



Guaranteed Ride Home Customer Satisfaction Survey

Fiscal Year 2018 Preliminary Results
Baltimore 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?
<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 | |

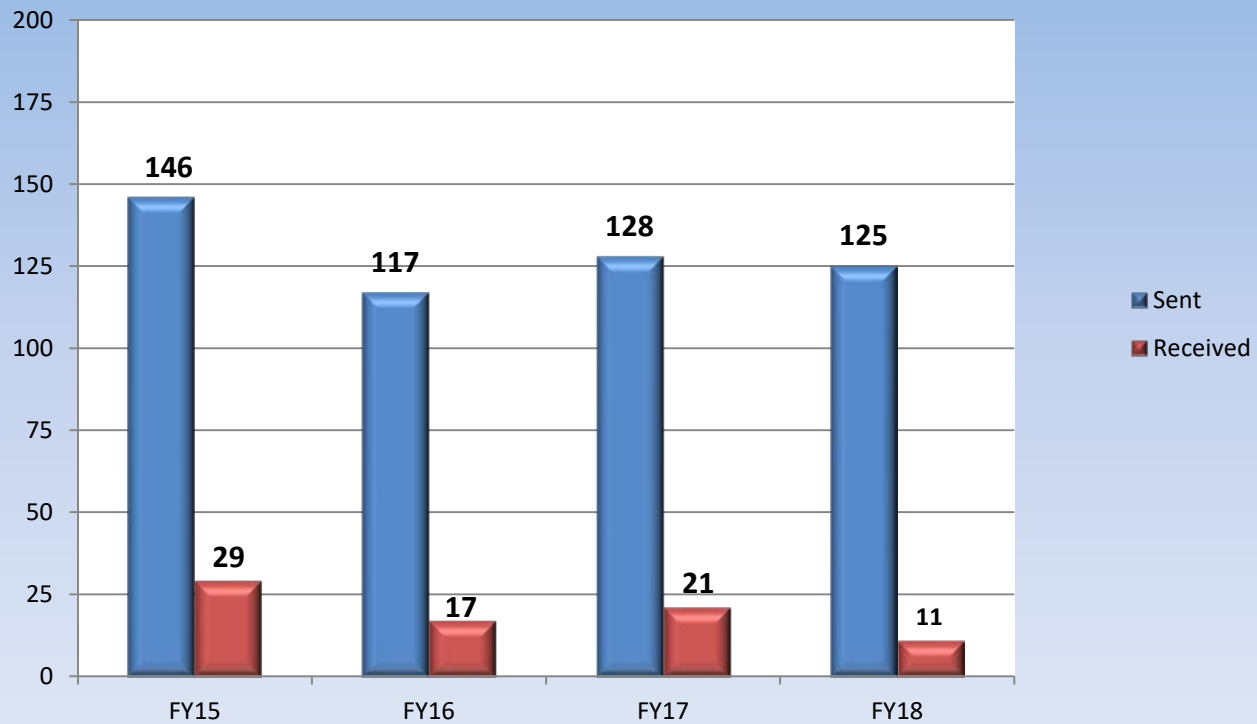
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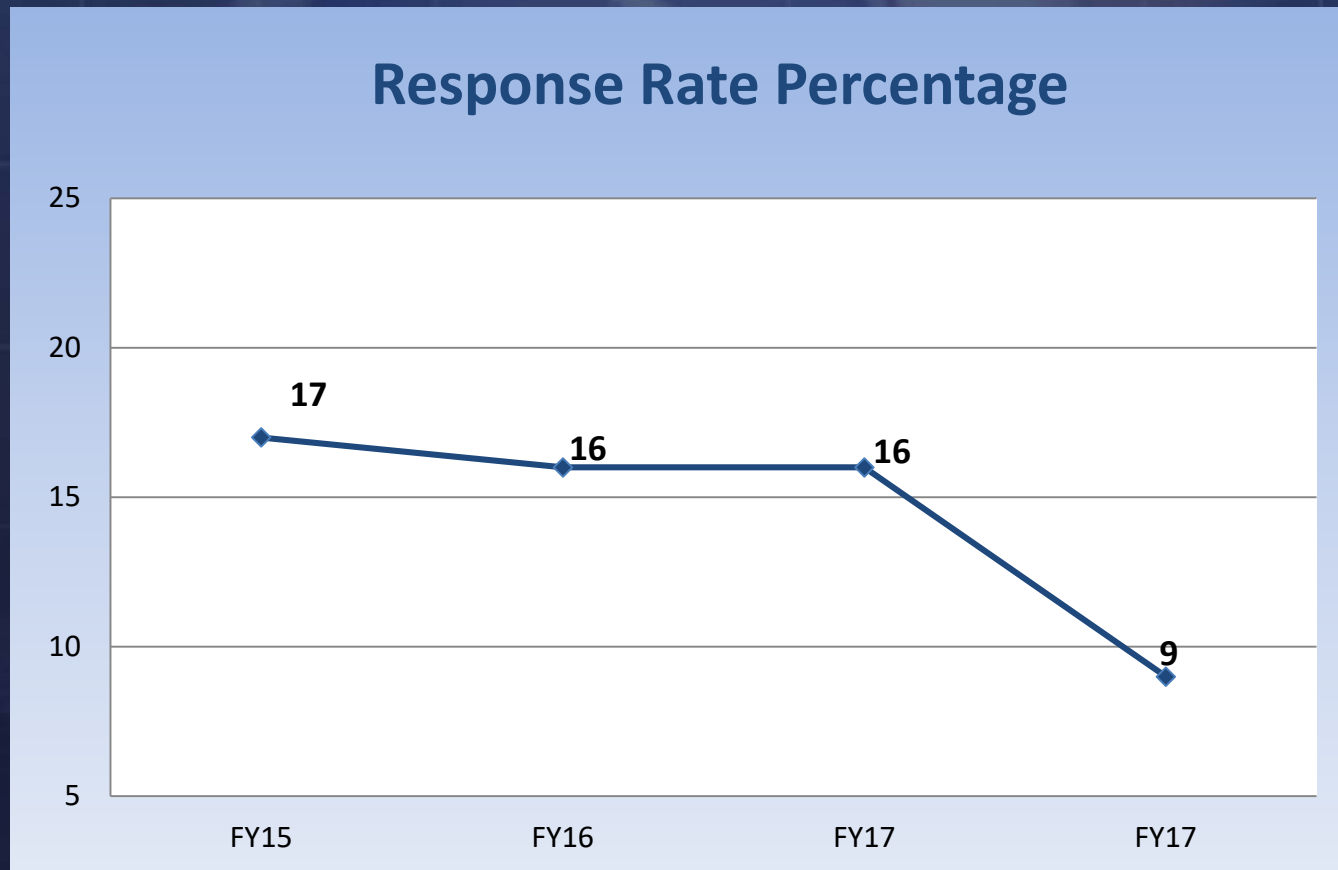
We'll get you home. Guaranteed.

