

TransHelp 2024 Survey

Monday, October 28, 2024

1461

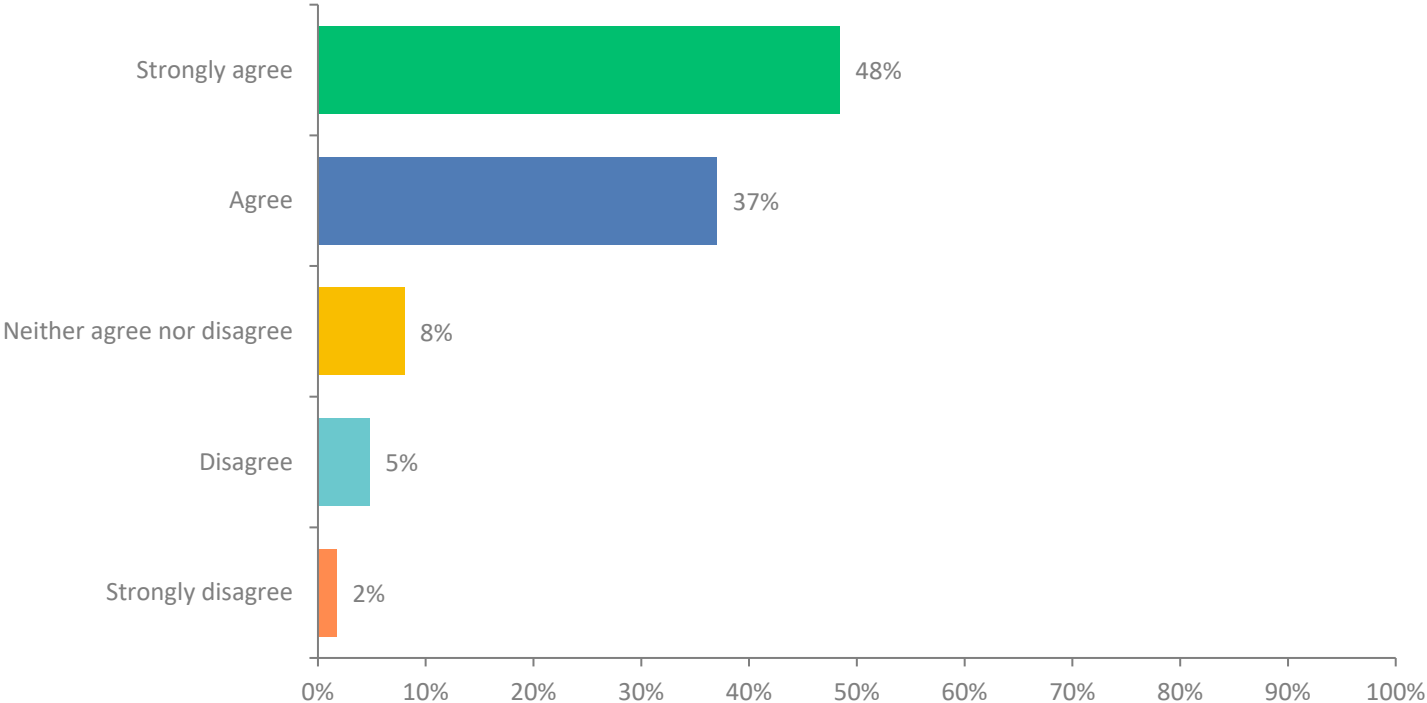
Total Responses

Date Created: Thursday, April 25, 2024

