

Metro Mobility Customer Satisfaction Survey

TAAC

August 5th, 2015

1666 Total Customers Contacted

350

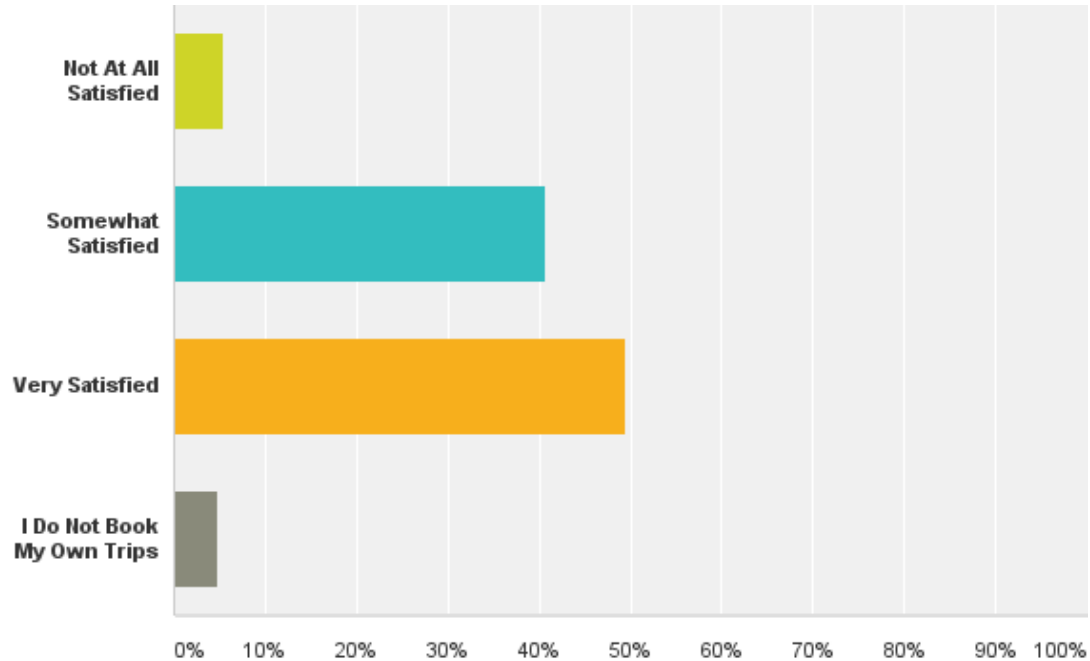
Total Responses

Date Created: Wednesday, June 10, 2015

Complete Responses: 350

Q1: How satisfied are you with the trip reservation process?

Answered: 349 Skipped: 1



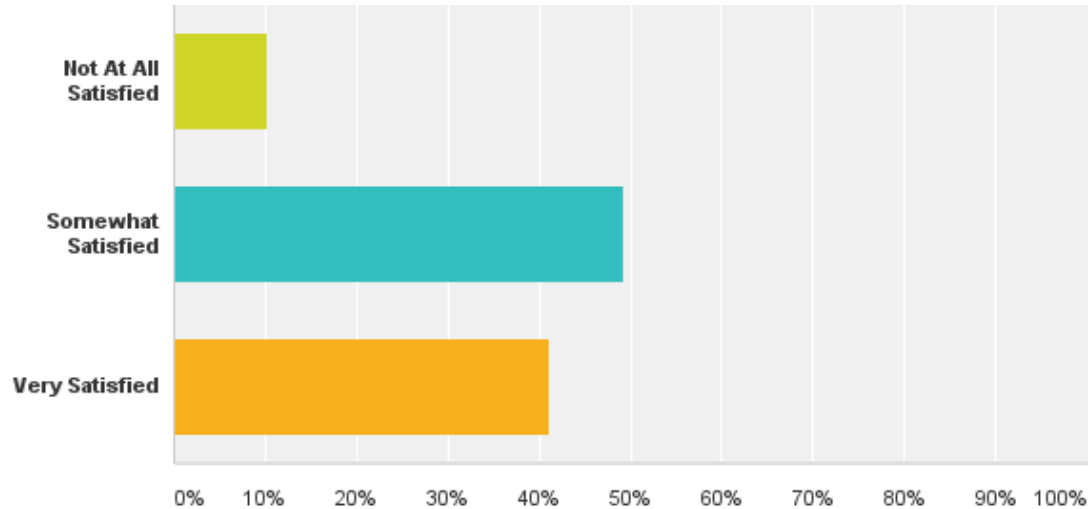
Q1: How satisfied are you with the trip reservation process?

