



Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2018 Draft Results
Washington, DC 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 | |

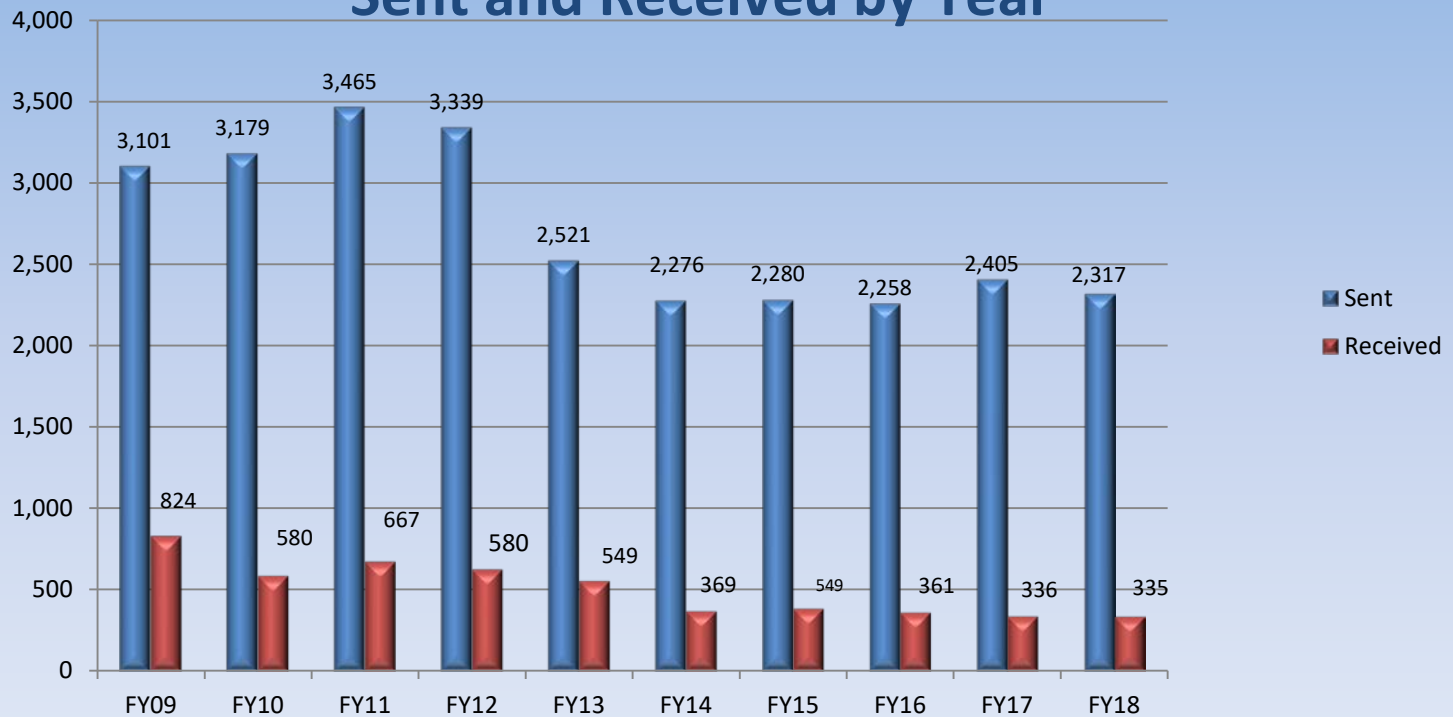
1-800-745-RIDE • www.commuterconnections.org



We'll get you home. Guaranteed.