Complete Responses: 1461

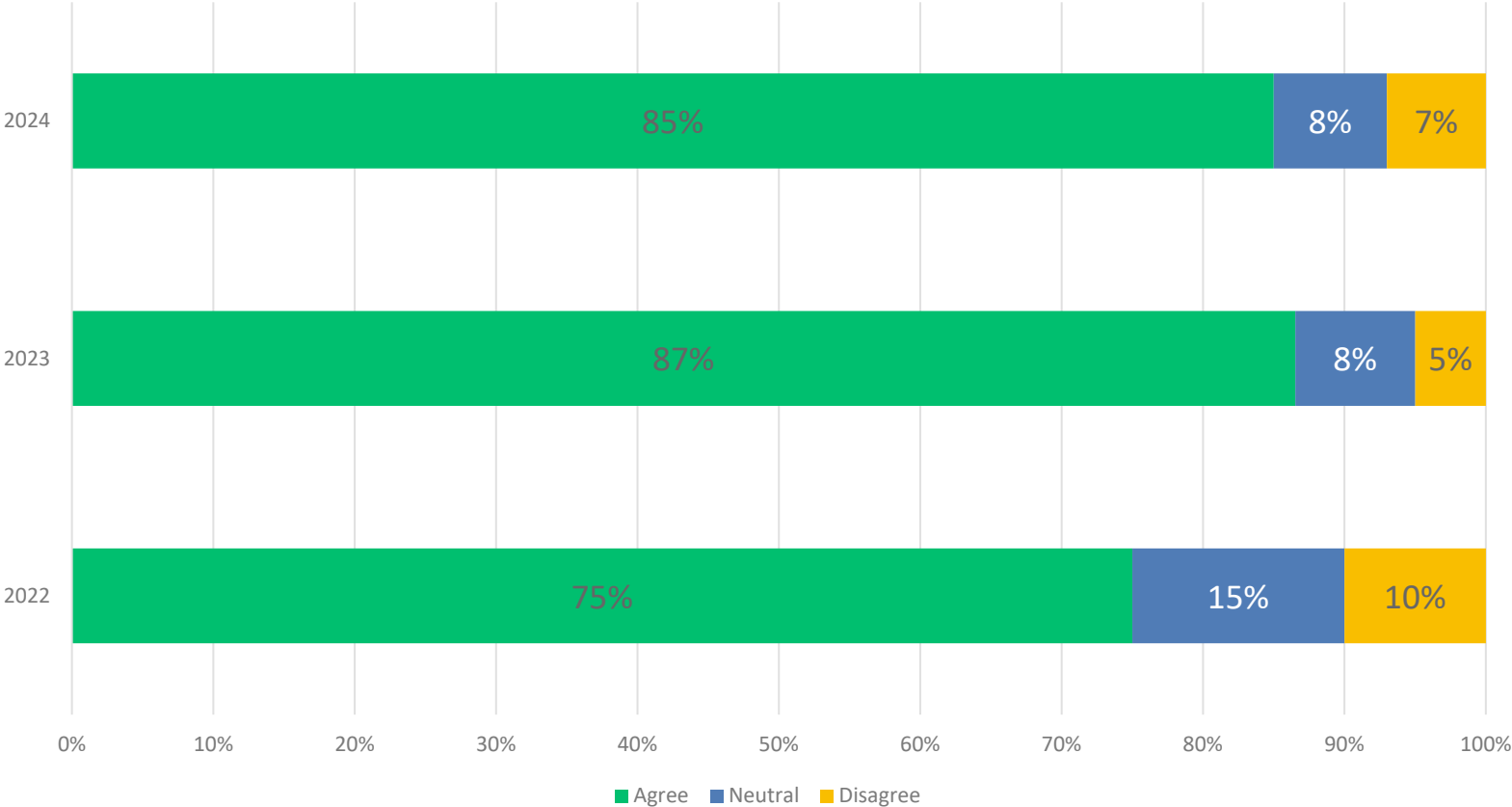
Q1: I am satisfied with the overall TransHelp experience.