Answered: 349 Skipped: 1

Answer Choices	Responses	
Not At All Satisfied	5.44%	19
Somewhat Satisfied	40.69%	142
Very Satisfied	49.57%	173
I Do Not Book My Own Trips	4.87%	17
Total Respondents: 349		

Q2: How satisfied are you with Metro Mobility's on-time performance?

Answered: 343 Skipped: 7



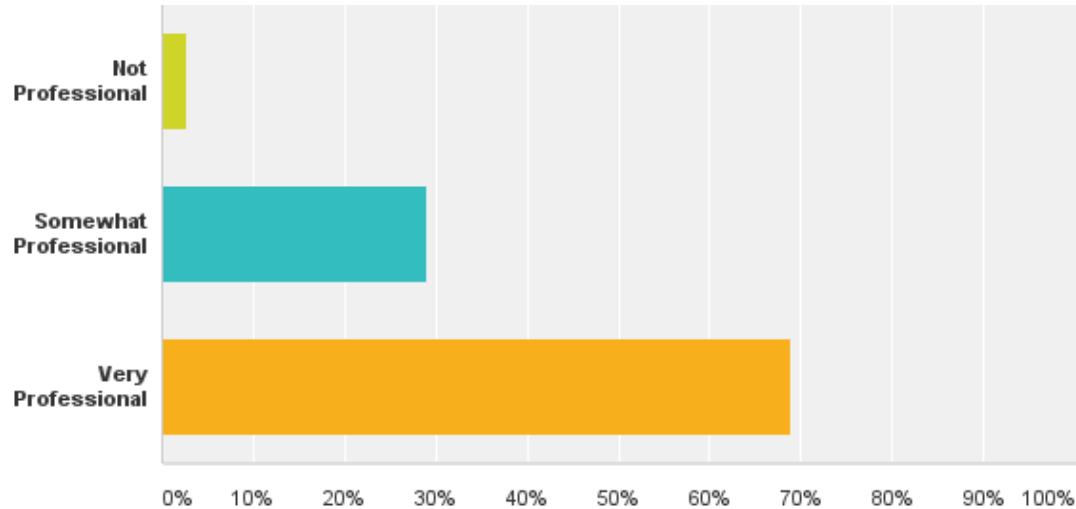
Q2: How satisfied are you with Metro Mobility's on-time performance?

Answered: 343 Skipped: 7

Answer Choices	Responses	
Not At All Satisfied	10.20%	35
Somewhat Satisfied	49.27%	169
Very Satisfied	41.11%	141
Total Respondents: 343		

Q3: How would you rate the professionalism and responsiveness of reservationists?