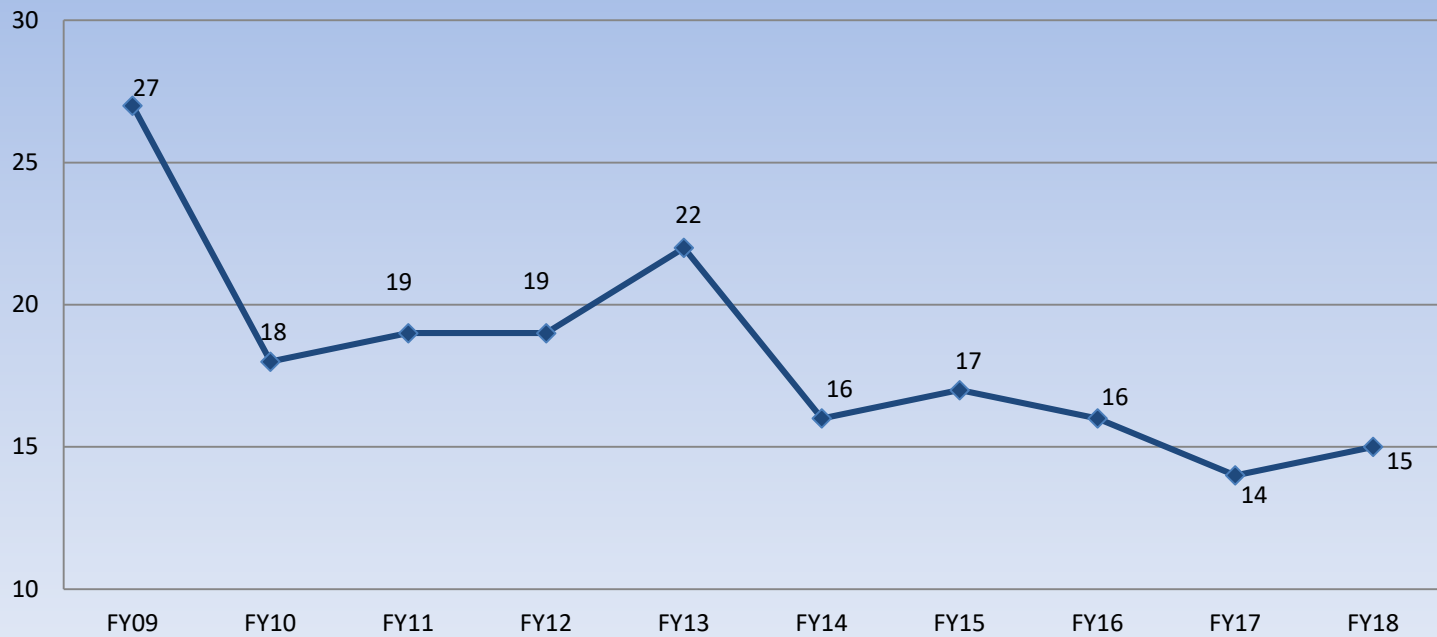
Survey Response Rate

Number of Surveys Sent and Received by Year



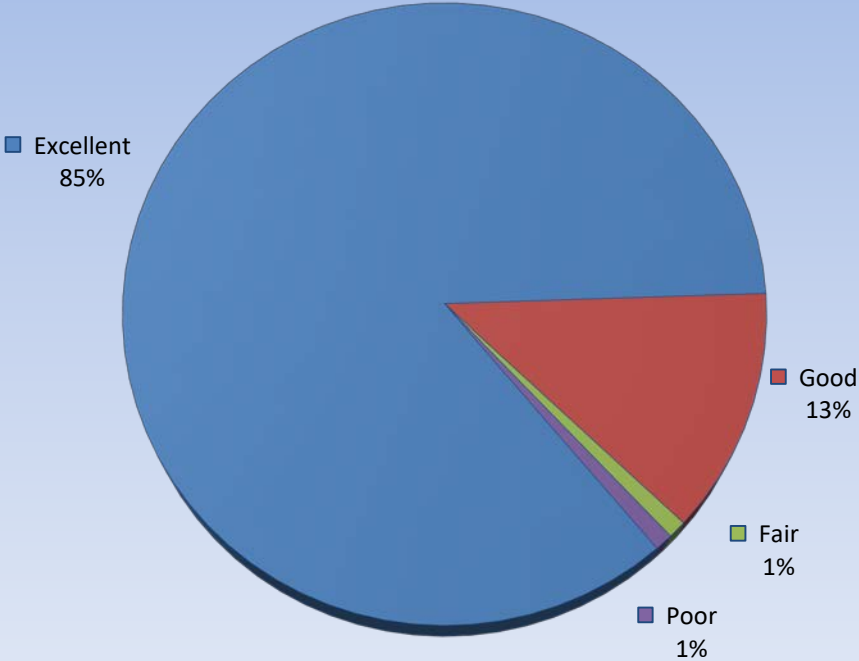
Survey Response Rate

