

GUARANTEED RIDE HOME

FY 2019 Customer Satisfaction Survey Baltimore Region

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Commuter Connections Subcommittee Meeting
January 21, 2020

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 | |

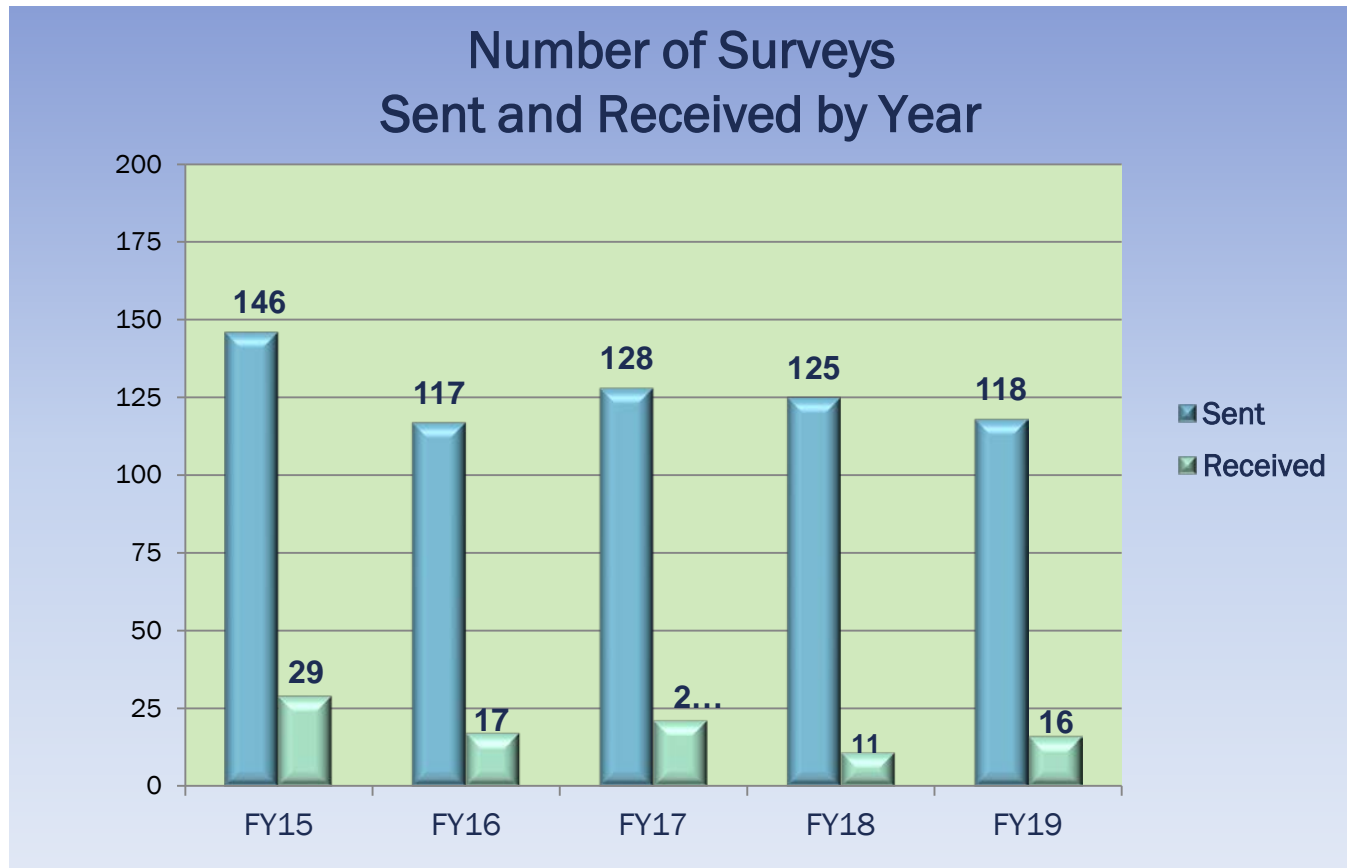
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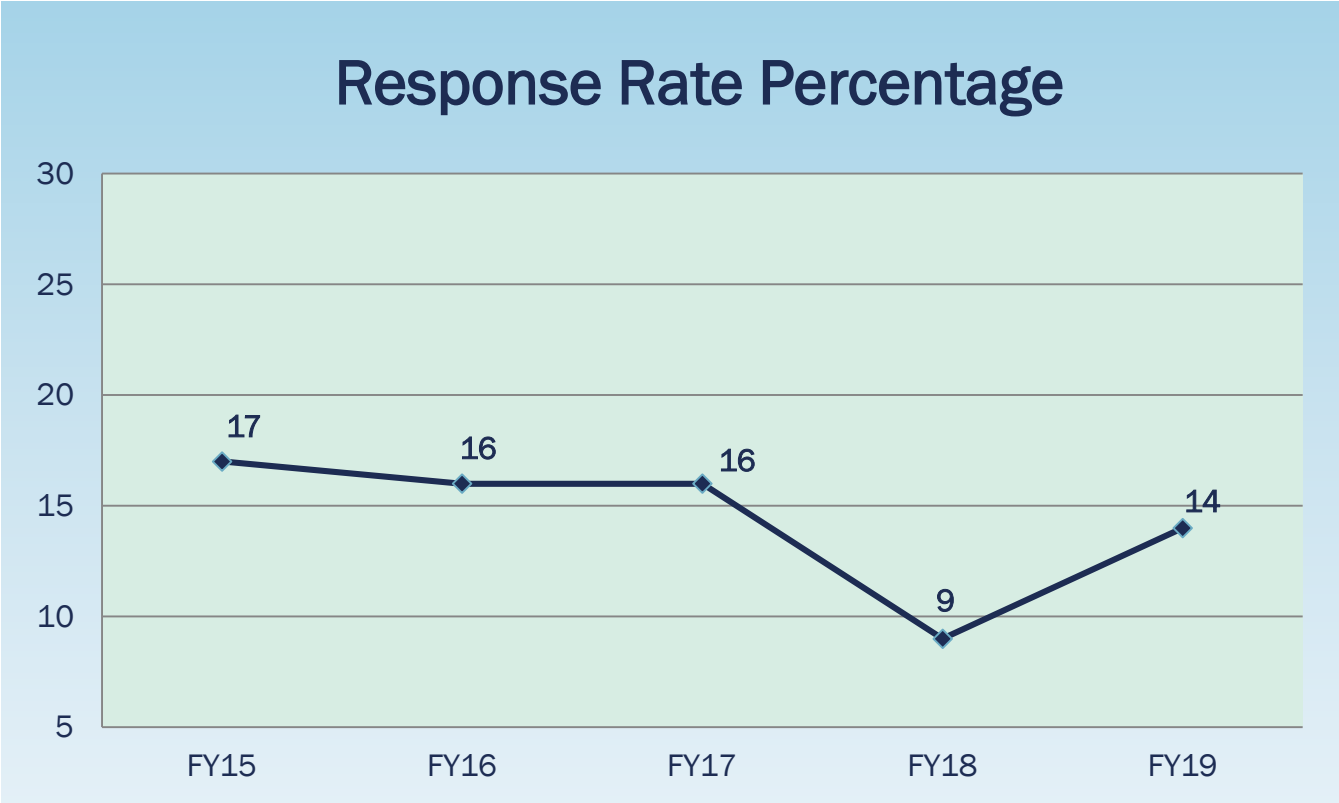
We'll get you home. Guaranteed.