Answered: 344 Skipped: 6



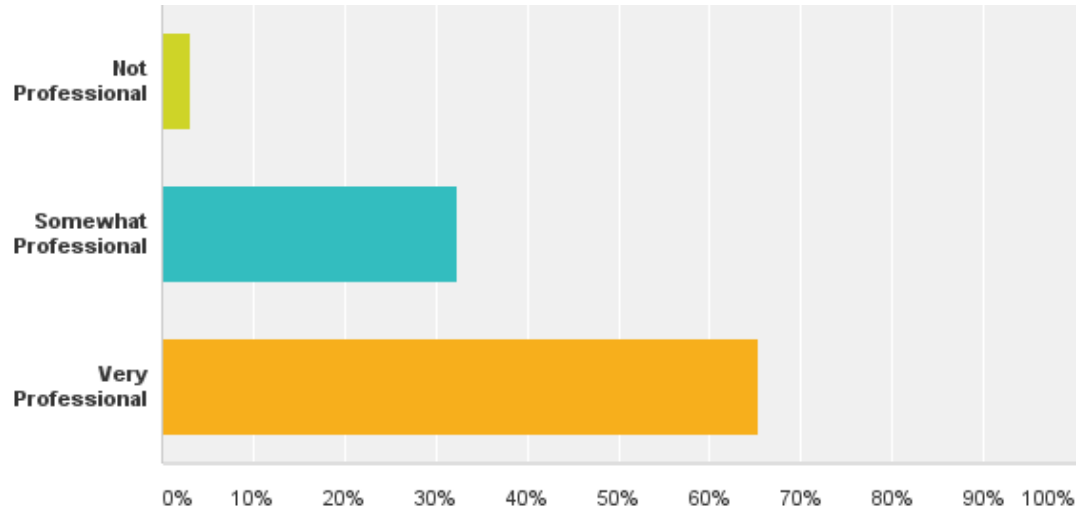
Q3: How would you rate the professionalism and responsiveness of reservationists?

Answered: 344 Skipped: 6

Answer Choices	Responses	
Not Professional	2.62%	9
Somewhat Professional	29.07%	100
Very Professional	68.90%	237
Total Respondents: 344		

Q4: How would you rate the professionalism and responsiveness of Drivers?

Answered: 340 Skipped: 10



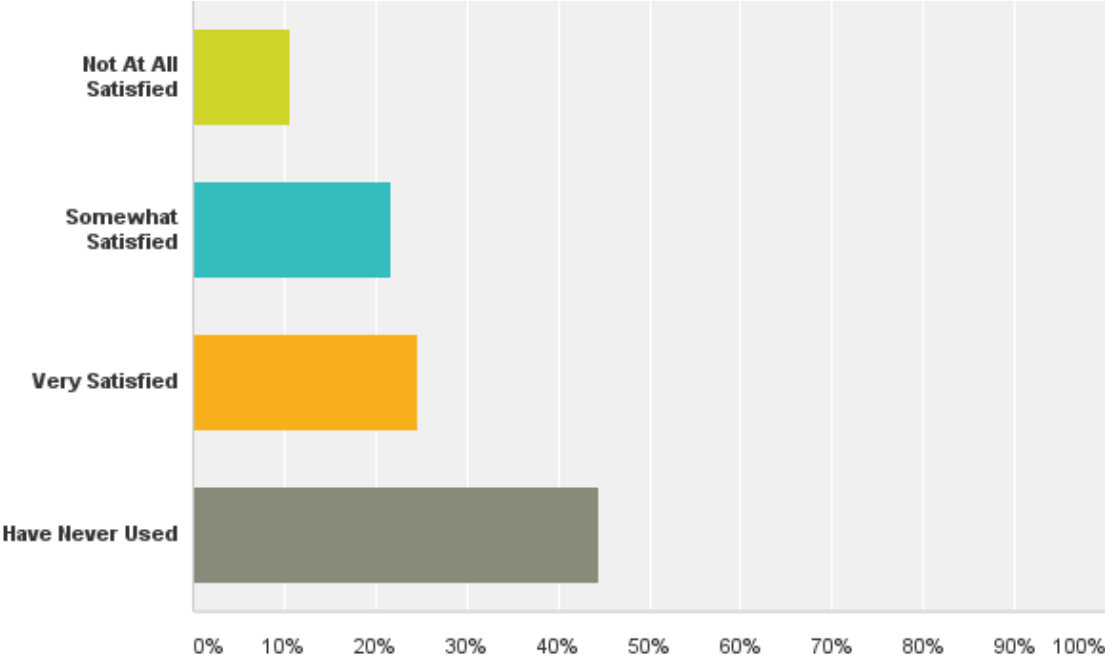
Q4: How would you rate the professionalism and responsiveness of Drivers?