Survey Response Rate Percentage



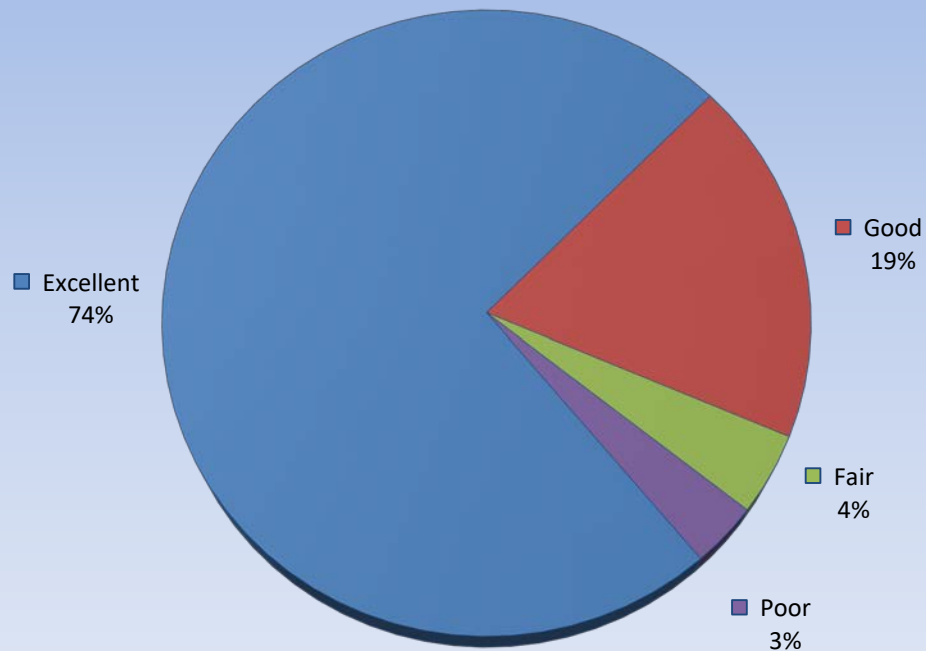
Reservations Staff

GRH Trip Reservations Staff

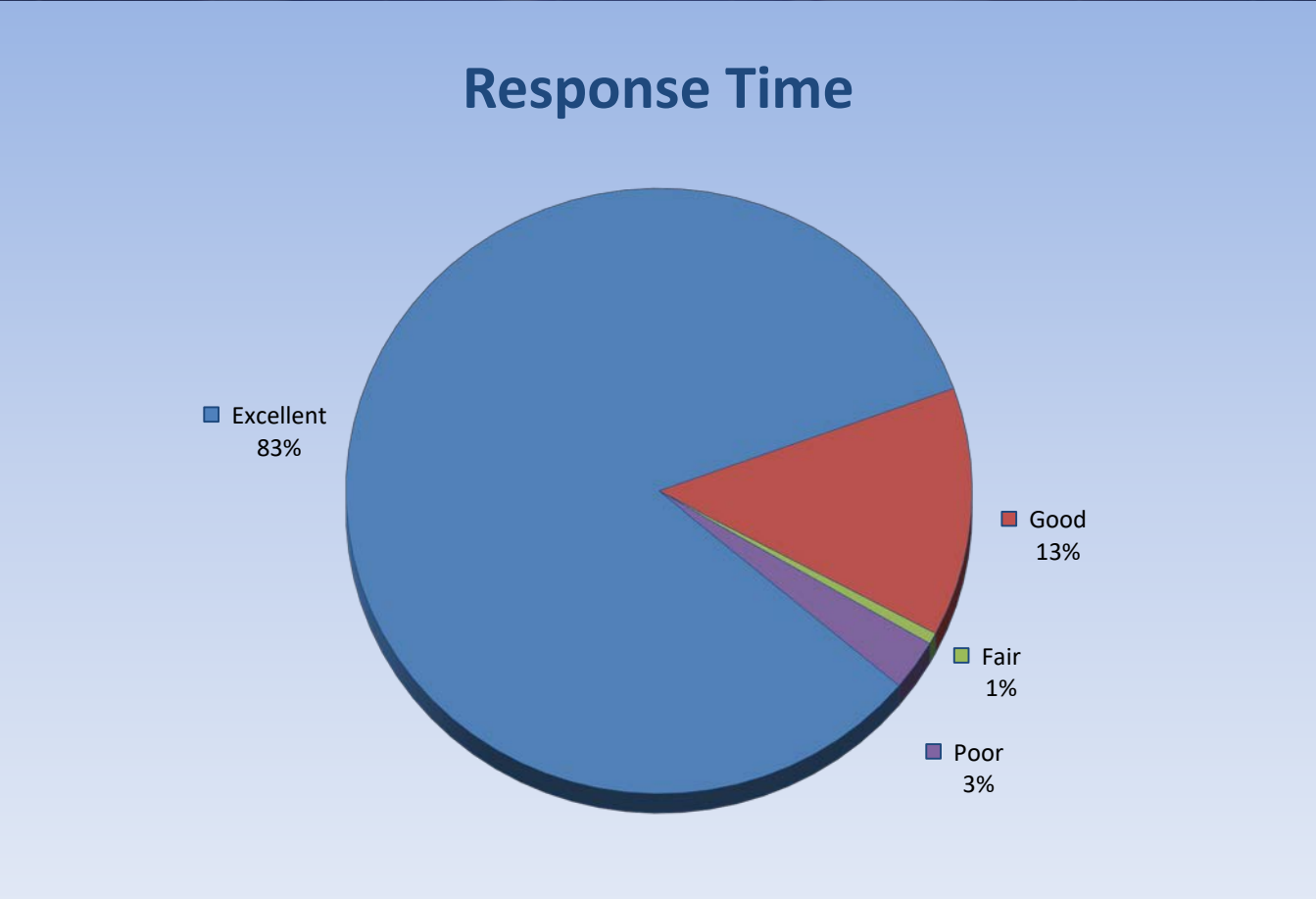


Transportation Service