Survey Response Rate



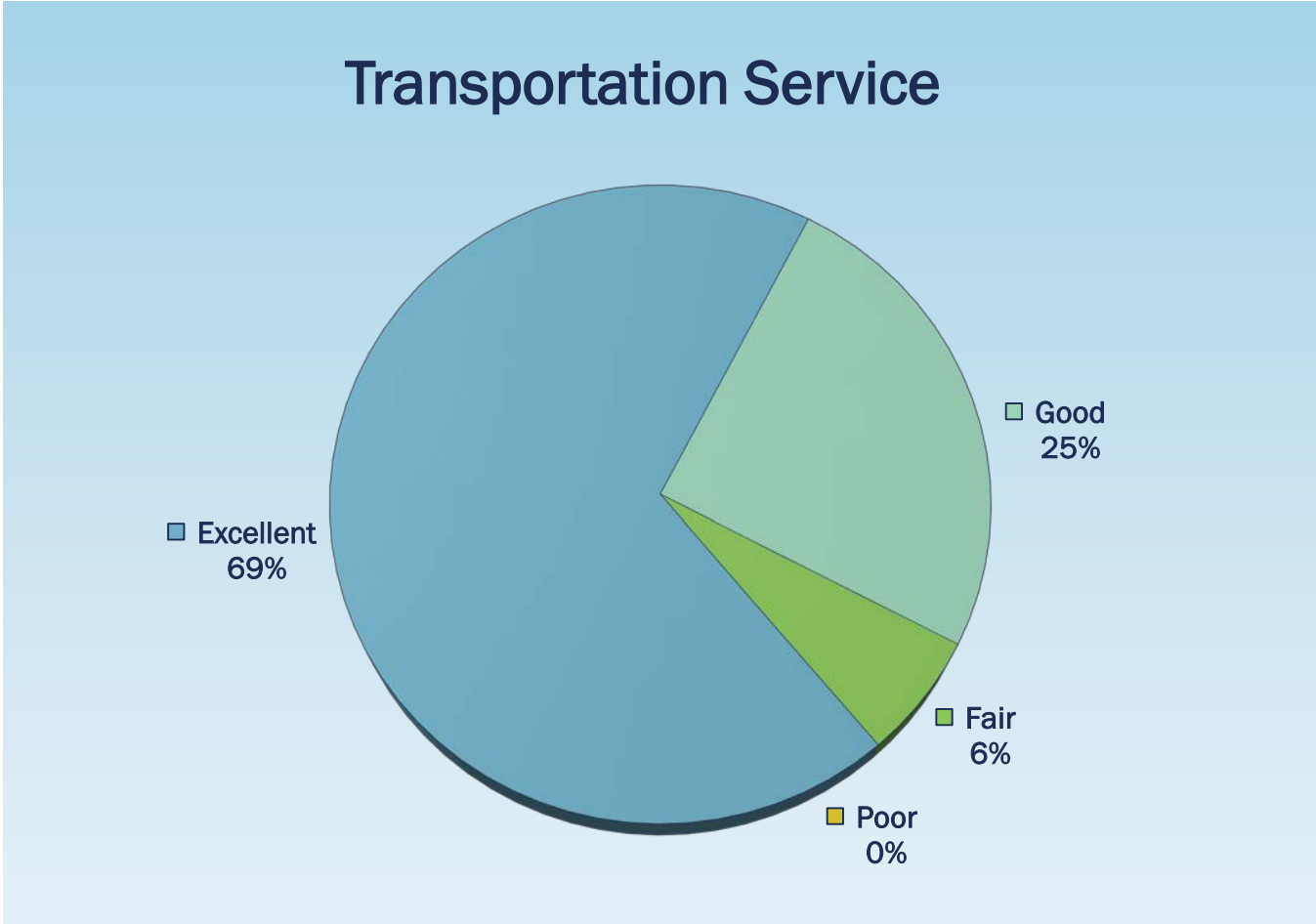
Survey Response Rate



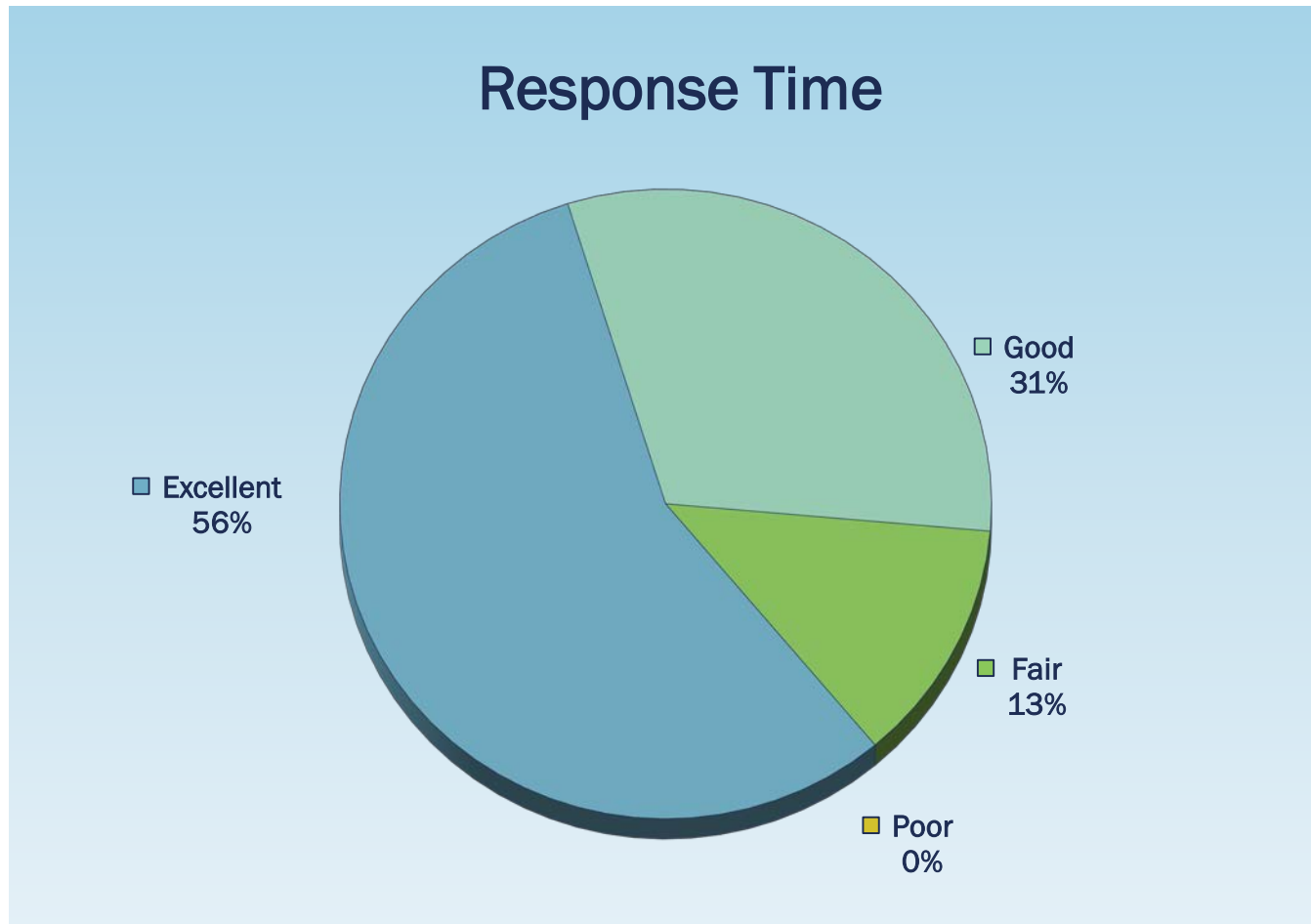
Reservations Staff



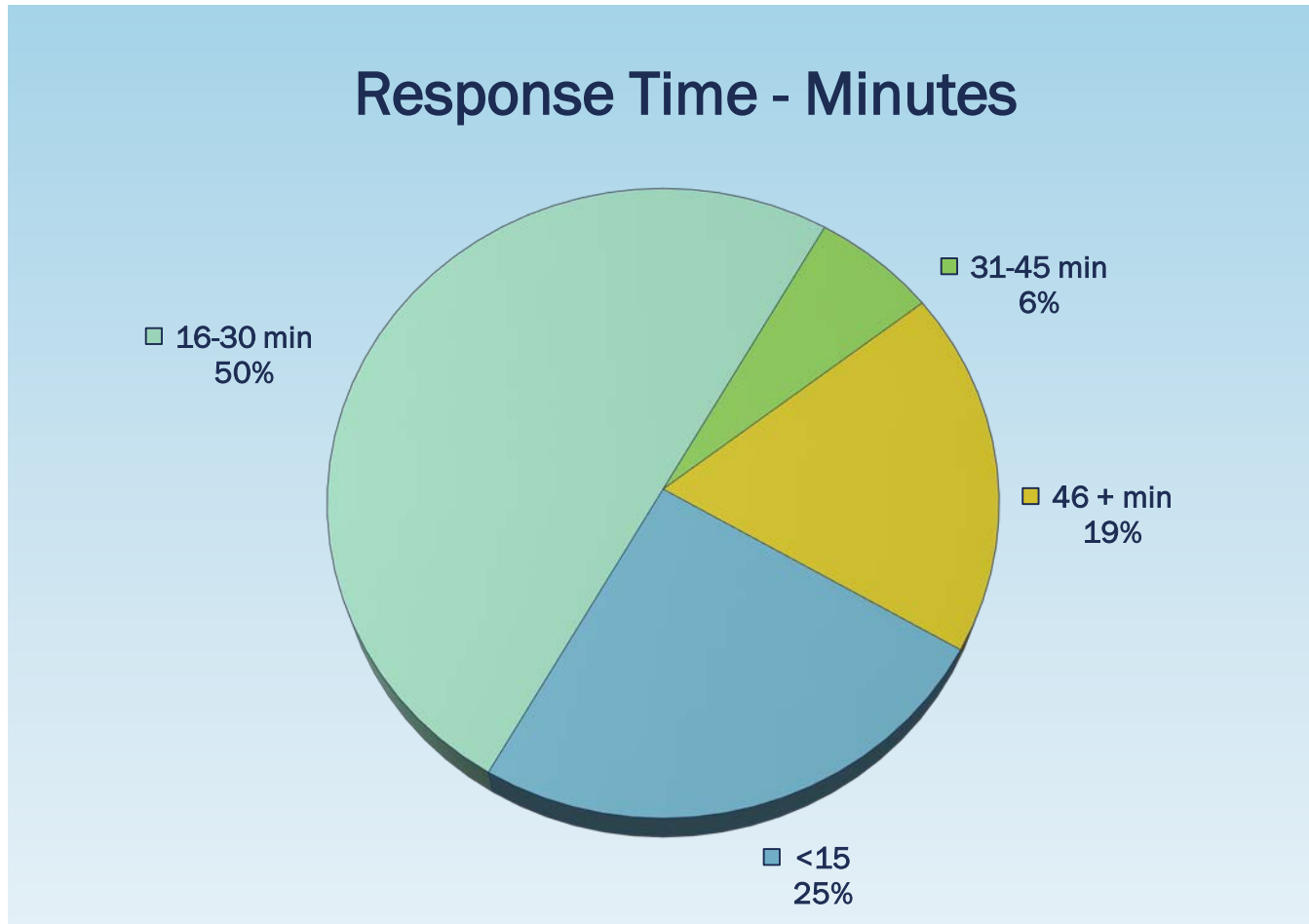
Transportation Service



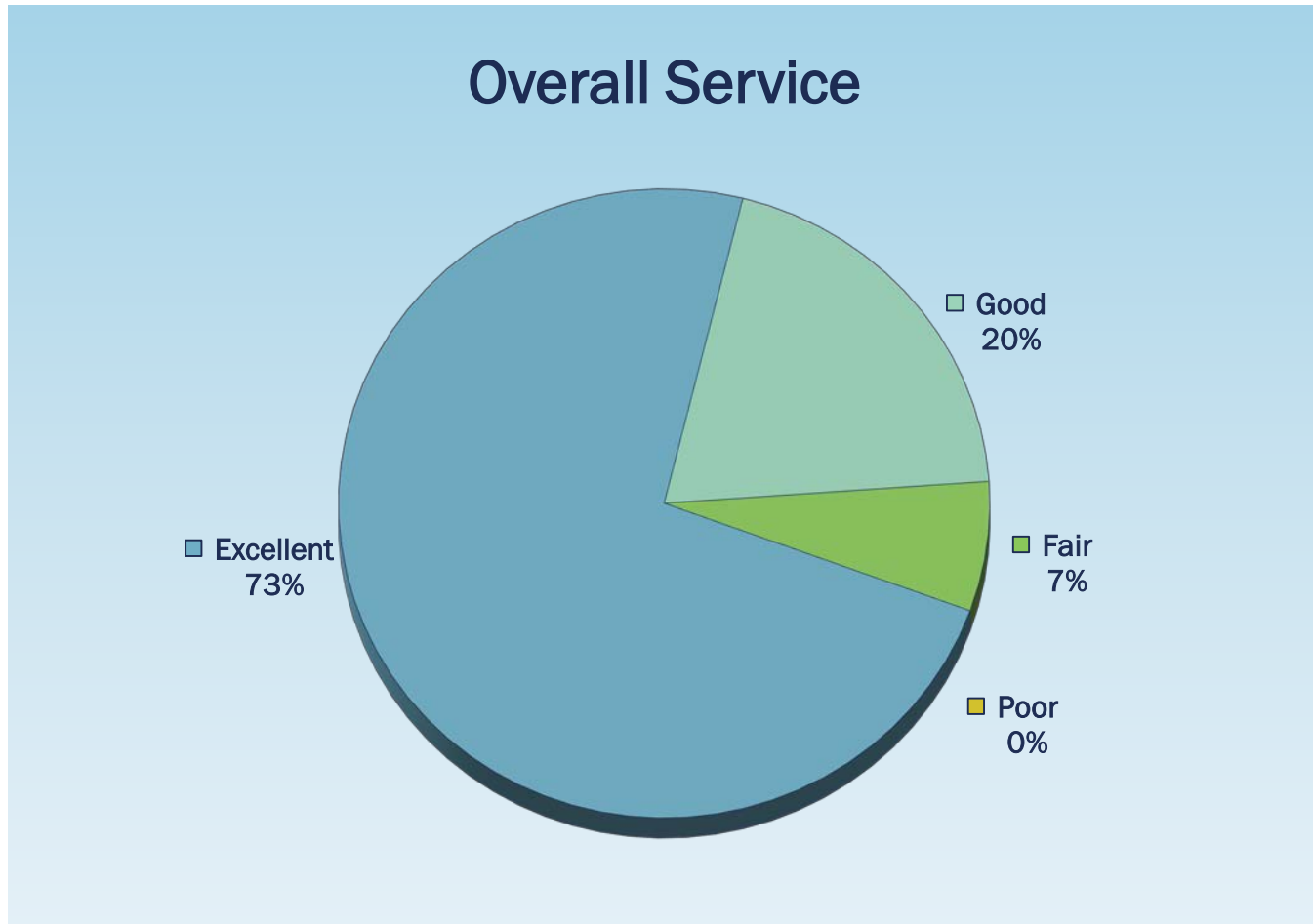
Response Time Rating