Survey Response Rate

Surveys Sent and Received

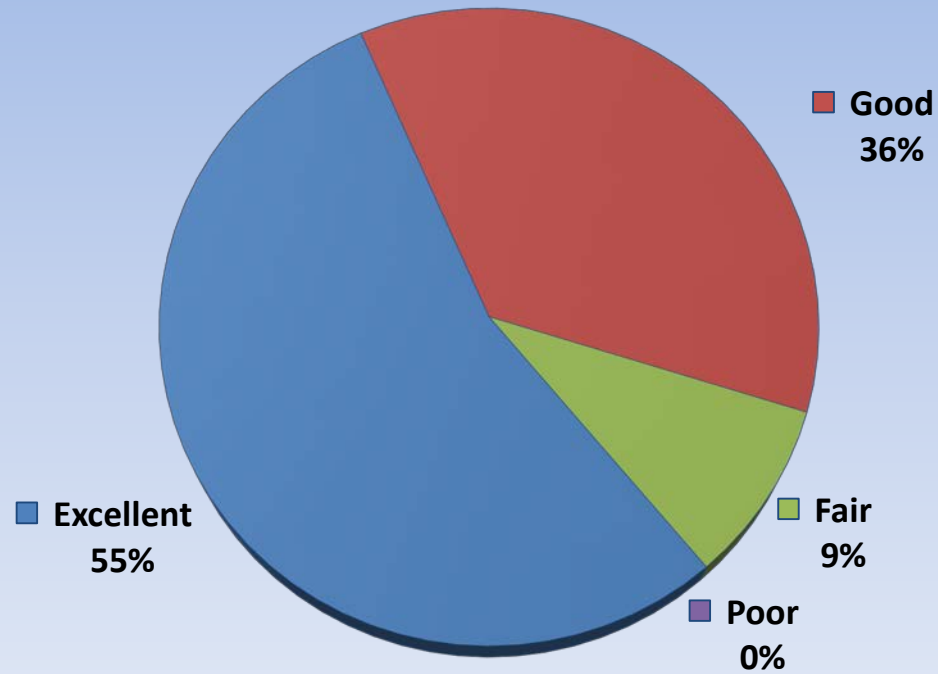


Survey Response Rate

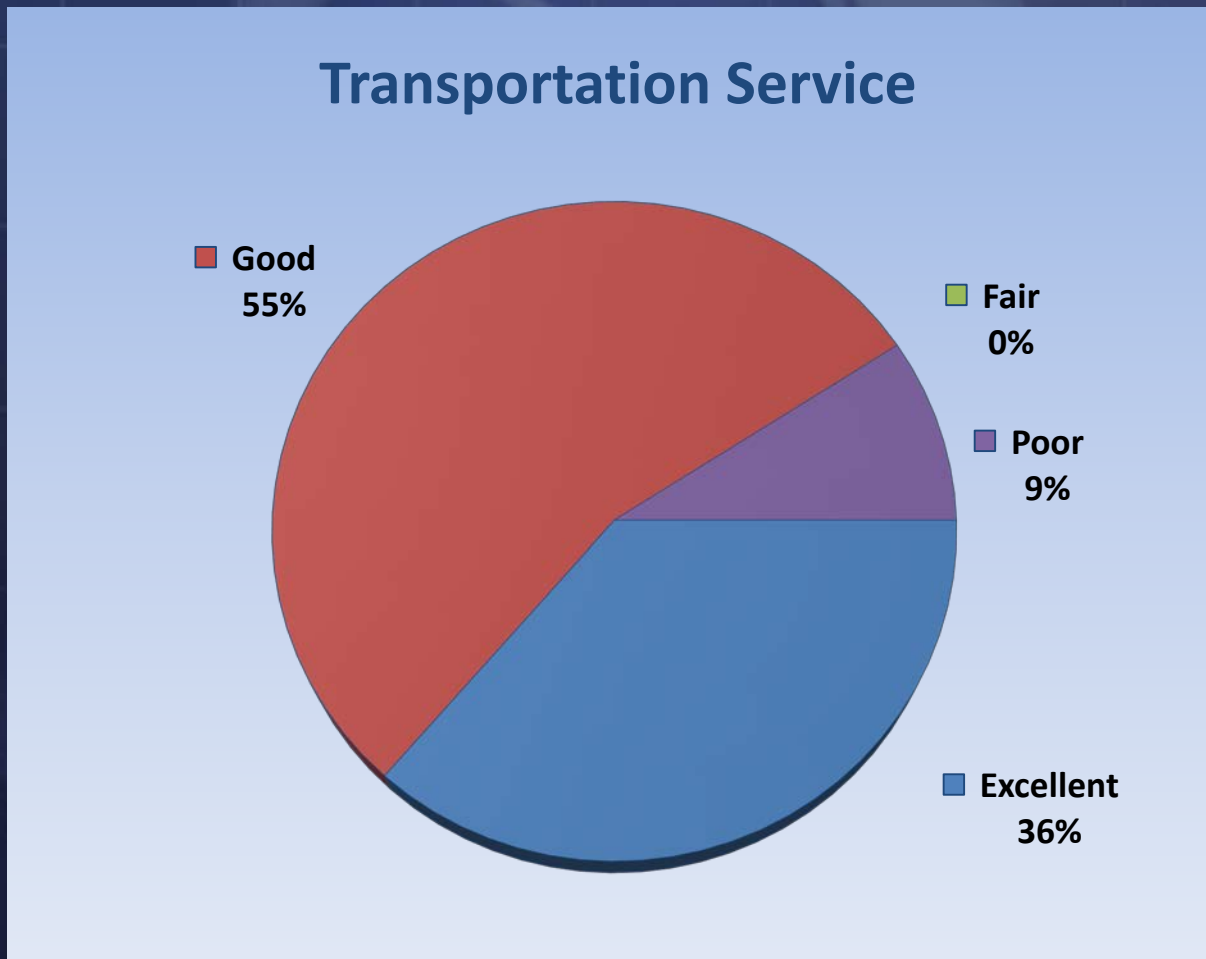


Reservations Staff

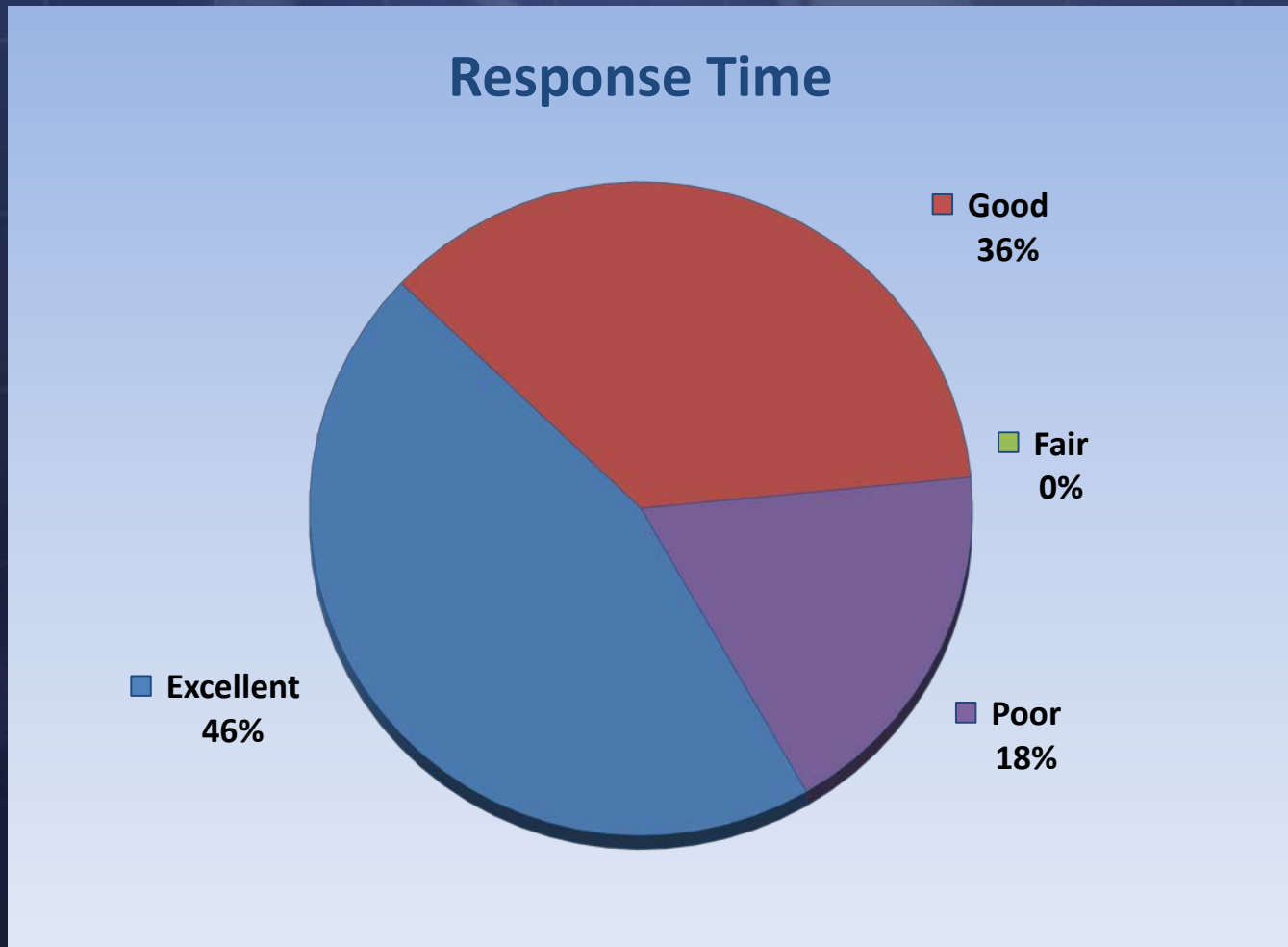