Answered: 1434 Skipped: 27



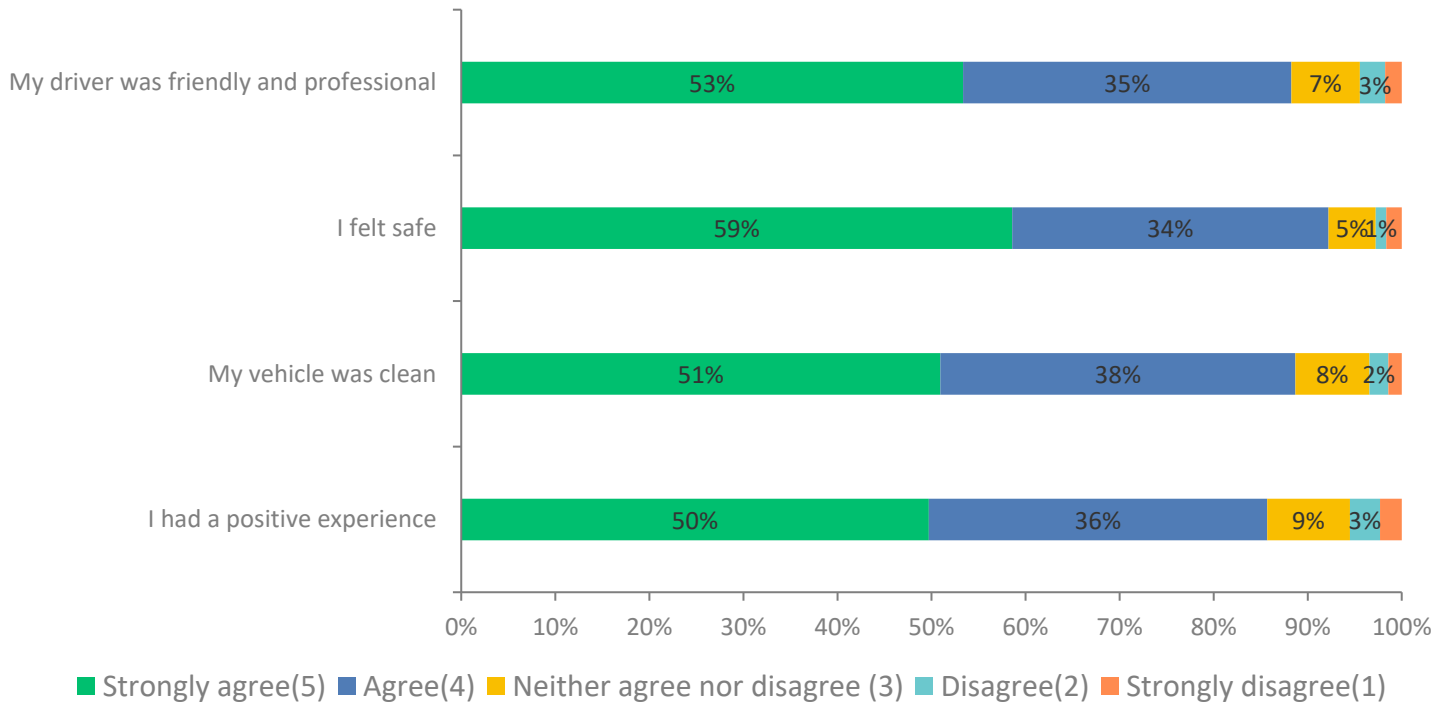
Q1 b: Year to Year Comparison

I am satisfied with the overall service I receive from TransHelp



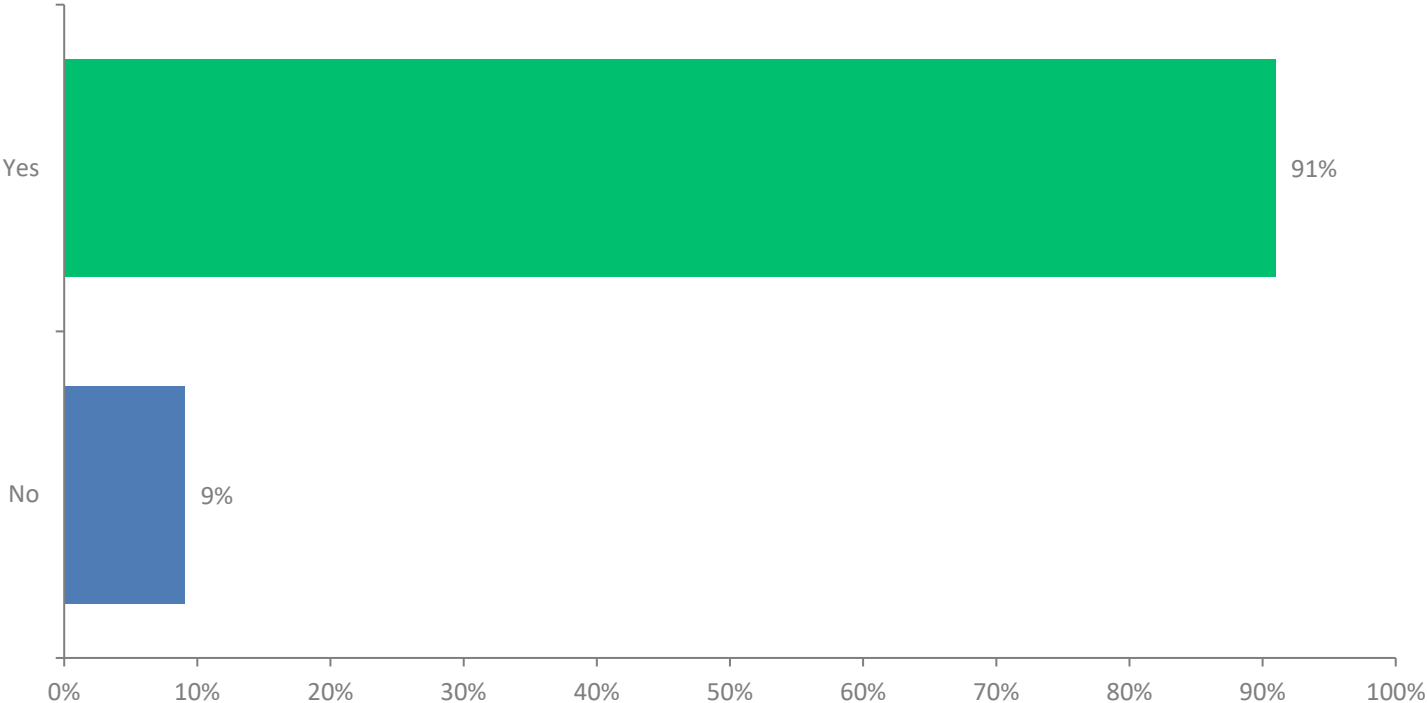
Q2: Think about your last trip. To what extent do you agree or disagree with the following statements ?