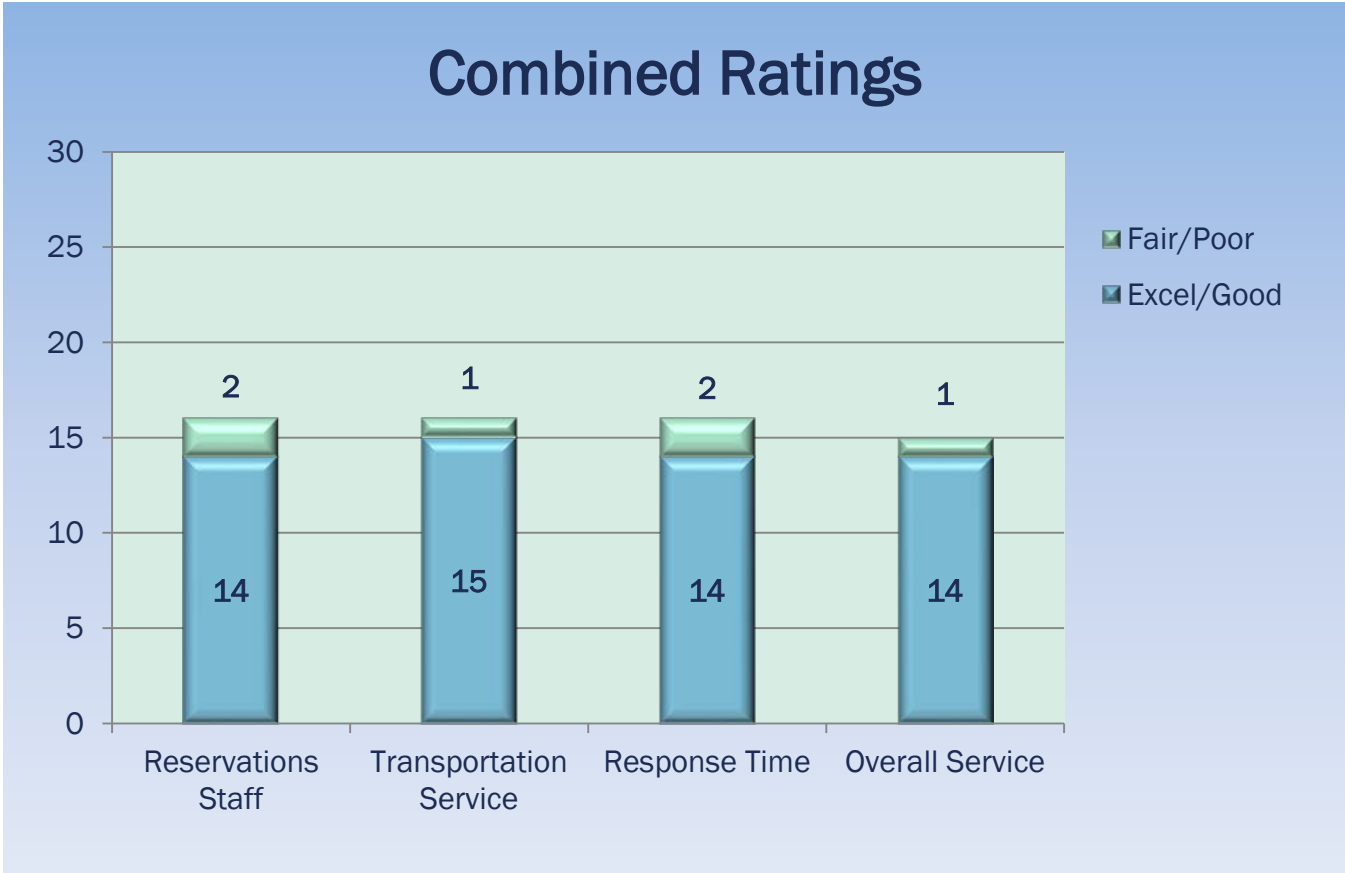
Response Time Minutes



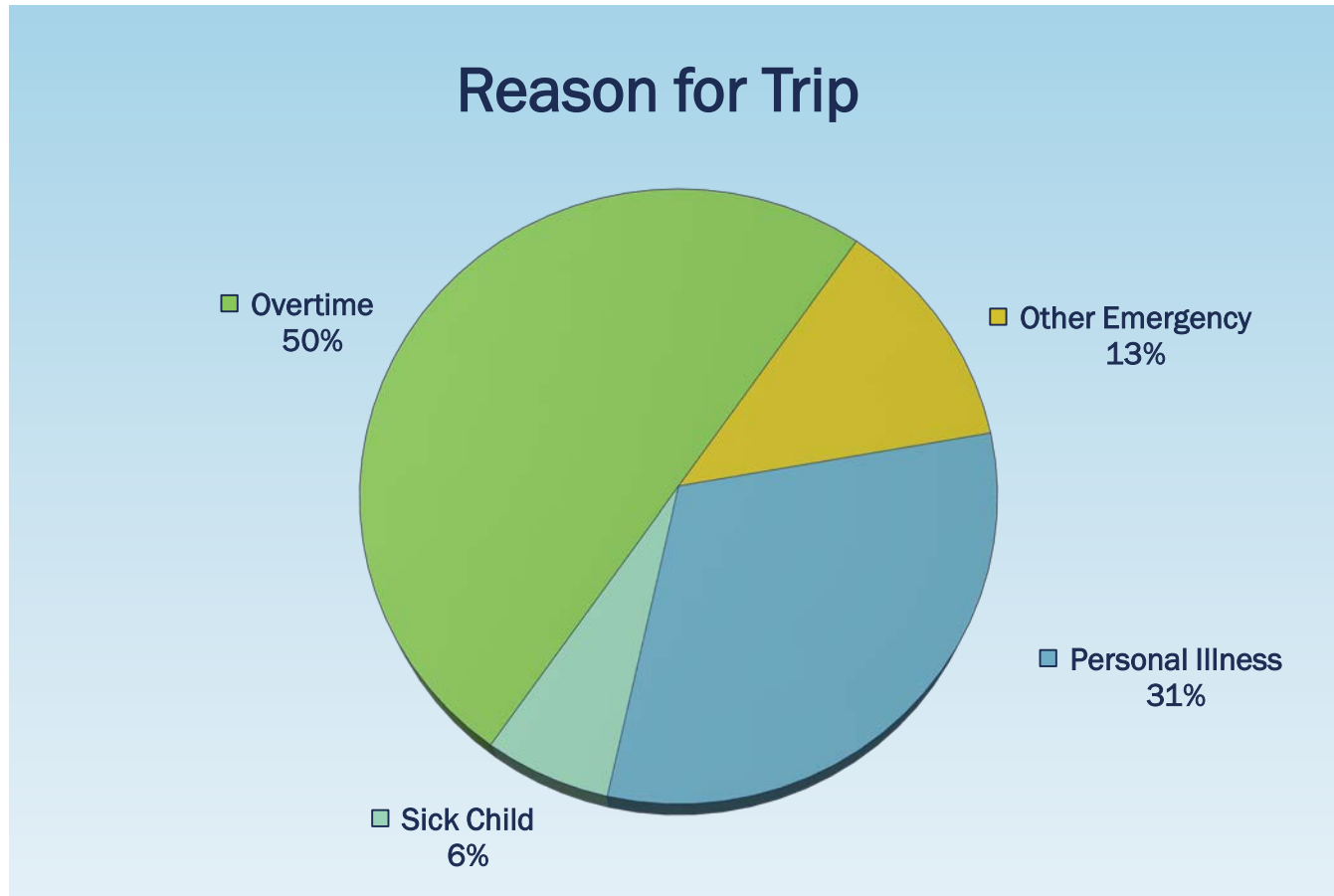
Overall Service



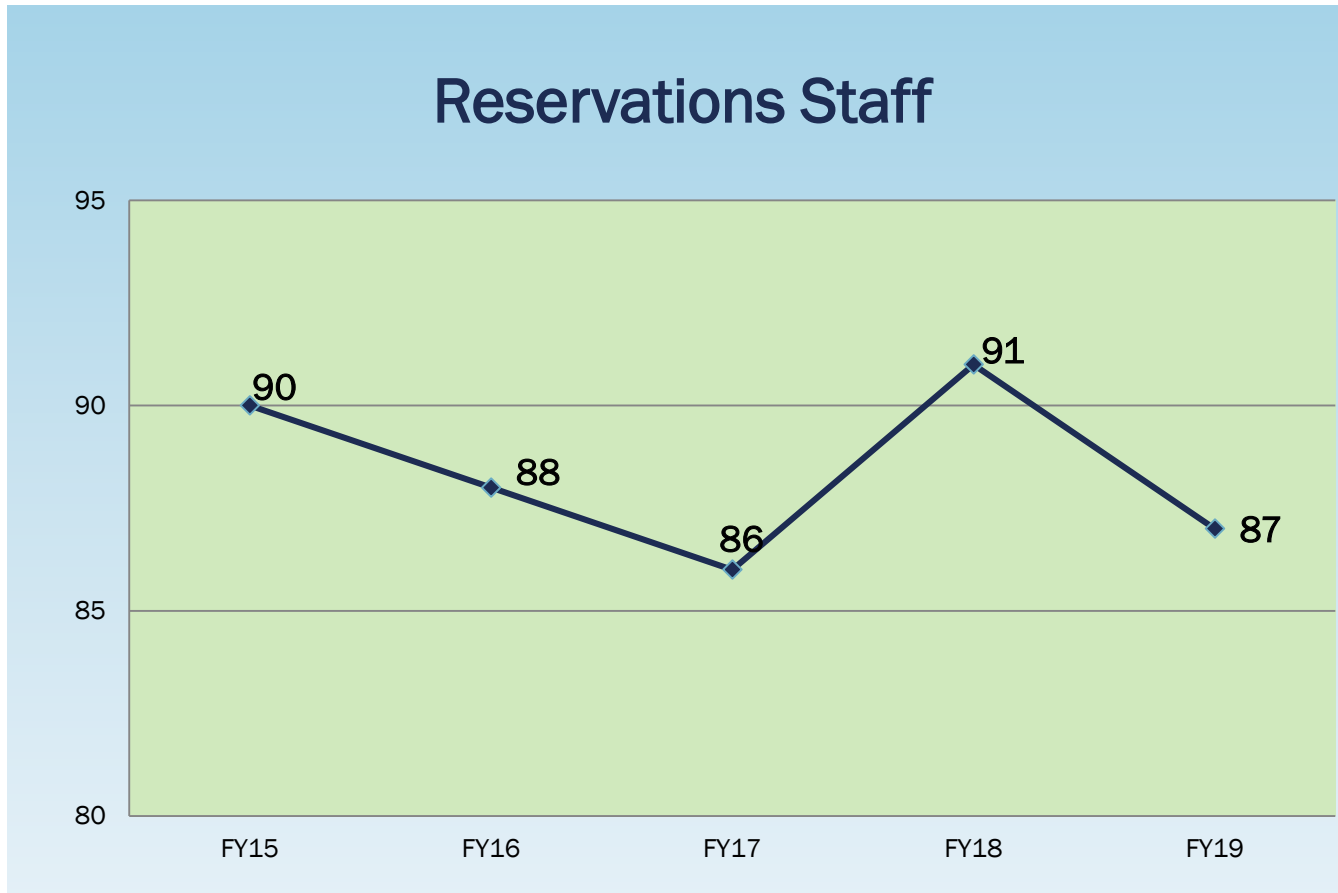
Satisfaction- All Categories



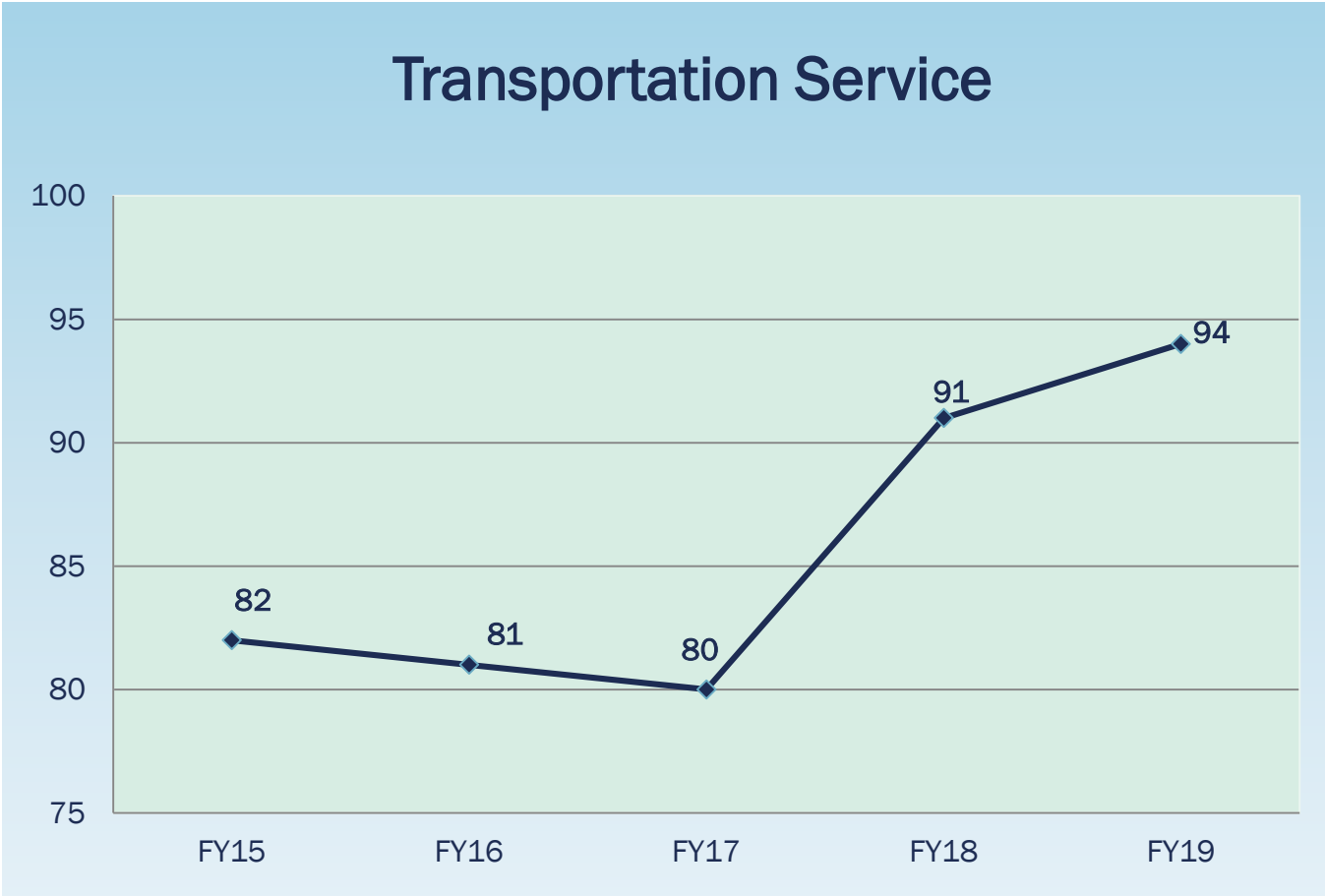
Trip Reason