GRH Trip Reservations Staff



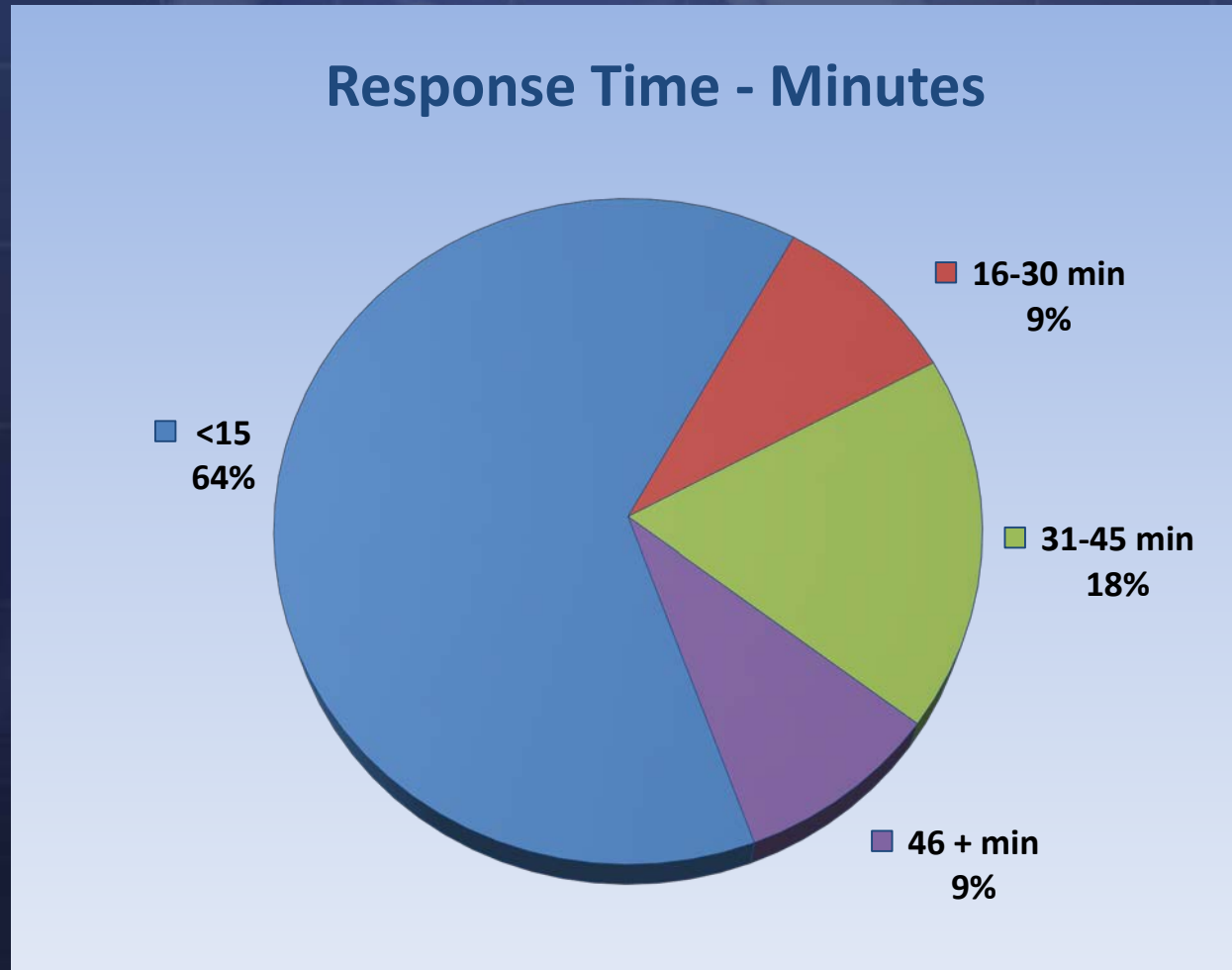
Transportation Service



Response Time Rating

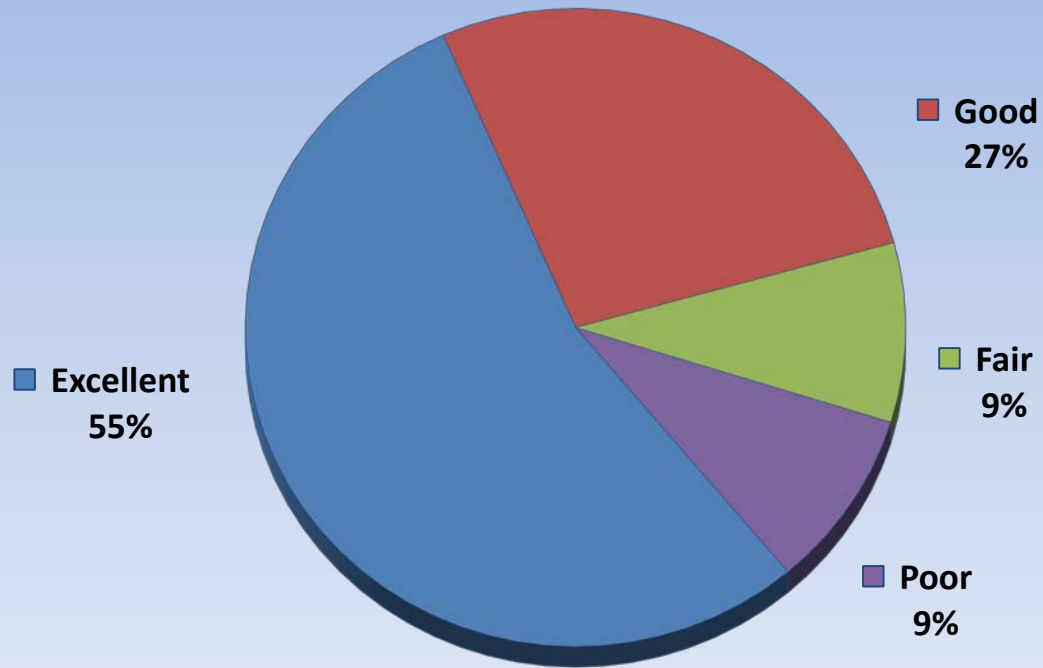


Response Time Minutes

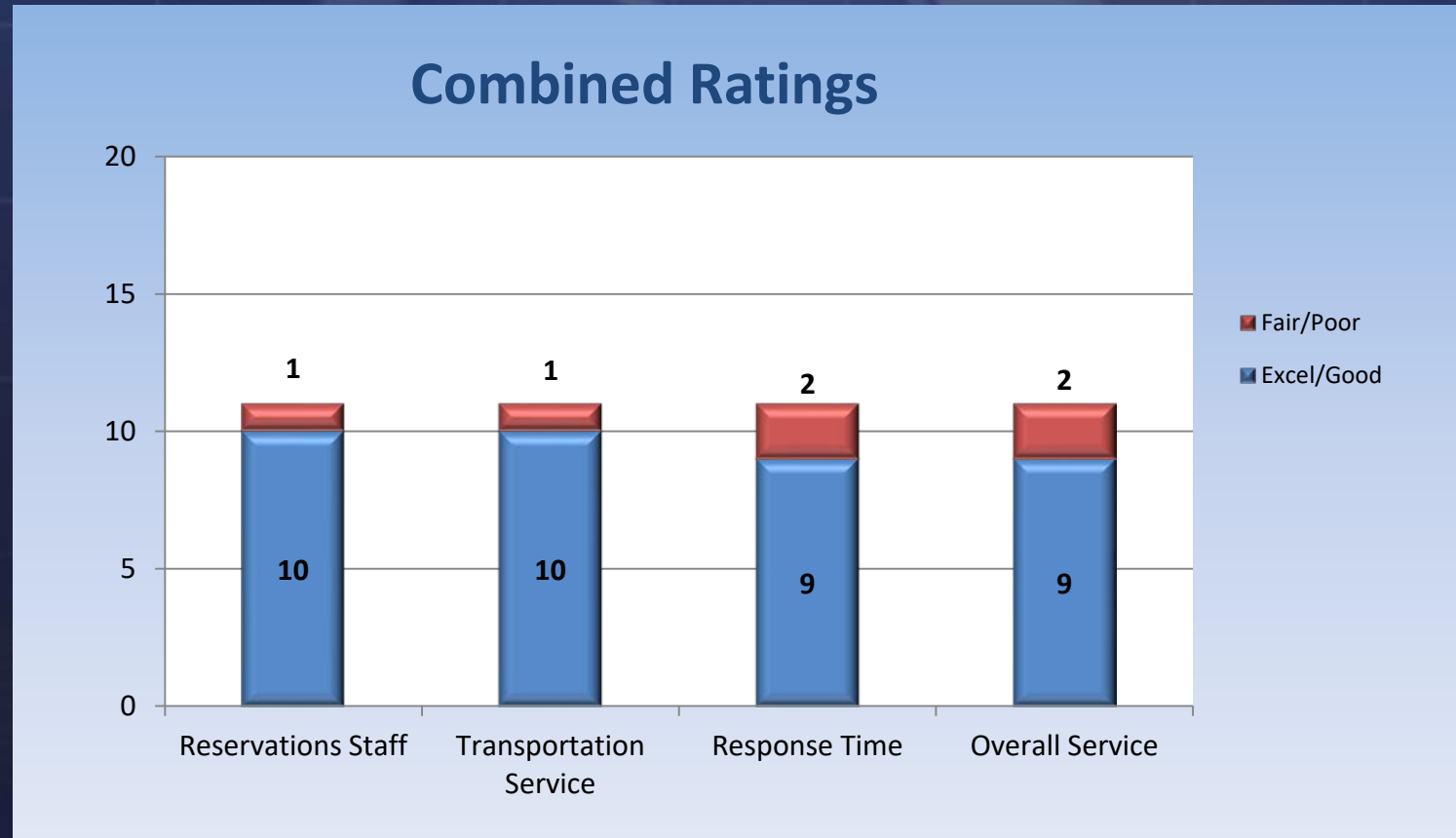