Transportation Service

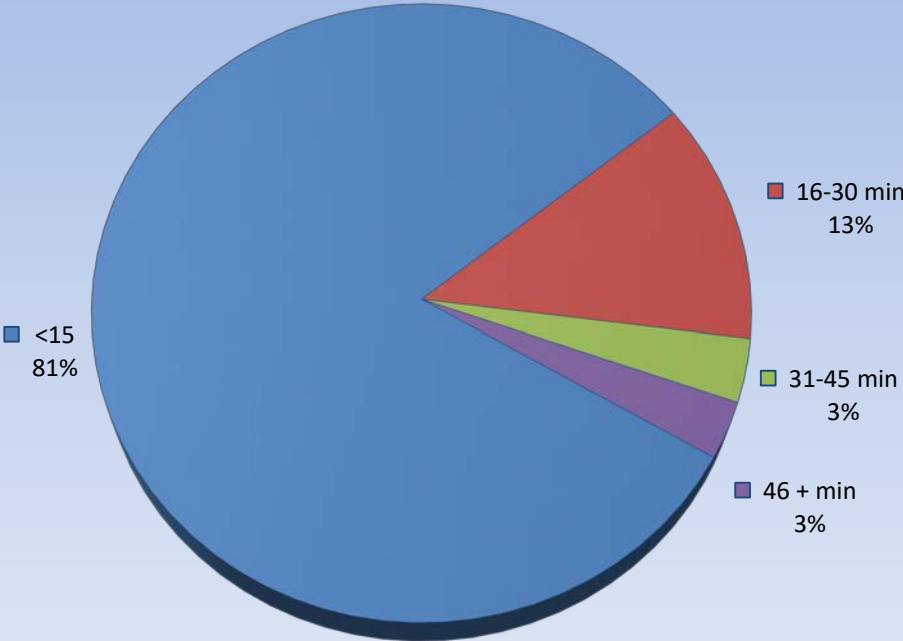


Response Time Rating

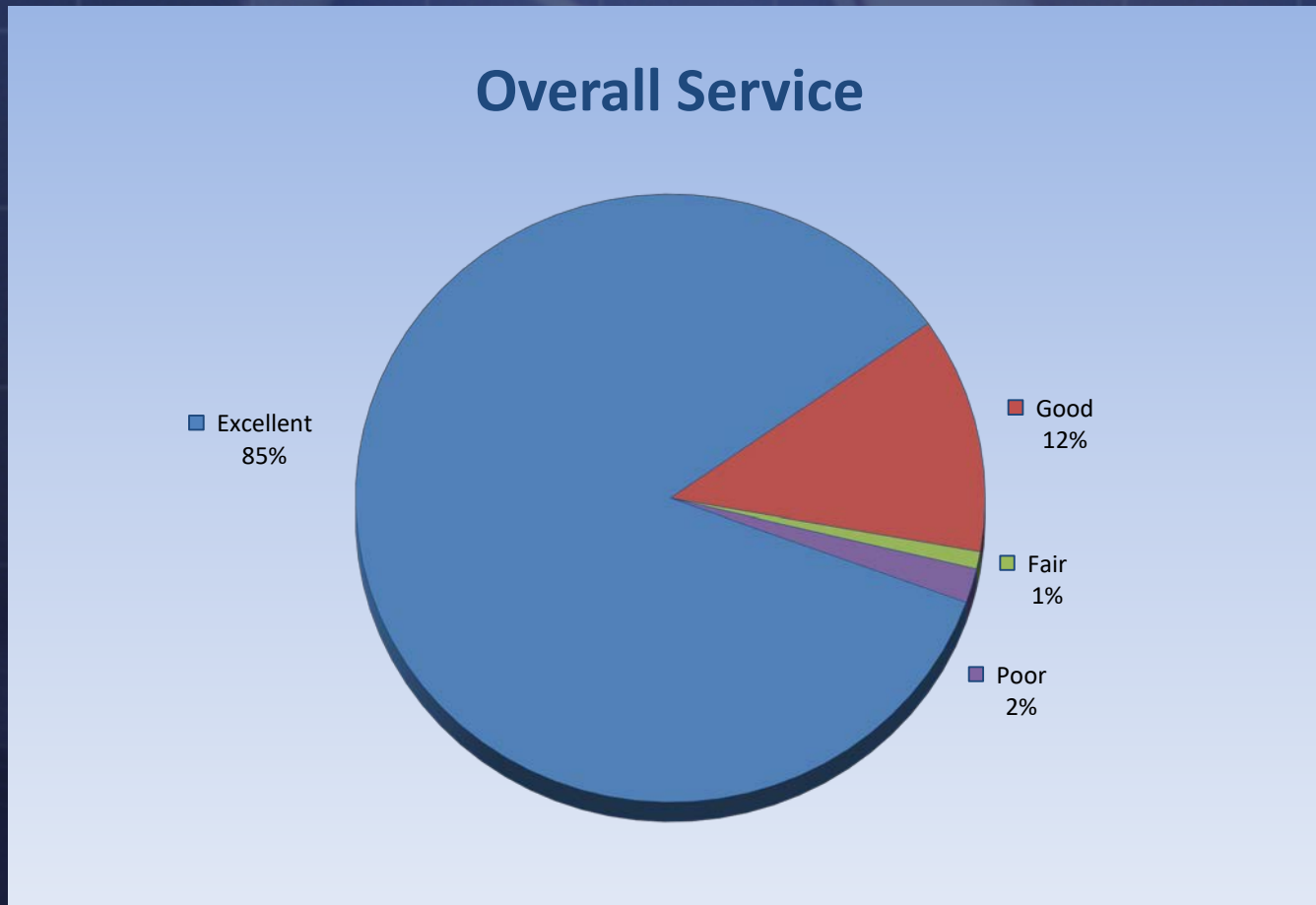


Response Time Minutes

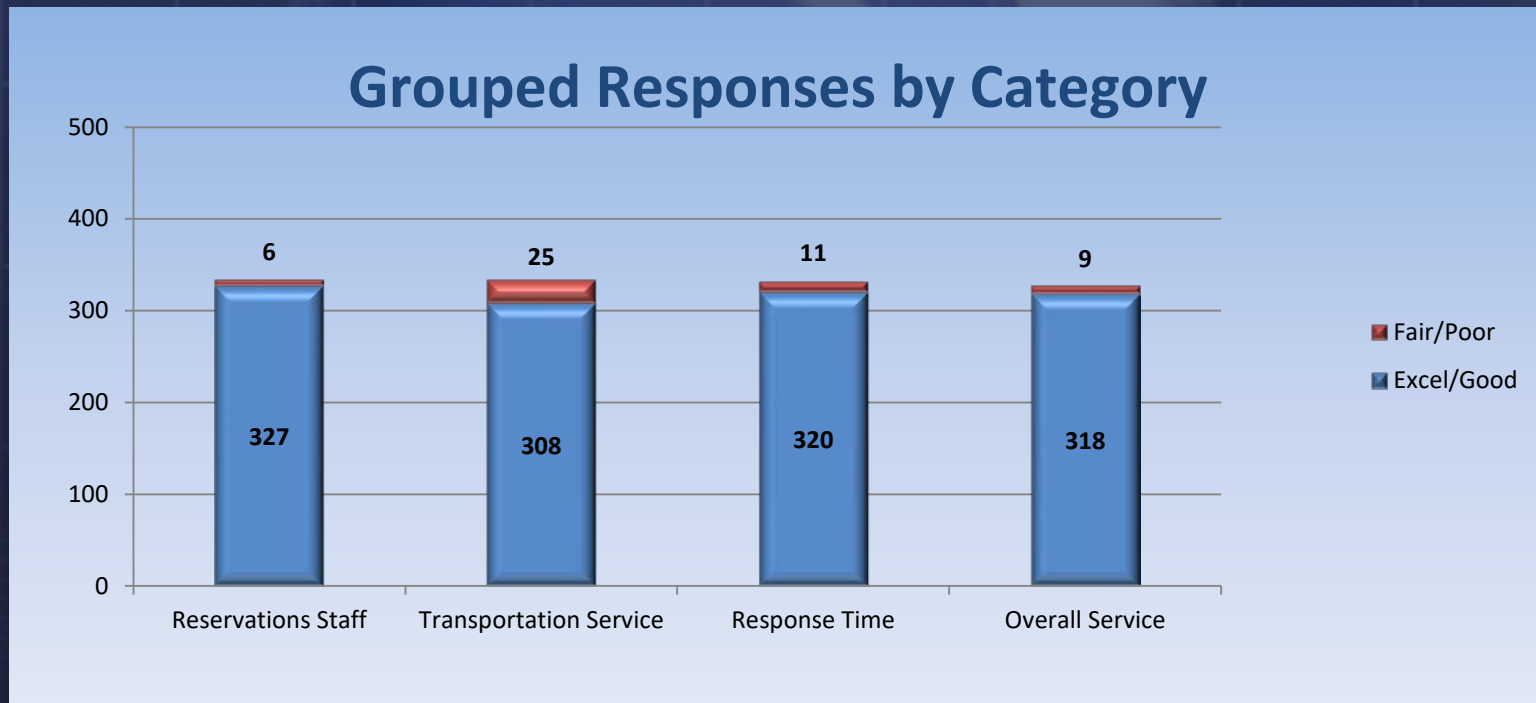