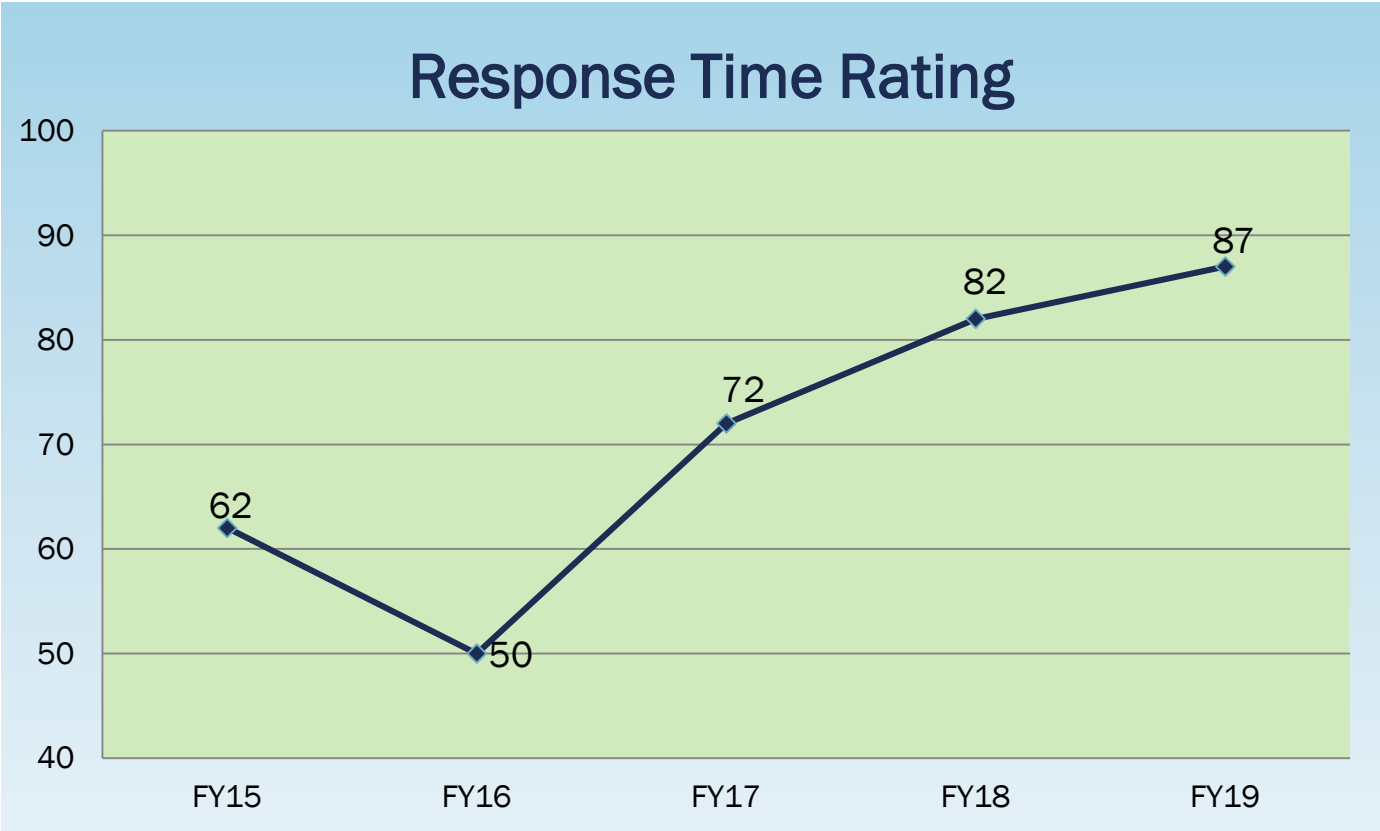
Comparison to Previous Years



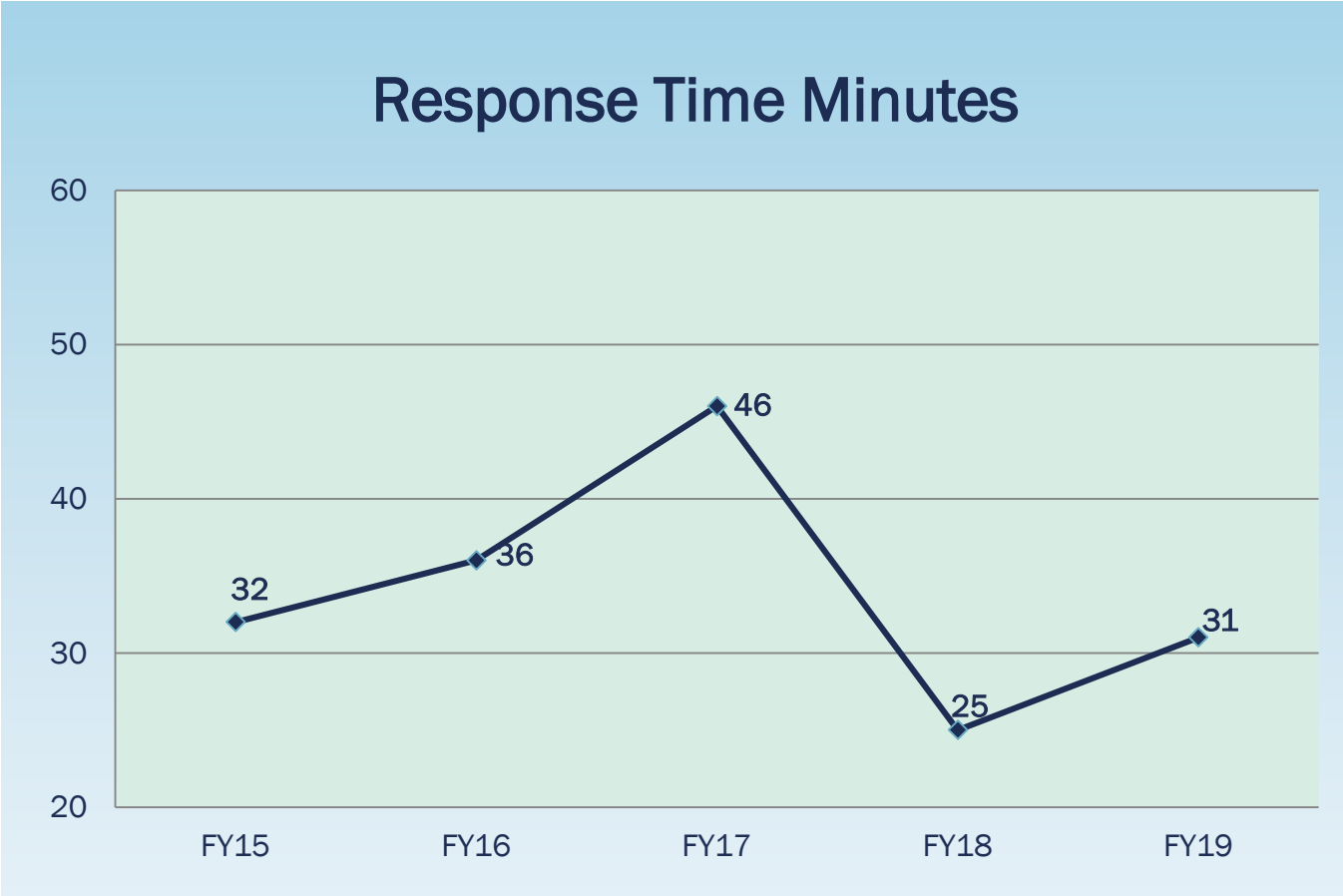
Comparison to Previous Years



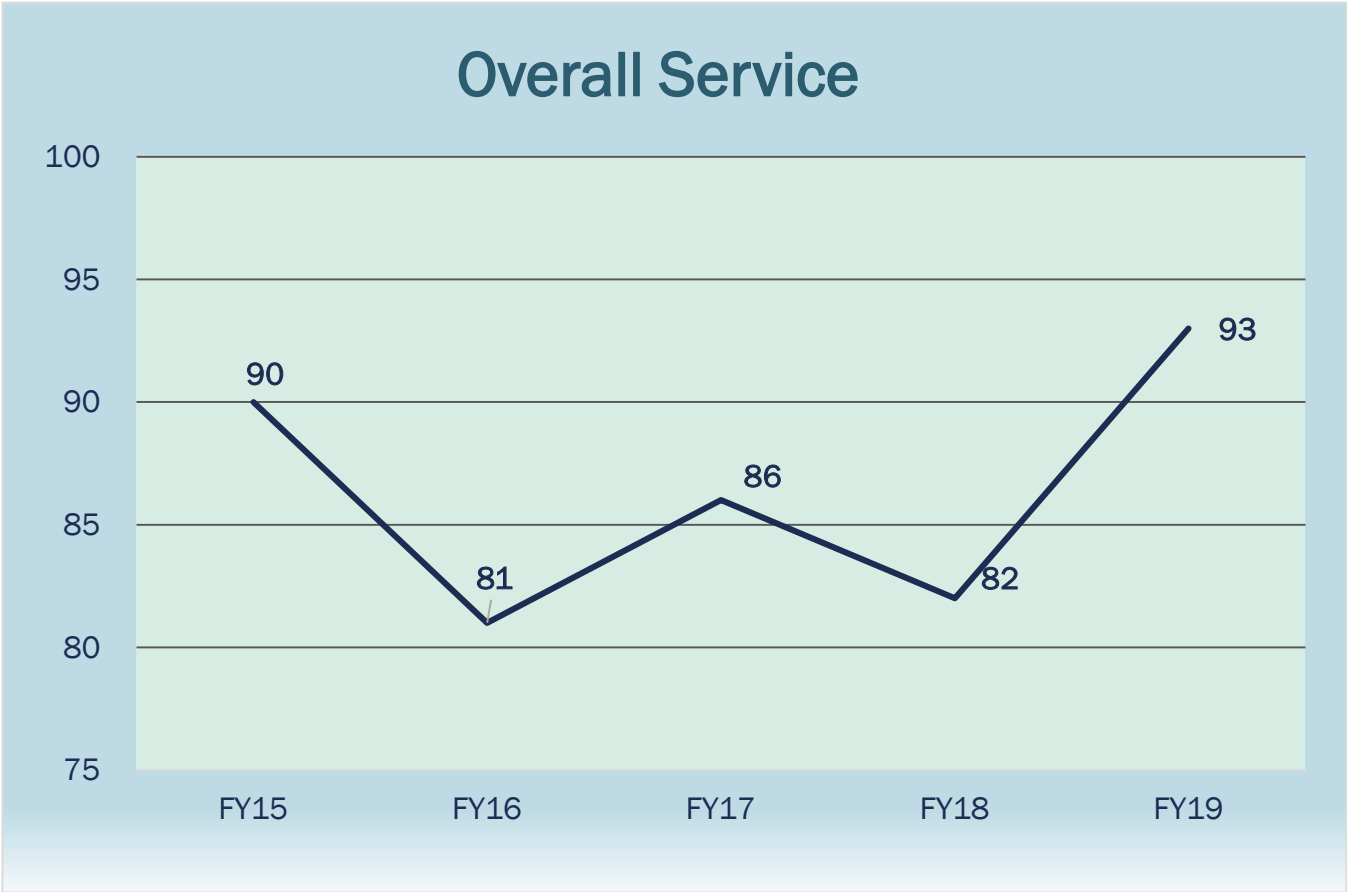
Comparison to Previous Years



Comparison to Previous Years



Comparison to Previous Years