Overall Service

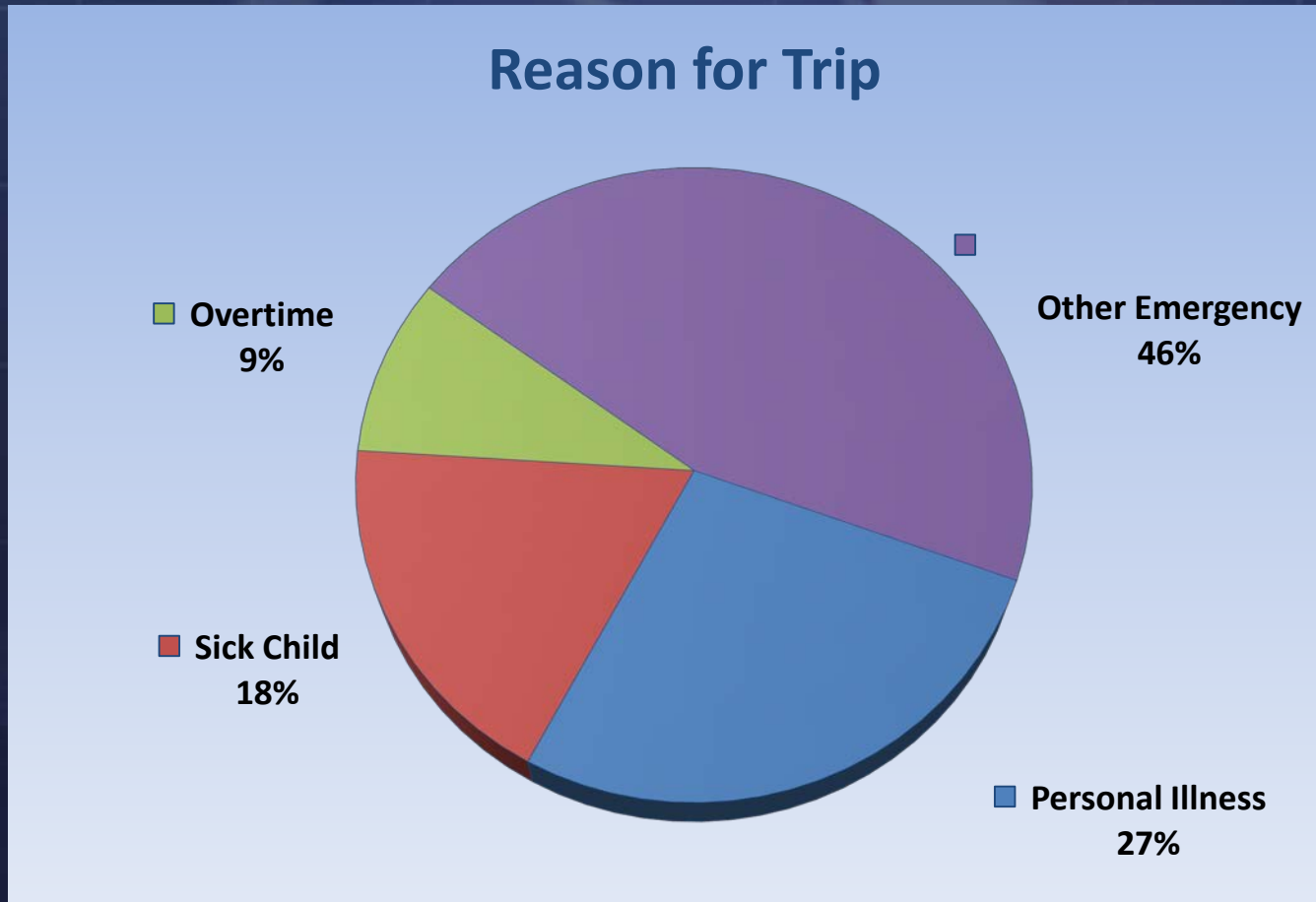
Overall Service



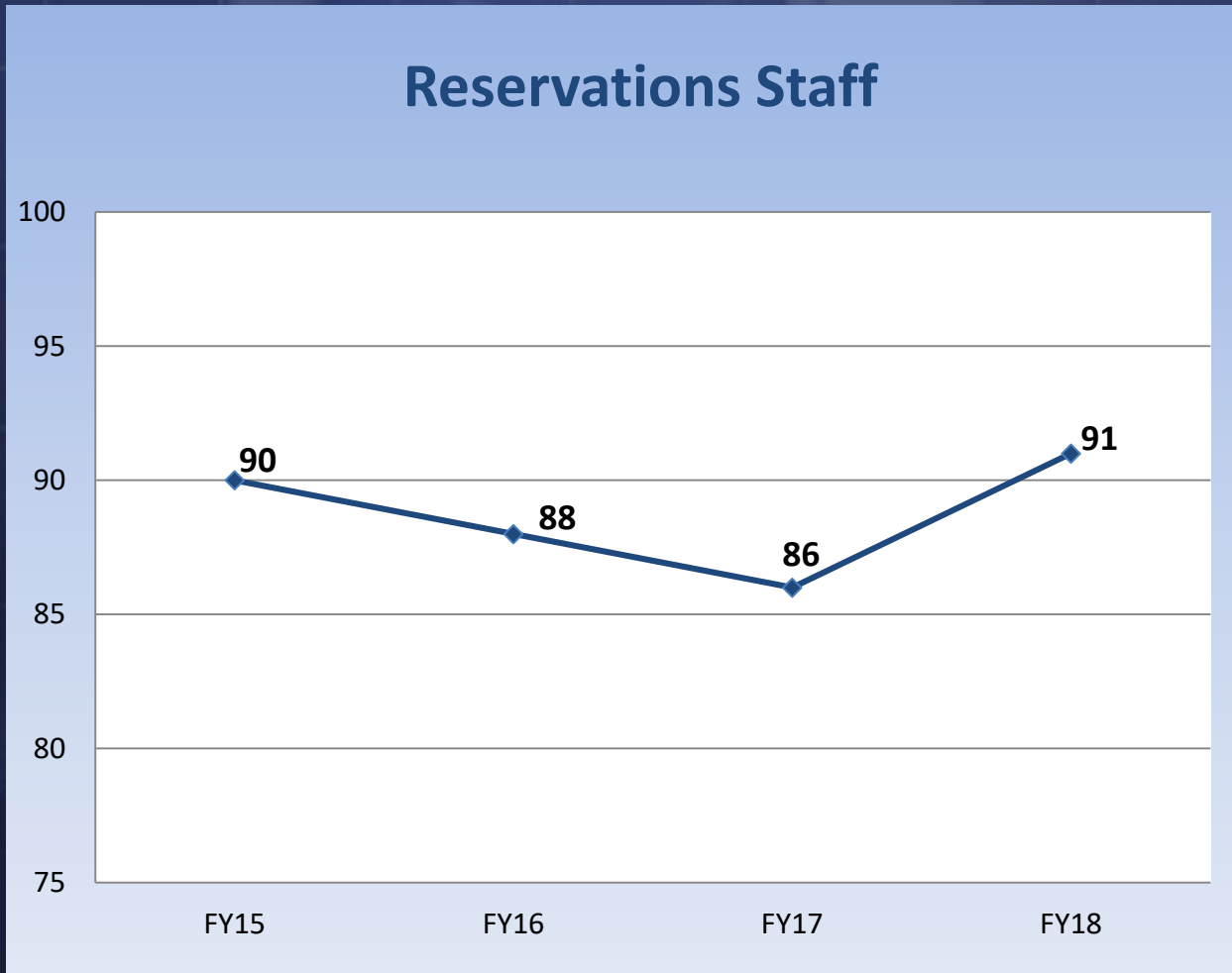
Satisfaction - All Categories



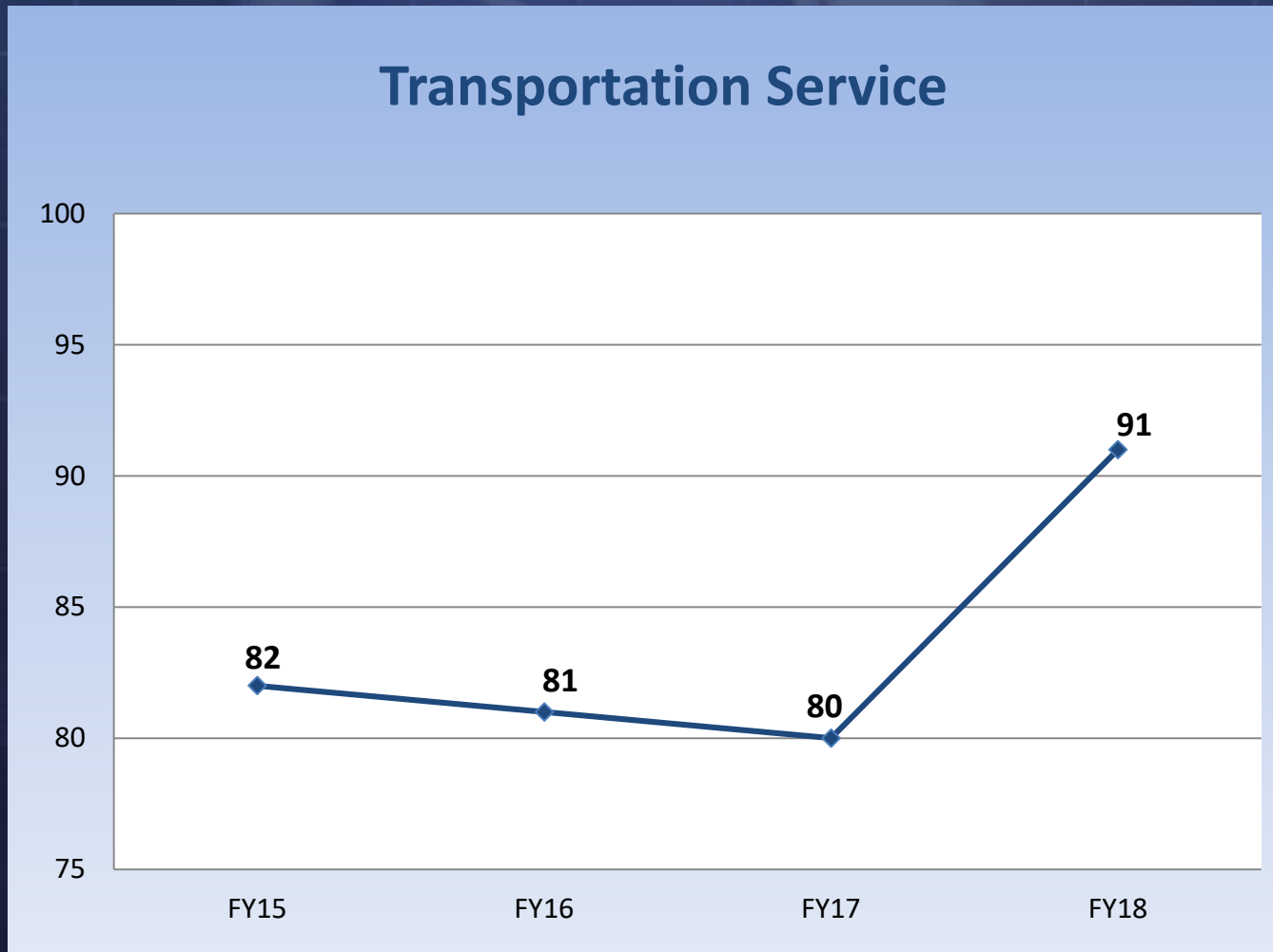
Trip Reason



