70% provided positive comments
 - 9.5% negative

Written Responses - Types



Written Response Categories



FY17 Customer Compliments :)

You are a life saver. I'm so thankful for this service. I don't know how I would have picked up my sick child within the required time her daycare provider mandates.

Work at the Pentagon, the cab was waiting for me by the time I walked from my desk out to the taxi stand. Great service both in talking with the GRH representative and with the cab driver.

Very impressed with the effort made to get me home in a flexible and expedited fashion.

I was very surprised and happy. Definitely told everyone I know to sign up. My husband was in a car accident and I got to the hospital hours before the train would have left Union Station.

Very courteous and helpful. The service was a life saver as I needed to go to the Hospital.

I was very impressed with the ease and speed of the service. Thank you for providing this service.

FY17 Customer Compliments :)

I was extremely impressed with how smoothly and quickly everything happened. This was especially important considering my stress level due to the emergency I was dealing with.

I was so pleased with the staff at Commuter Connections and how they handled my emergency and my driver was excellent! He was able to get me to my car safely and fast. Thank you!

This service is great. I wasn't feeling well and was worried as to how to get home when I remembered I signed up for this service.

The woman that took my call was very patient and polite. The taxi service arrived in record time.

The taxi driver was extremely kind and empathetic. I was very grateful for the comfort he provided in my nervous state of mind at the time.

The phone conversation setting up the ride was just as comforting and very quick and helpful.

FY17 Customer Complaints : (

The driver didn't know how to get to Virginia/I-395; made wrong turns. We made lots of u-turns. Several drivers honked due to his erratic driving, he told me that the vehicle was new and it just "zoomed" as he was operating it.

The driver didn't understand English. He asked me where I was going. Even though I gave him instructions, he still asked me what exit three times. Every time we passed an exit he asked if this was it and I would reply no. We finally get close to my exit and I tell him that this is the exit. He almost passes it. Then as we bare off on the exit I told him to take a left at the fork. He keeps right.

Driver stopped for gas and did not have a GPS, resulting in a longer route to my destination.

The taxi driver started to talk about religion.

The cab driver was falling asleep. I kept talking loudly. Worst ride ever. The ride was convenient; however, the taxicab had an unpleasant odor.

Recap

- 2,405 surveys distributed
- 14% return rate
- Overall satisfaction rating 95%
- Positive rating of 93% and above for all categories
- Average response wait was 14 minutes
- 94% waited 30 minutes or less
- Written responses from 72% of survey participants
- Compliments out weighed criticism 7 to 1

Questions

We'll get you home. Guaranteed.