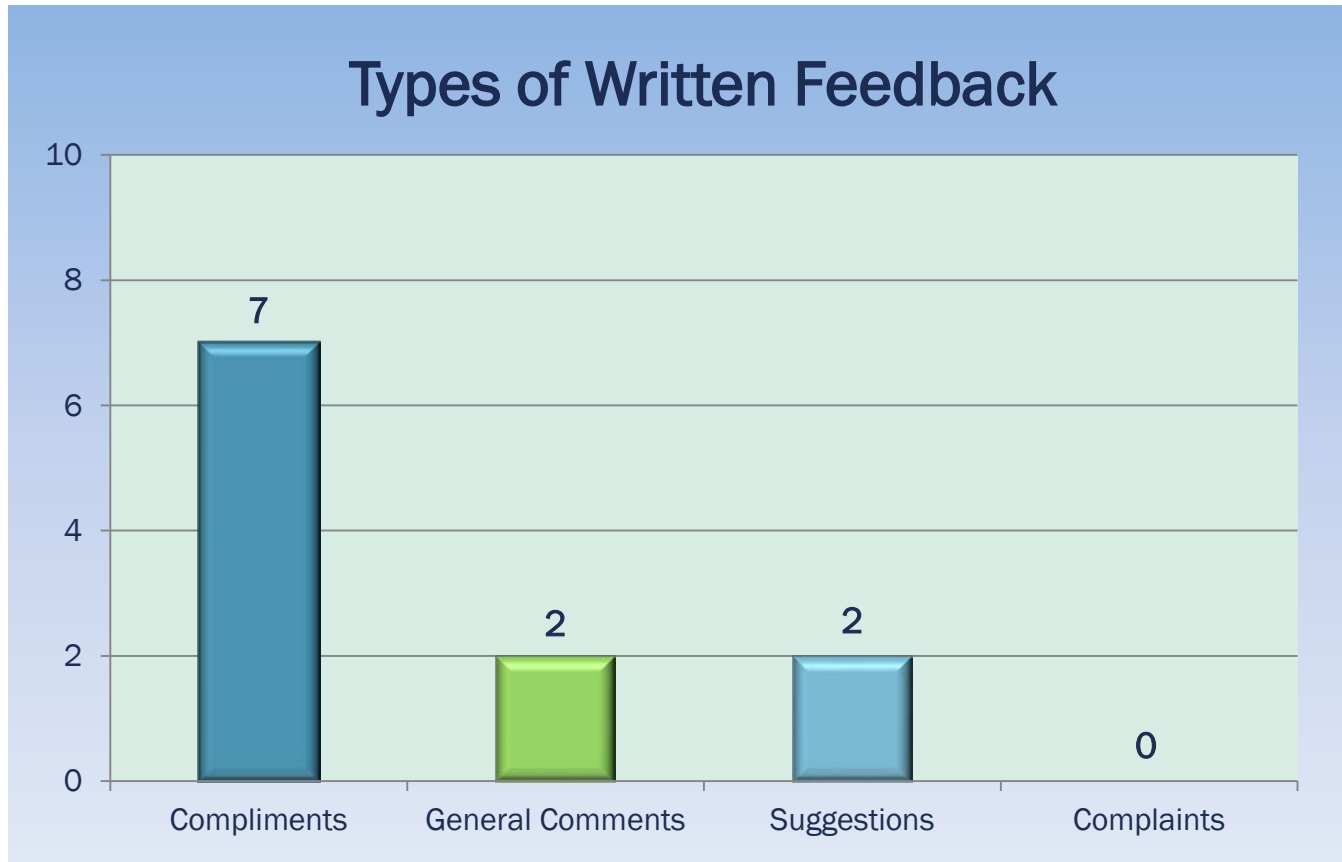
FY19 Customer Feedback



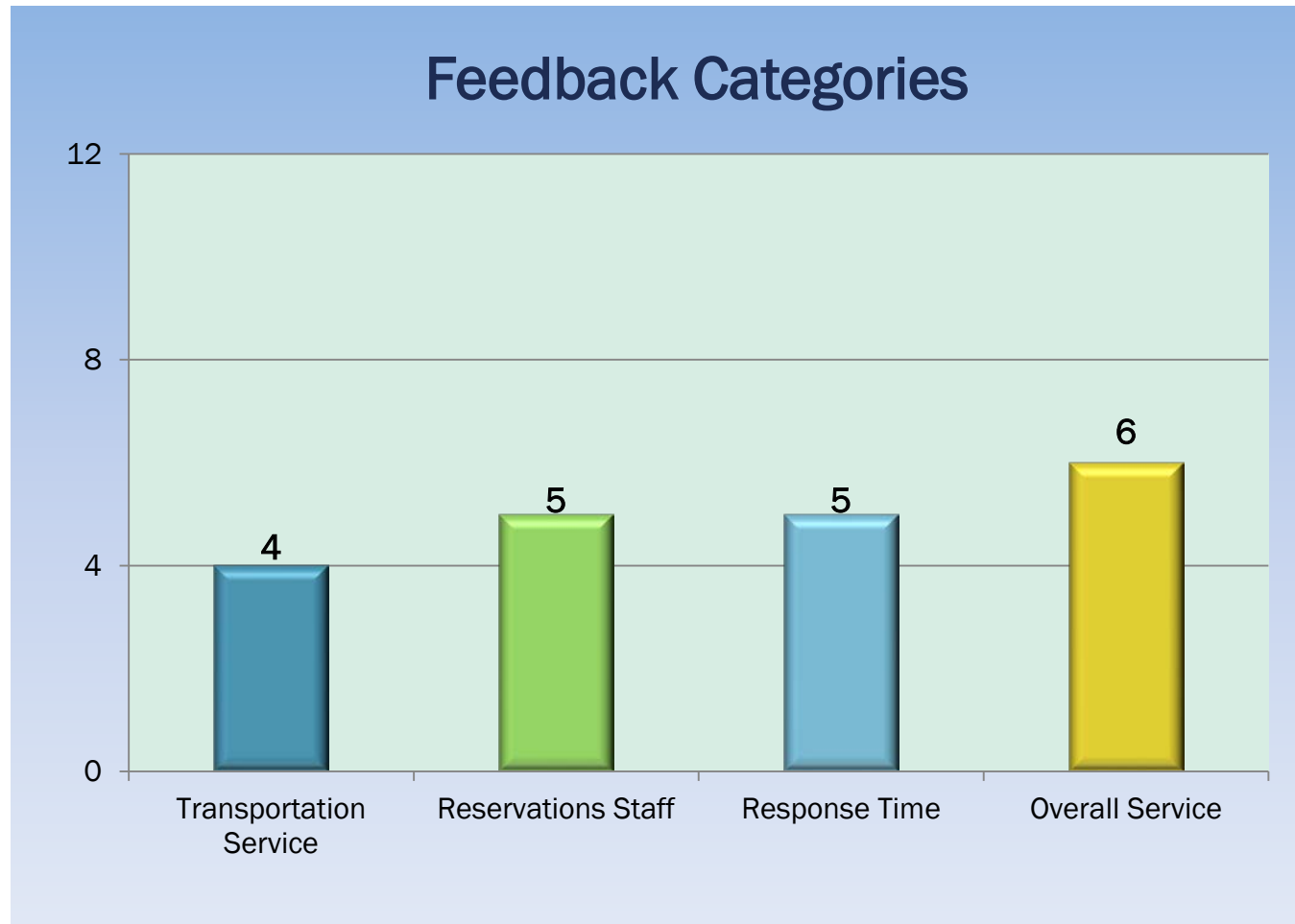
FY19 Customer Feedback

- 12 of 16 respondents (75%) provided written responses
- Vast majority compliments
- No comments classified as complaints

FY19 Customer Feedback



FY19 Customer Feedback



FY19 Customer Compliments :)

- *Good experience.*
- *Pleased overall.*
- *Thank you for this service.*
- *Thanks for the ride.*
- *The drivers are always very friendly and quick to respond.*
- *It is a relief to know that this service is available when riding the bus downtown.*

FY19 Customer Complaints : (

- *Payment process to service provider (Enterprise) in this instance seems to be broken. Vendor did not have proper account information. Resulted in a delay of 20+ minutes at the facility without resolution.*

Recap

- 118 surveys distributed.
- 14% return rate.
- Overall satisfaction rating 93%.
- 75% waited 30 minutes or less.
- Overtime was most frequent (50%) reason for using GRH.
- Written responses from 75% of survey participants.
- No complaints.

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