Response Time - Minutes



Overall Service

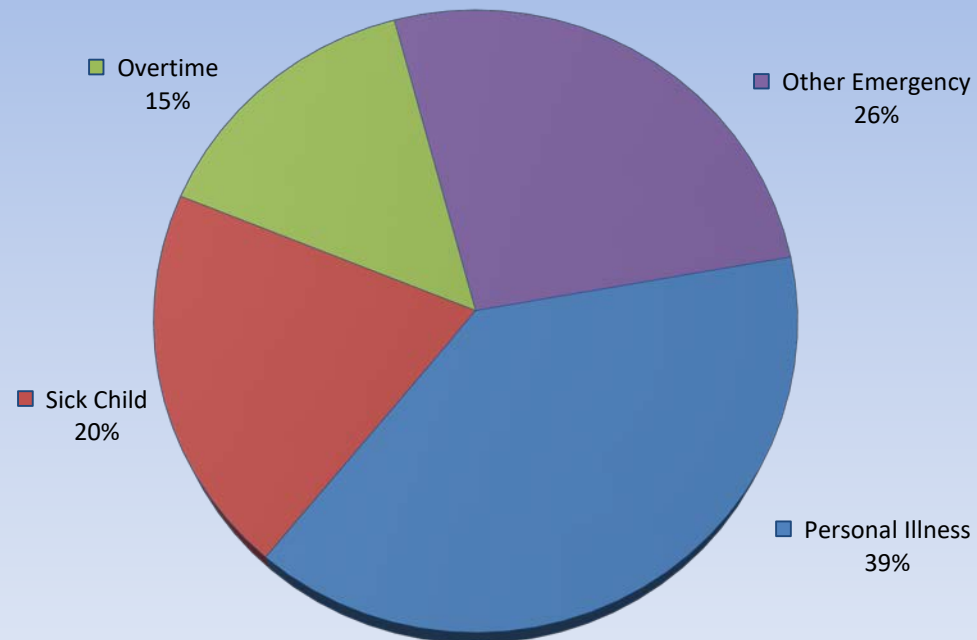


Satisfaction - All Categories

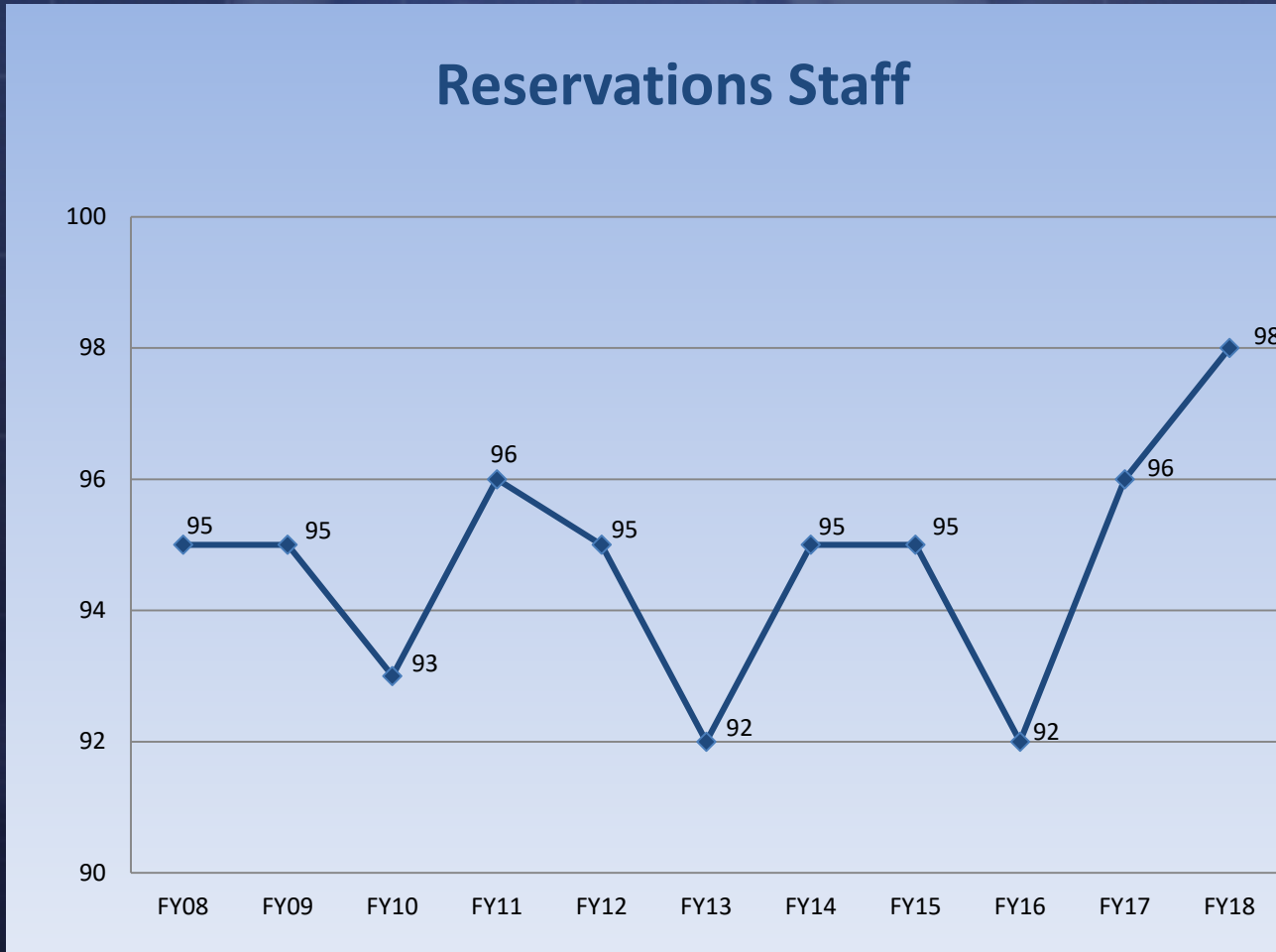


