

Customer Comment Process Final Survey Results - Phase 1

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Final survey results

- All 37 surveys collected
- Rural, Small Urban, Urban
- Collect via Survey Monkey
- Included transit and non-profit providers

Does the transportation provider have a Customer Comment Policy?

- 32 of 37 respondents indicated that their agency has a customer comment policy
- 5 of 37 respondents do not have a customer comment policy

Is there a criteria for determining which comments are responded to?

- 78% of transportation providers have a criteria to determine which comments are responded to
- 22% of transportation providers do not have a criteria to determine which comments are responded to

Can the customer expect a response in a certain amount of time?

- 57% of transportation providers have a policy regarding how soon a rider should receive a response after submitting a comment
- 43% of transportation providers do not have a policy regarding how soon a rider should receive a response after submitting a comment

What if riders are dissatisfied with the response?

- 70% of transportation providers give an option for what riders can do if they are dissatisfied with the response they receive
- 30% of transportation providers do not give an option for what riders can do if they are dissatisfied with the response they receive

How can people contact transportation providers?

- Phone (100%)
- Mail (97%)
- Fax (89%)
- E-mail (81%)
- TTY (68%)
- Comment Card (65%)
- Web site (62%)

Does the transportation provider have an outreach strategy?

- 41% of transportation providers have an outreach plan in order to promote the policy to the public
- 59% of transportation providers do not have an outreach plan in order to promote the policy to the public

Benchmarks-required for funding

- All transportation providers receiving paratransit special needs grants will develop a method of promoting their customer comment policy
- All transportation providers receiving paratransit special needs grants will develop a policy for making comments or complaints

Benchmarks-required for funding

- All transportation providers will use mail, email, phone, fax, and at least one accessible format to communicate with riders
- All transportation providers will make comment cards available on all routes

Benchmarks-best practices

- Each year demonstrate a 5% improvement over previous year on the following:
 - transportation providers will have a policy on when a passenger can expect a response
 - transportation providers will have a policy on options for riders dissatisfied with the response