Answered: 340 Skipped: 10

Answer Choices	Responses	
Not Professional	3.24%	11
Somewhat Professional	32.35%	110
Very Professional	65.29%	222
Total Respondents: 340		

Q5: How Satisfied are you with Metro Mobility's complaint resolution process?

Answered: 349 Skipped: 1



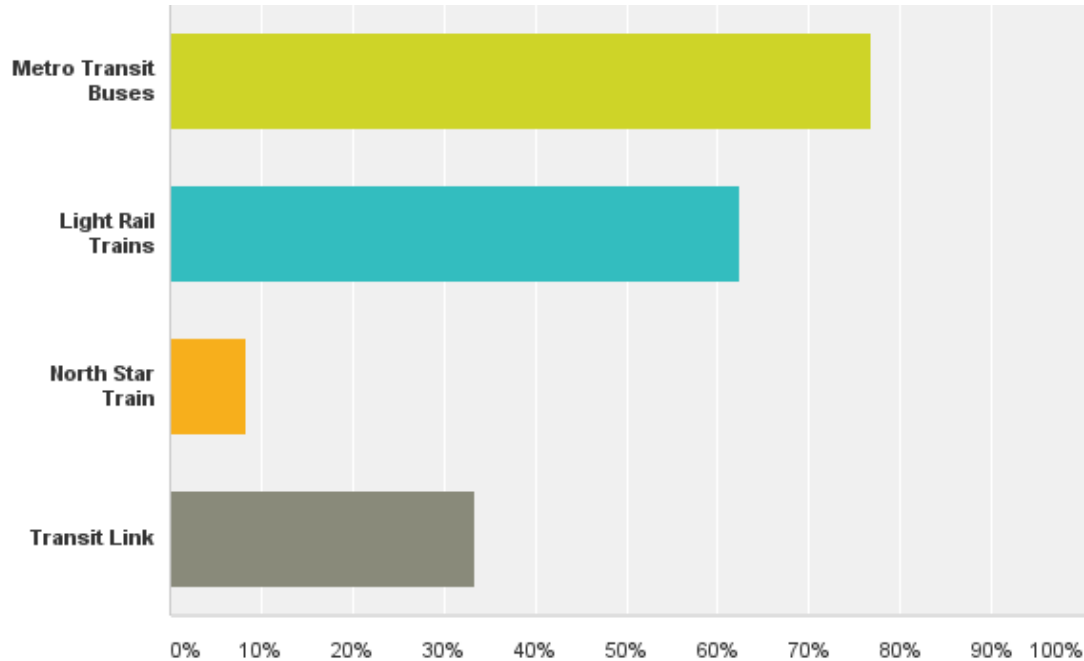
Q5: How Satisfied are you with Metro Mobility's complaint resolution process?

Answered: 349 Skipped: 1

Answer Choices	Responses
Not At All Satisfied	10.60% 37
Somewhat Satisfied	21.78% 76
Very Satisfied	24.64% 86
Have Never Used	44.41% 155
Total Respondents: 349	

Q6: Do you use any other form of public transportation? Please check all that apply.