Trip Reason

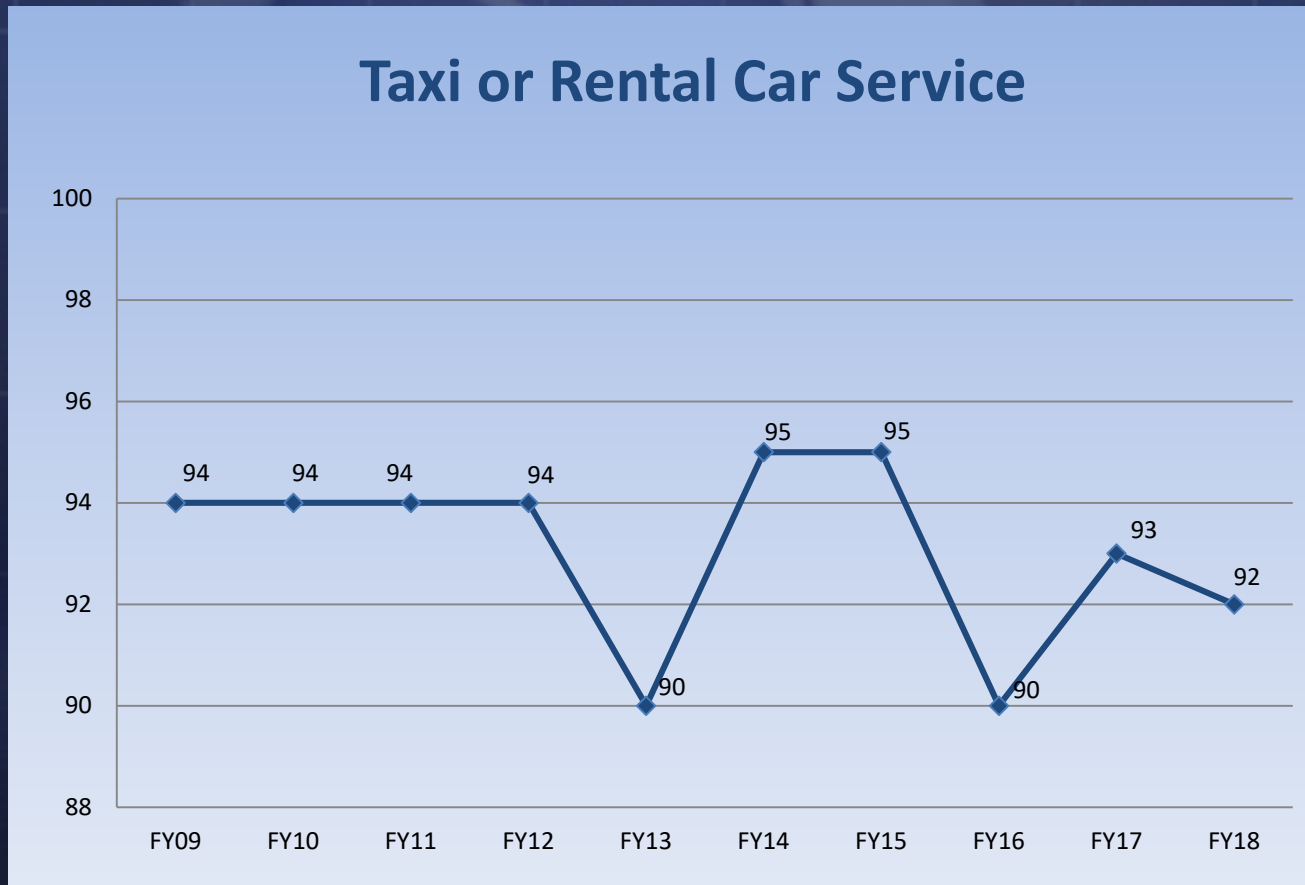
Reason for Trip



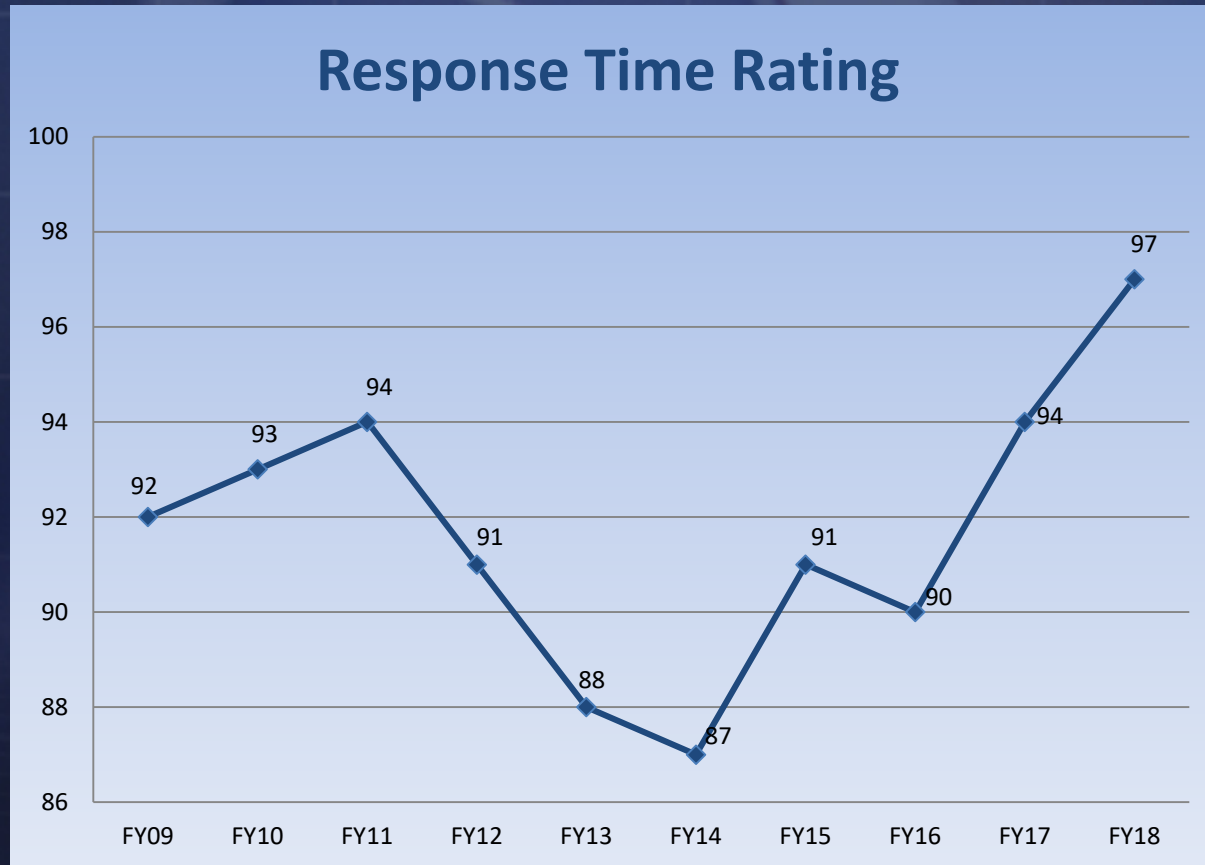
Comparison to Previous Decade



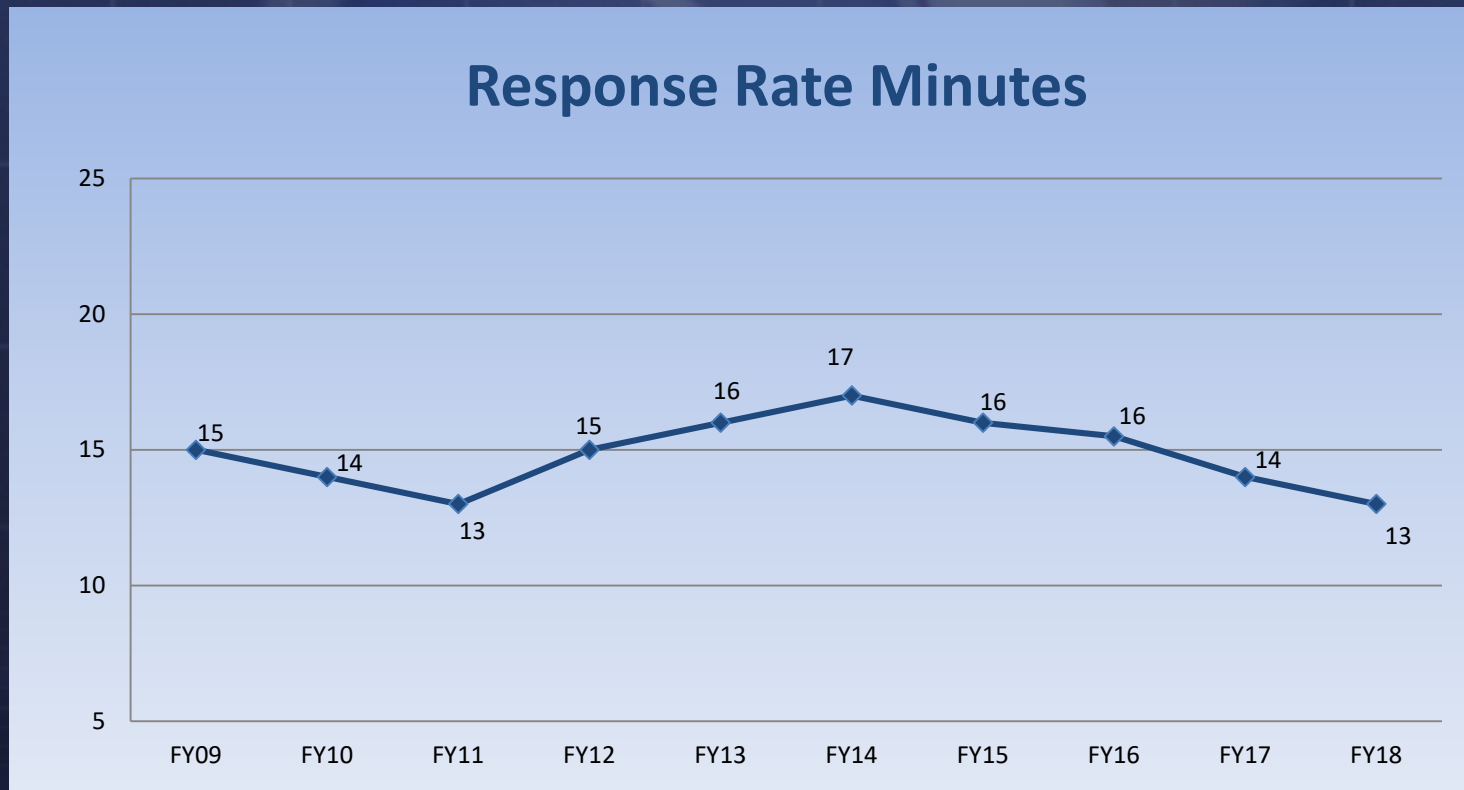