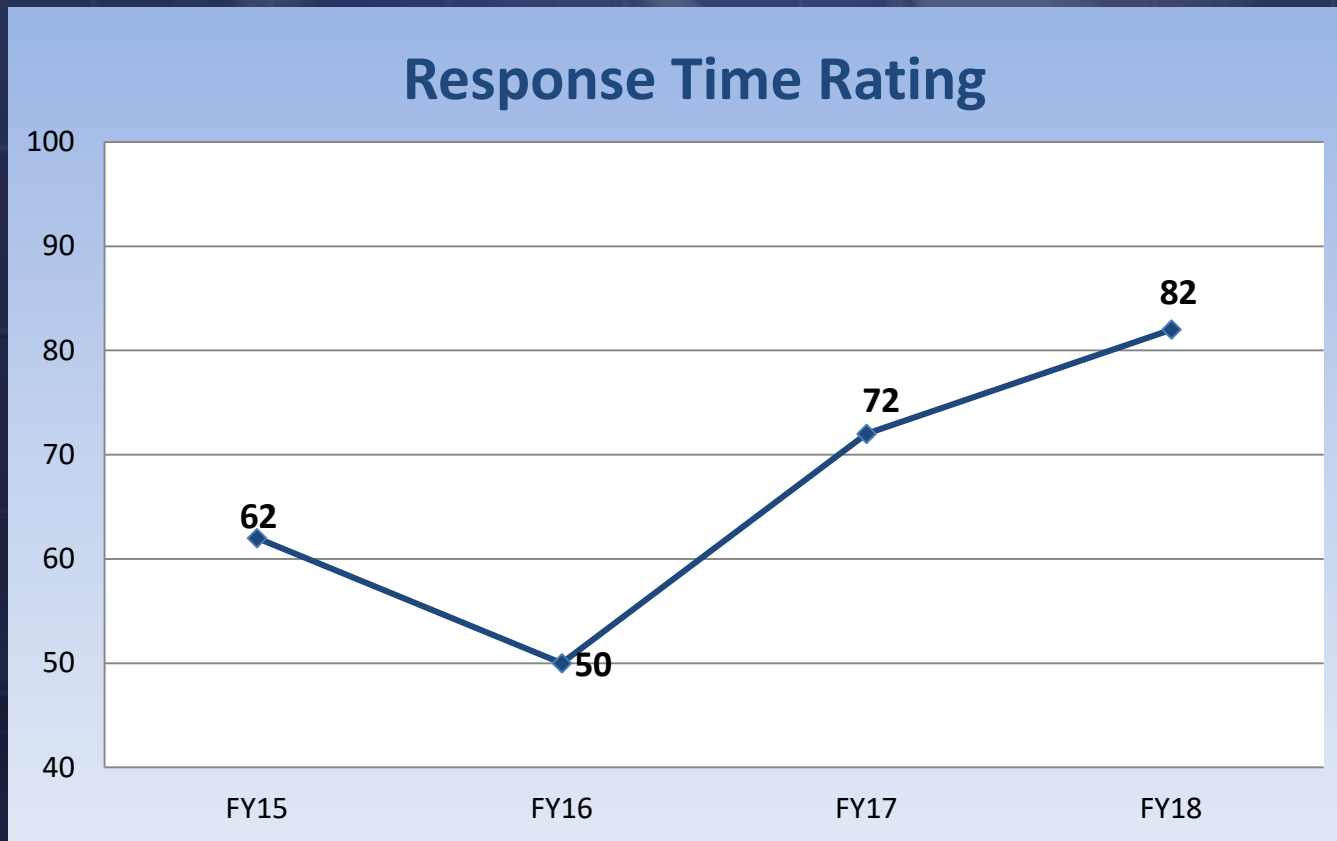
Comparison to Previous Years



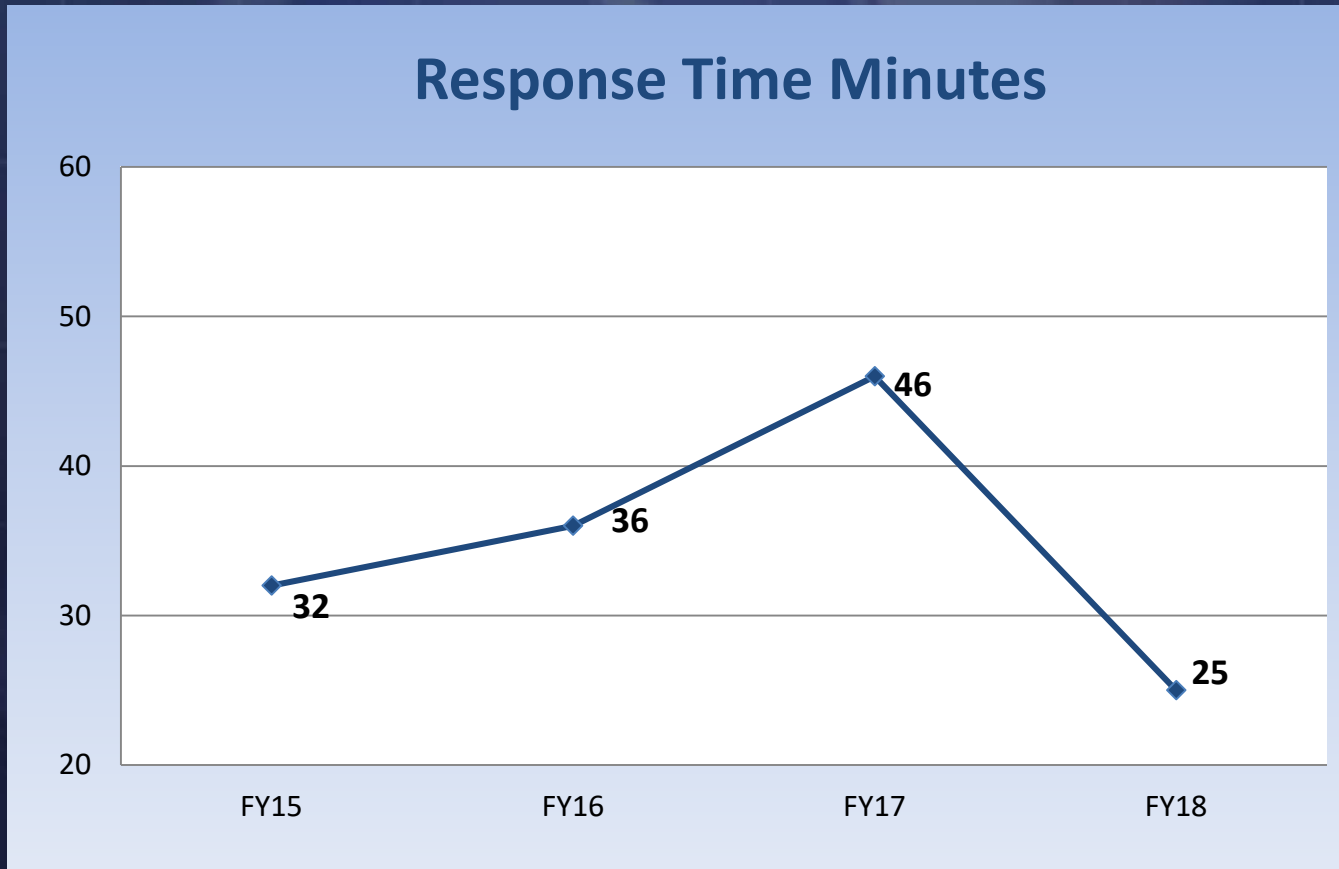
Comparison to Previous Years



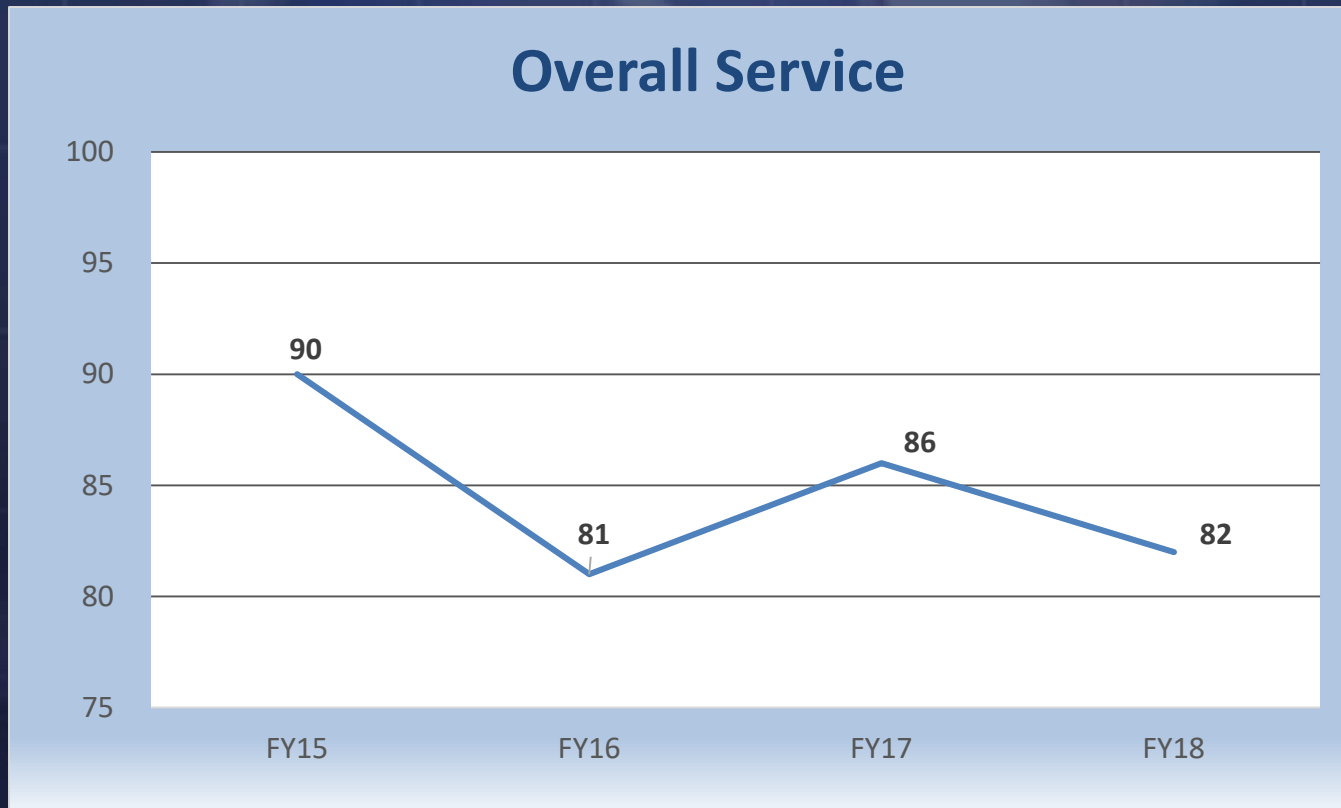
Comparison to Previous Years



Comparison to Previous Years