Answered: 168 Skipped: 182



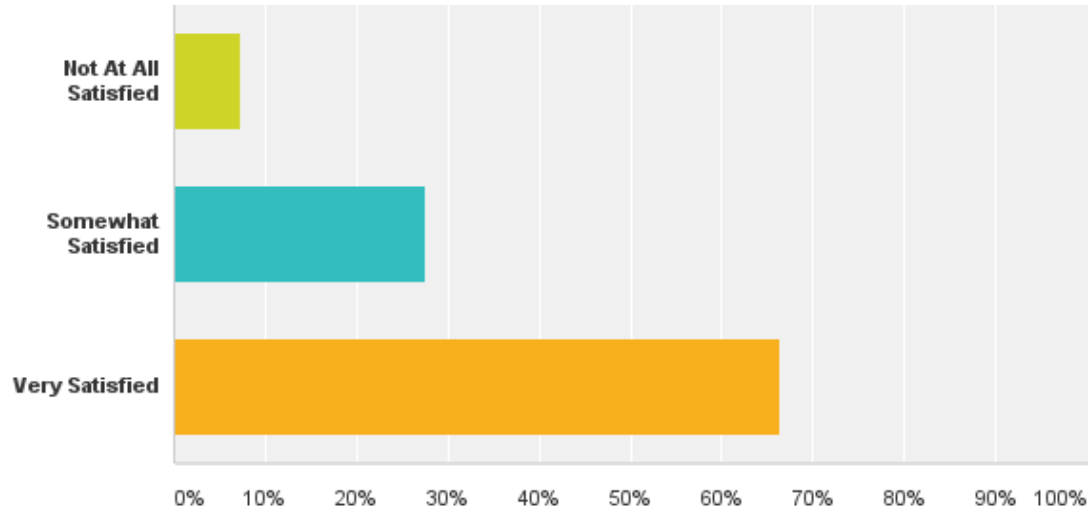
Q6: Do you use any other form of public transportation? Please check all that apply.

Answered: 168 Skipped: 182

Answer Choices	Responses	
Metro Transit Buses	76.79%	129
Light Rail Trains	62.50%	105
North Star Train	8.33%	14
Transit Link	33.33%	56
Total Respondents: 168		

Q7: How satisfied are you with Metro Mobility's hours of operation?

Answered: 340 Skipped: 10



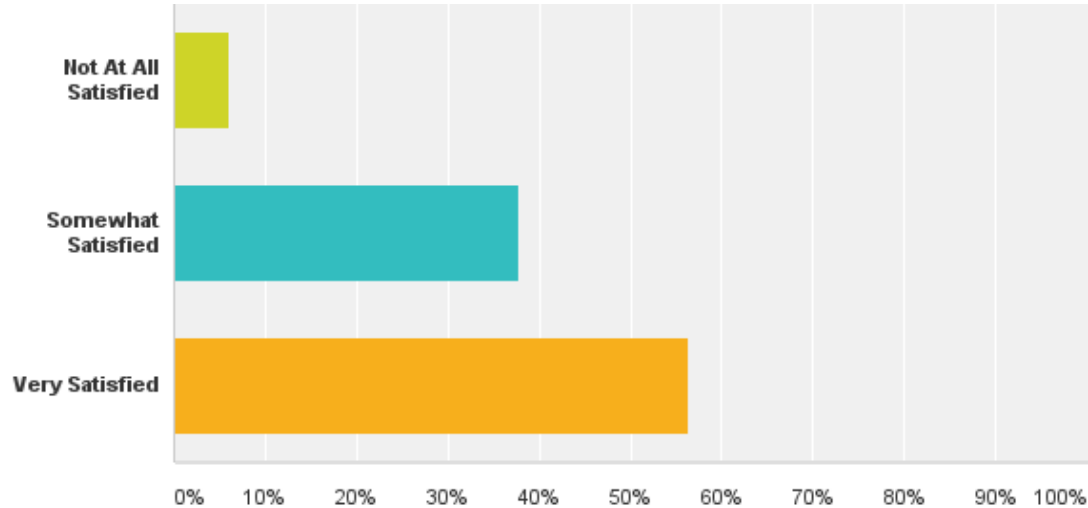
Q7: How satisfied are you with Metro Mobility's hours of operation?

Answered: 340 Skipped: 10

Answer Choices	Responses
Not At All Satisfied	7.35% 25
Somewhat Satisfied	27.65% 94
Very Satisfied	66.47% 226
Total Respondents: 340	

Q8: How satisfied are you with Metro Mobility's service area?