Comparison to Previous Decade



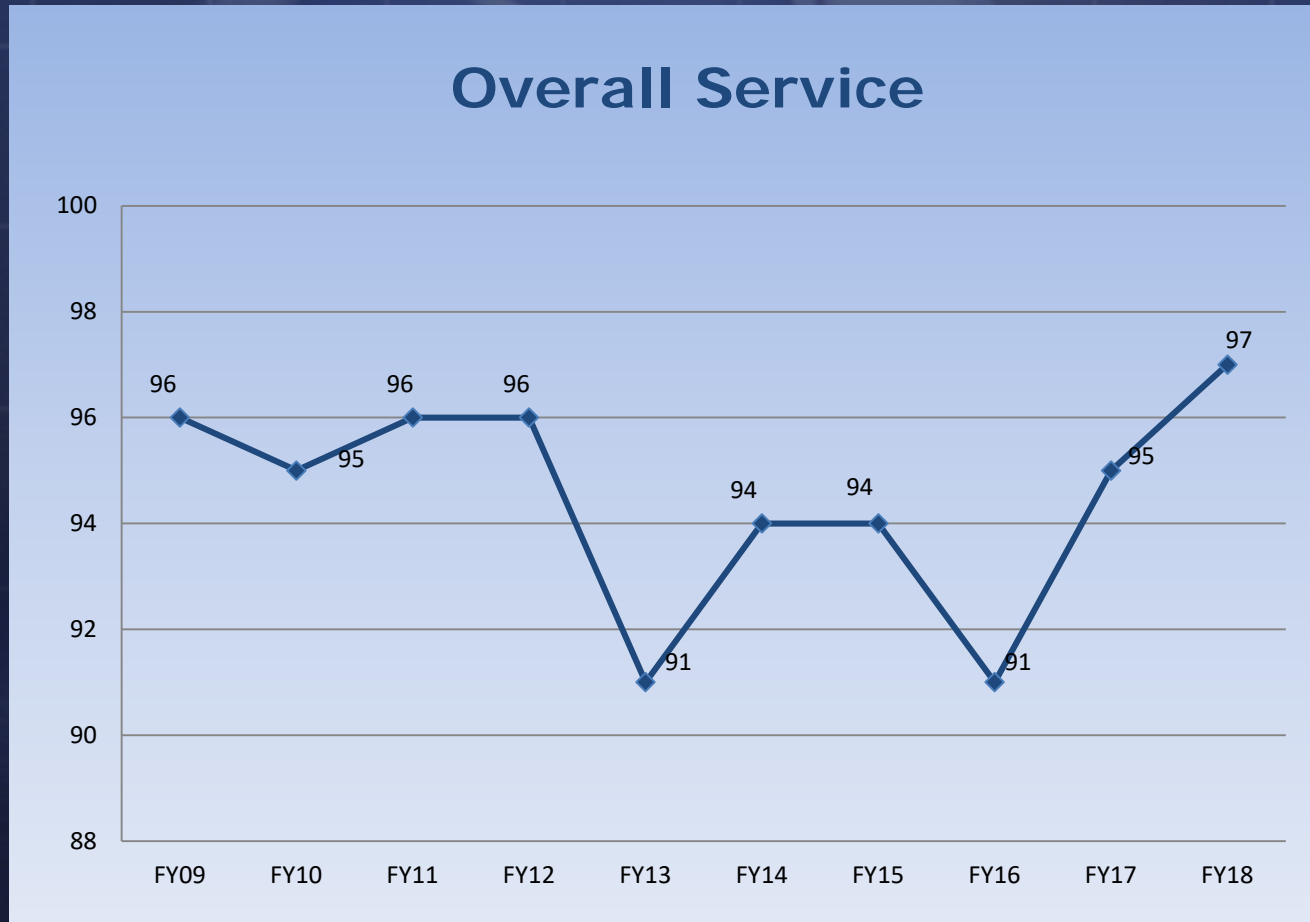
Comparison to Previous Decade



Comparison to Previous Years



Comparison to Previous Decade