Comparison to Previous Years



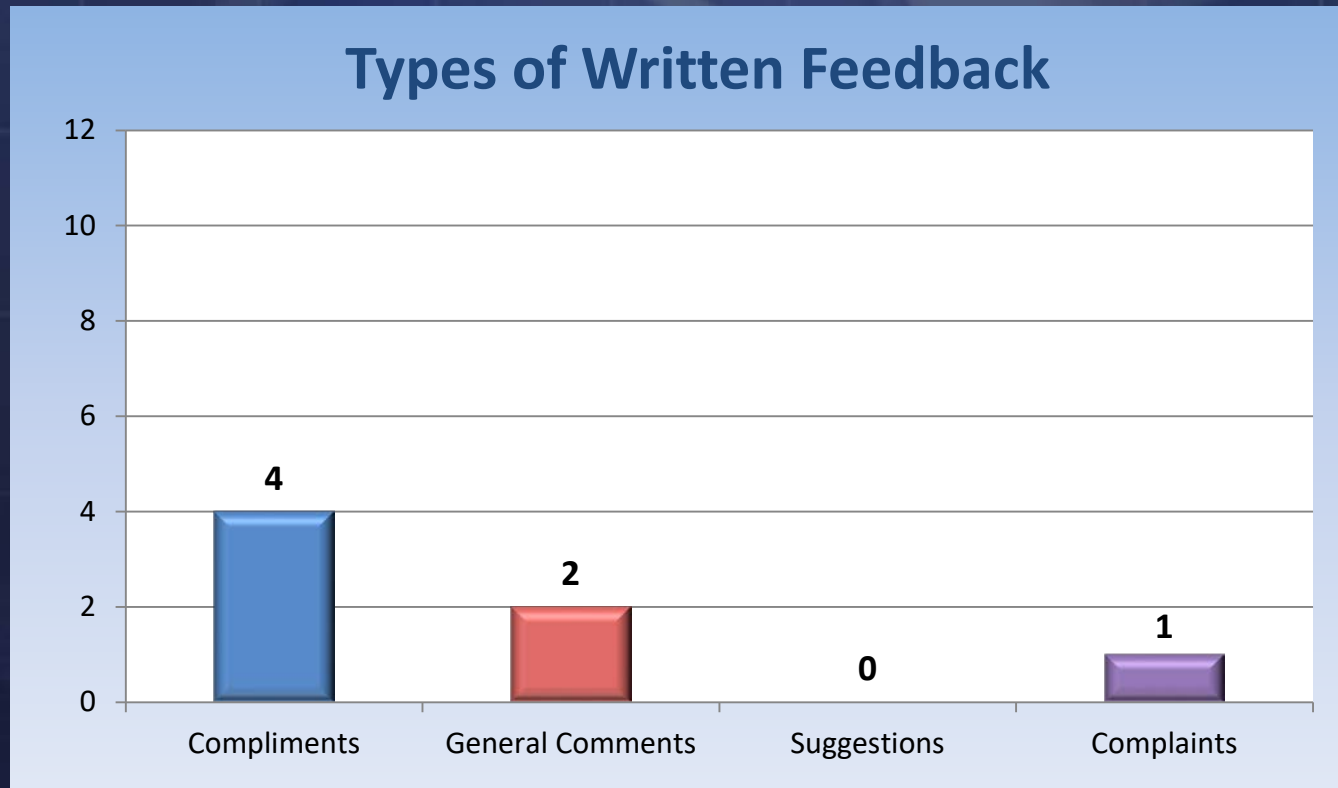
FY18 Customer Feedback



FY18 Customer Feedback

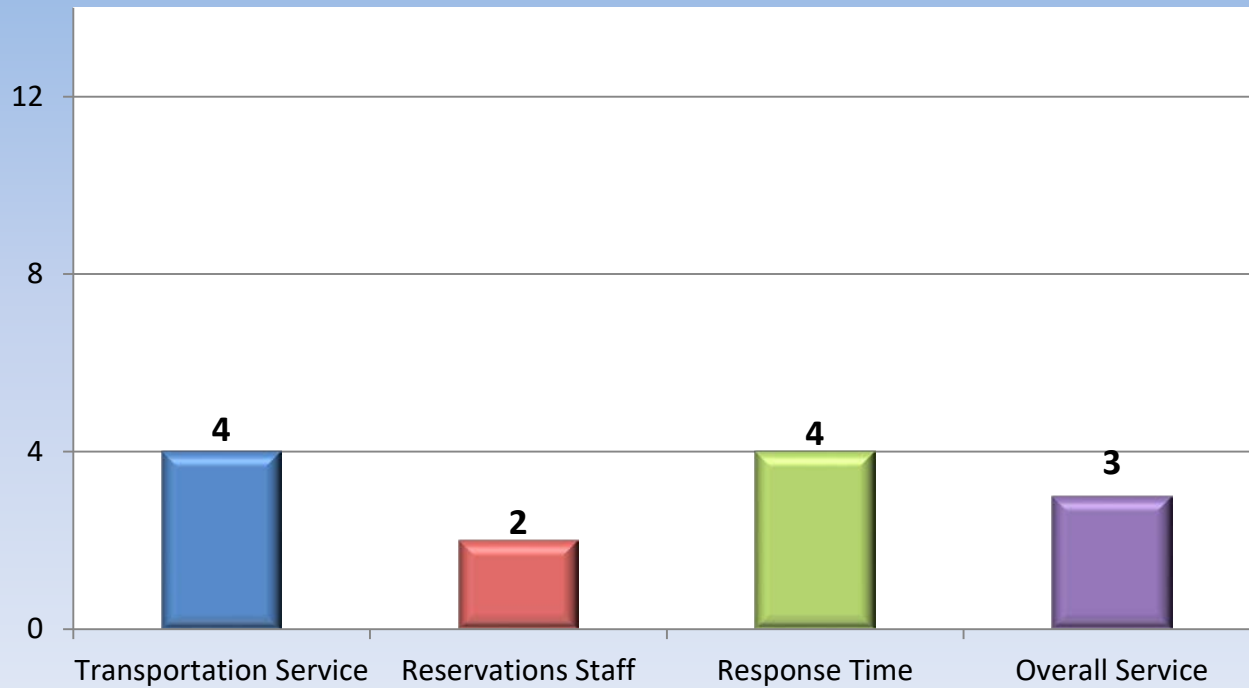
- 8 of 11 respondents (73%) provided written responses
 - 4 written responses (50%) were of a positive nature.
 - 1 written response (13%) was negative.
 - Other responses were either general in nature or suggestions.

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 response wait was 25 minutes.
- At 46%, Other Emergency was the reason most used for GRH.
- Written responses from 73% of survey participants.
- Compliments out weighed criticism 4 to 1.

Questions

We'll get you home. Guaranteed.