Answered: 342 Skipped: 8



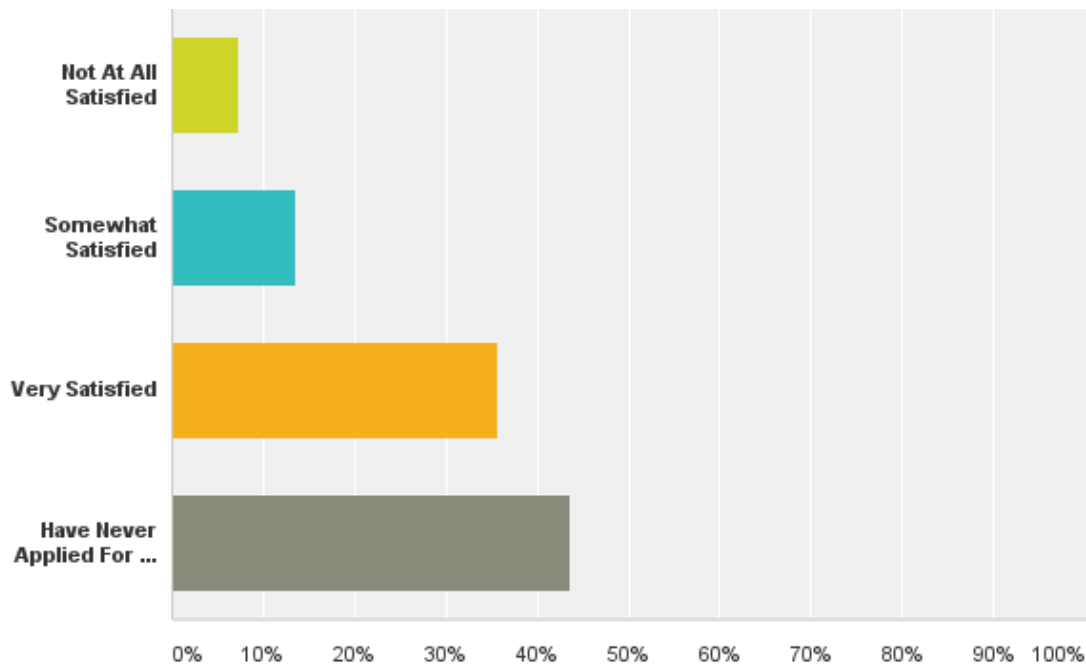
Q8: How satisfied are you with Metro Mobility's service area?

Answered: 342 Skipped: 8

Answer Choices	Responses	
Not At All Satisfied	6.14%	21
Somewhat Satisfied	37.72%	129
Very Satisfied	56.43%	193
Total Respondents: 342		

Q9: If you have used or applied for a Standing Order. How satisfied are you with Metro Mobility's standing order process?

Answered: 341 Skipped: 9



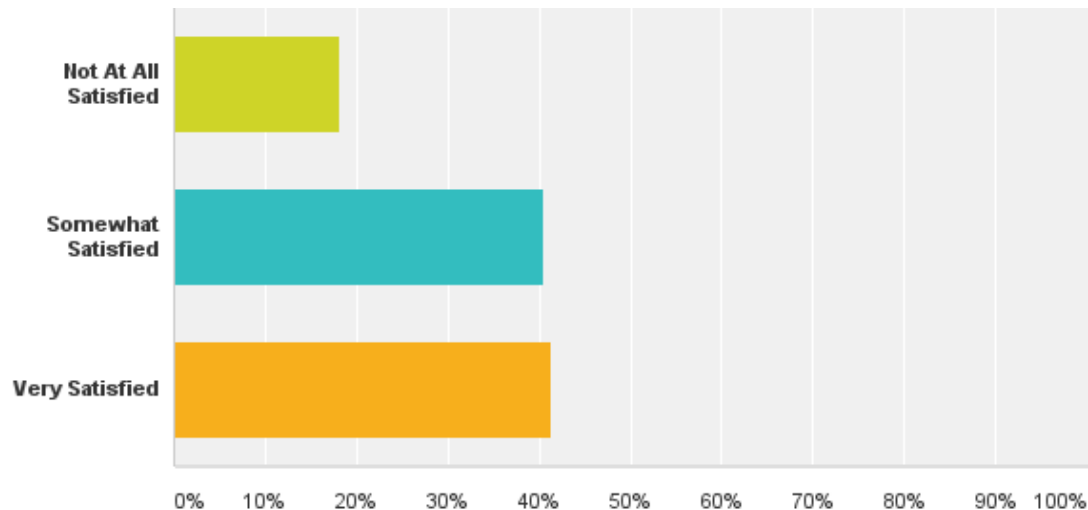
Q9: If you have used or applied for a Standing Order. How satisfied are you with Metro Mobility's standing order process?