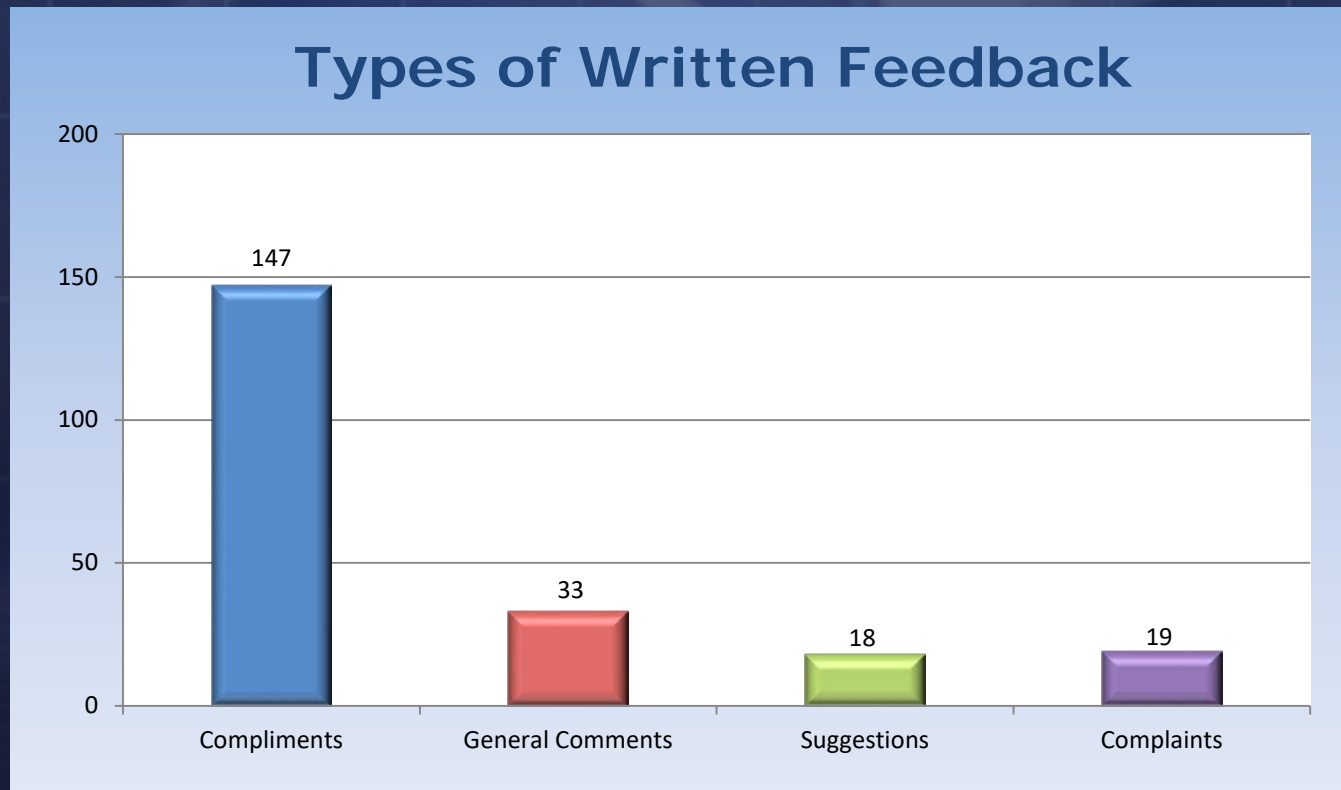
FY18 Customer Feedback



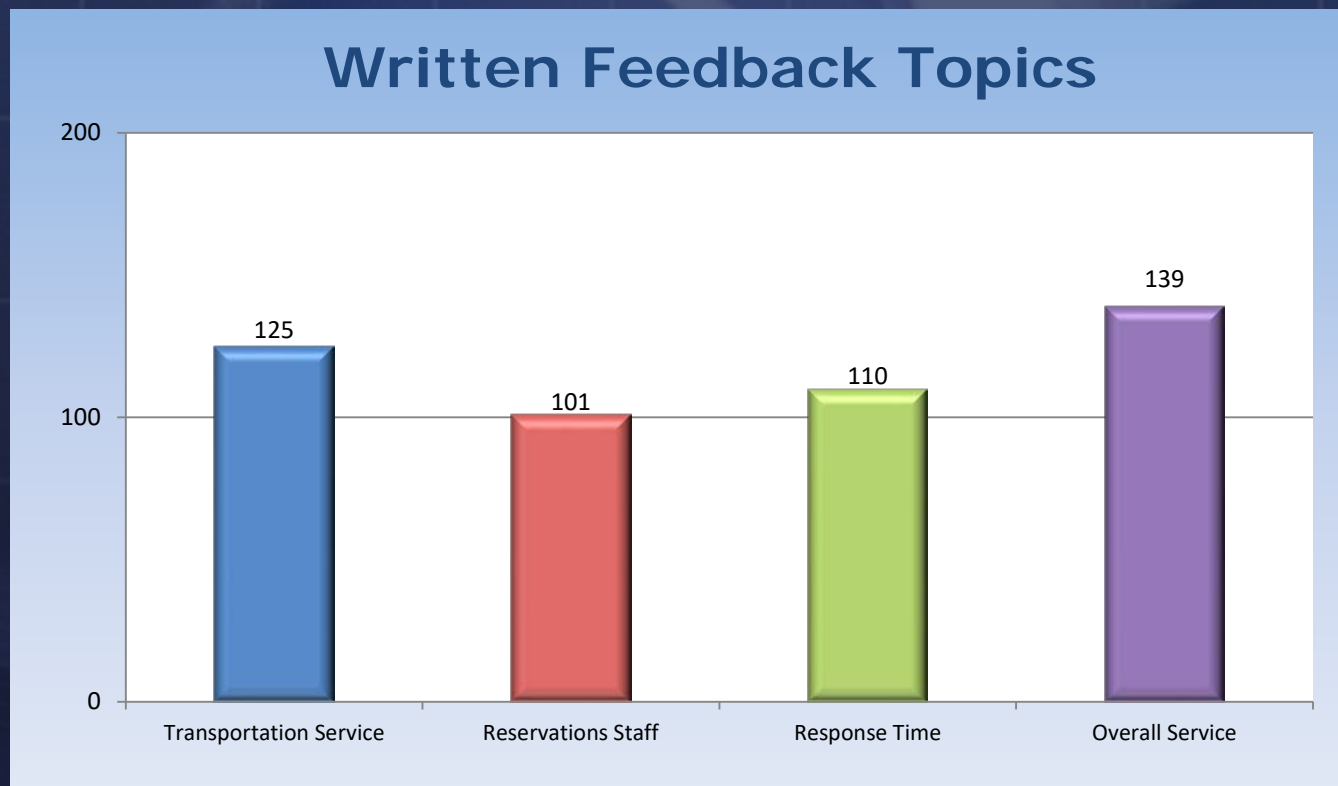
FY18 Customer Feedback

- 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.