Answered: 341 Skipped: 9

Answer Choices	Responses	
Not At All Satisfied	7.33%	25
Somewhat Satisfied	13.49%	46
Very Satisfied	35.78%	122
Have Never Applied For or Used a Standing Order	43.70%	149
Total Respondents: 341		

Q10: If you have used taxi services through Metro Mobility's Peak Demand Overflow program, how satisfied are you with the service?

Answered: 121 Skipped: 229



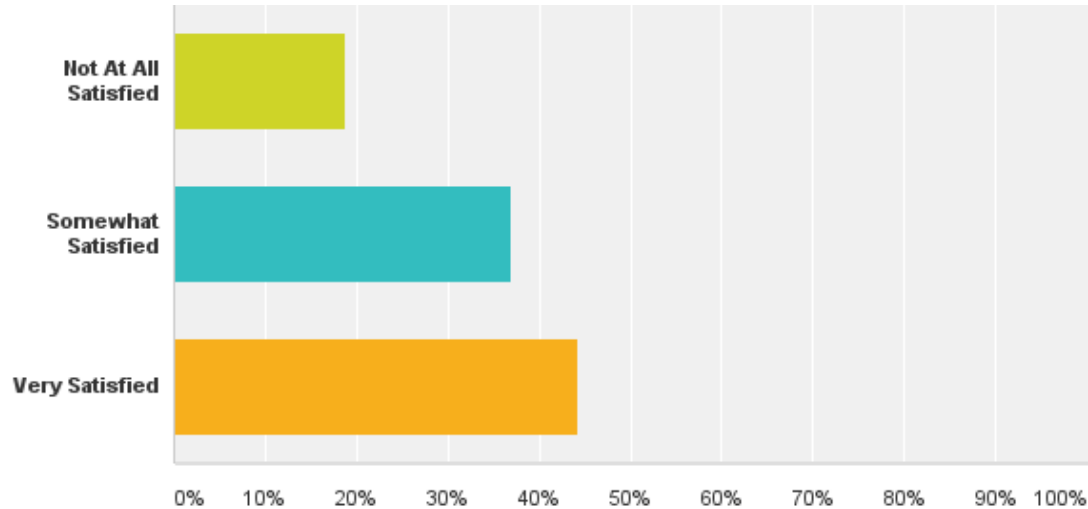
Q10: If you have used taxi services through Metro Mobility's Peak Demand Overflow program, how satisfied are you with the service?

Answered: 121 Skipped: 229

Answer Choices	Responses	
Not At All Satisfied	18.18%	22
Somewhat Satisfied	40.50%	49
Very Satisfied	41.32%	50
Total Respondents: 121		

Q11: If you have used taxi services through Metro Mobility's Premium Same Day program, How satisfied are you with the service?

Answered: 122 Skipped: 228



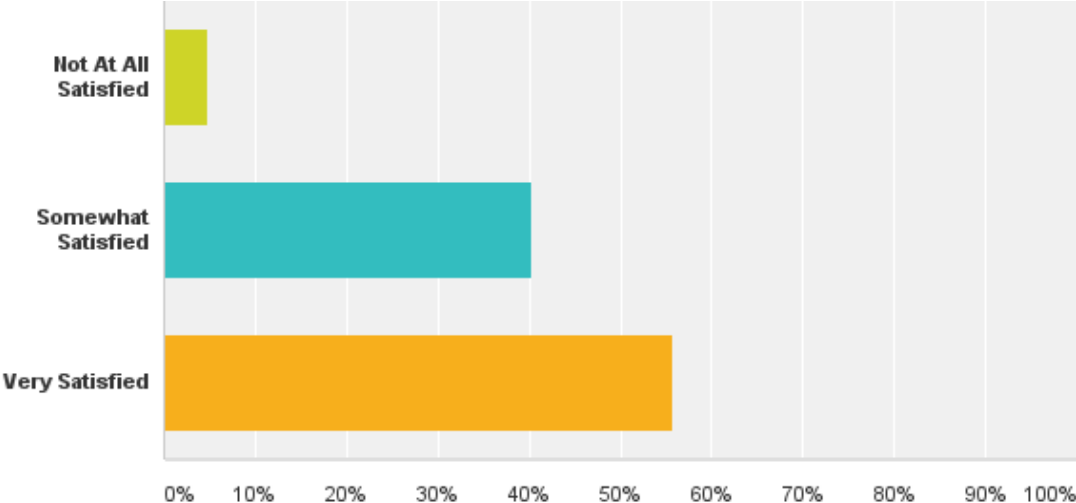
Q11: If you have used taxi services through Metro Mobility's Premium Same Day program, How satisfied are you with the service?

Answered: 122 Skipped: 228

Answer Choices	Responses	
Not At All Satisfied	18.85%	23
Somewhat Satisfied	36.89%	45
Very Satisfied	44.26%	54
Total Respondents: 122		

Q12: How would you rate your overall satisfaction with Metro Mobility?

Answered: 348 Skipped: 2



Q12: How would you rate your overall satisfaction with Metro Mobility?

Answered: 348 Skipped: 2

Answer Choices	Responses	
Not At All Satisfied	4.89%	17
Somewhat Satisfied	40.23%	140
Very Satisfied	55.75%	194
Total Respondents: 348		

Q13: What is your favorite thing about Metro Mobility Service?

Answered: 238

Skipped: 112

Drivers: 58

Reliability: 50

Allows Independence: 28

Door-Through-Door: 28

Price: 11

Ease of Use: 9

Nothing: 9

Timeliness: 5

Service Area: 5

Safety: 5

Other Riders: 4

Lift-Equipped: 4

Online Functionality: 3

No More Transfers: 3

Standing Orders: 3

Premium Same Day Service: 3

IVR System: 2

Reservationists: 2

Other: 6

Q14: If you could change one thing about Metro Mobility service, what would it be?

Answered: 224

Skipped: 126

Improve Timeliness: 35

Increase Hours: 20

Reduce Ride Length: 20

Increase Driver Competence: 14

Pickups for Appointment Times Are Too Early: 13

Online System Reliability: 10

Expand Service Area: 10

Allow Same-Day Rides: 10

Shorten 30-Minute Window: 8

Nothing: 8

Rude Dispatchers: 7

Uncomfortable Rides: 7

Improve Reliability of IVR: 6

Implement Go-To: 6

Reduce Negotiation Window: 5

Increase Reservationist Professionalism: 5

Increase Reservation Hours: 5

Improve GPS System: 3

Make it Easier to Get Certified: 3

Make it Easier to Get Standing Orders: 3

Eliminate Transfers: 2

Eliminate Non-Escorts: 2

Improve Rider Behavior: 2

Relax No-Show Policies: 2

Allow Bookings Further in Advance: 2

Other: 16

Q15: If you answered “not at all satisfied” or “not professional” to any question, please elaborate.

Answered: 93

Skipped: 257

Stories of Tardiness: 16

Driver Unprofessionalism: 14

Rude Reservationists: 8

All is Well: 8

Bad PSD Experiences: 7

Too Hard to Get Standing Orders: 7

Unsatisfactory Complaint Resolution: 5

Inadequate Hours of Service: 4

Inadequate Service Area: 4

Poor Online System: 3

Bus Did Not Arrive: 2

Do Not Like Standby Rides: 2

Other: 13