Answered: 1423 Skipped: 38



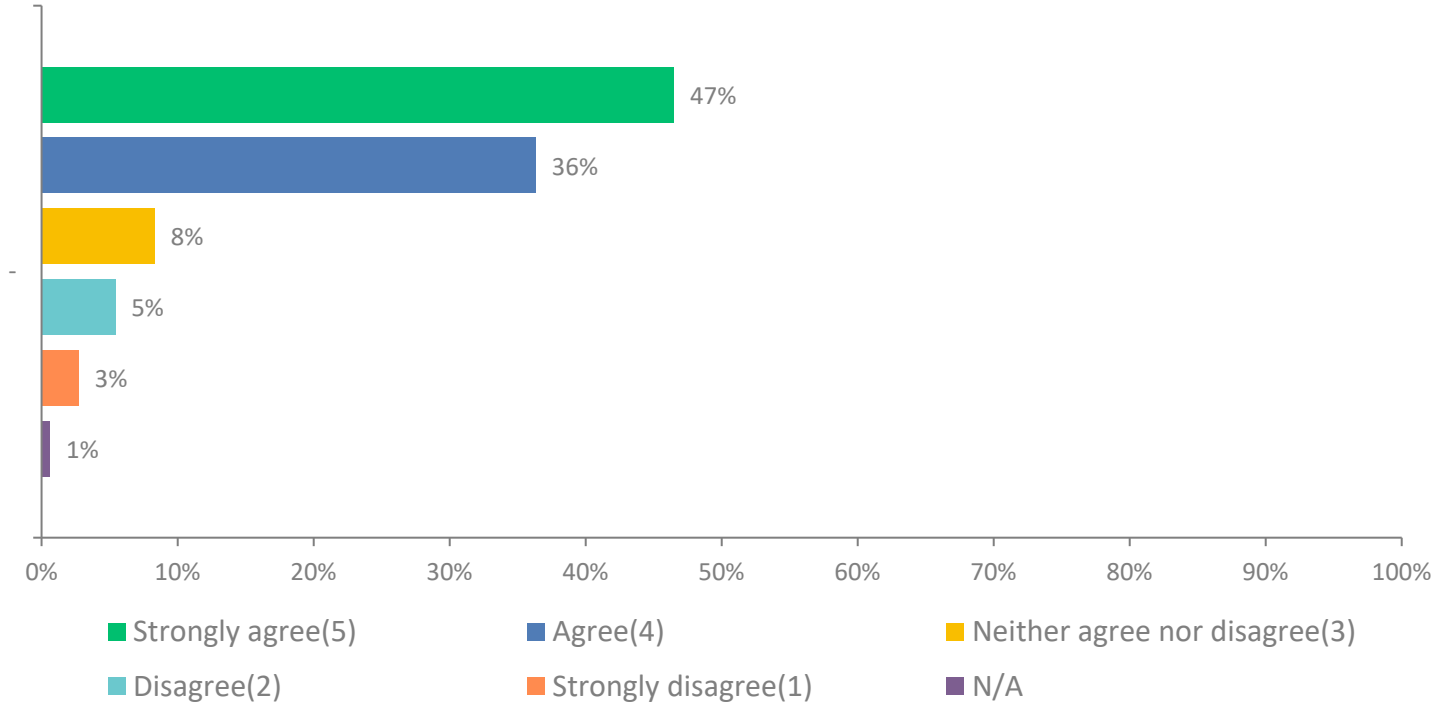
Q3: Did your vehicle arrive within the 30 minutes pick up window?

Answered: 1413 Skipped: 48



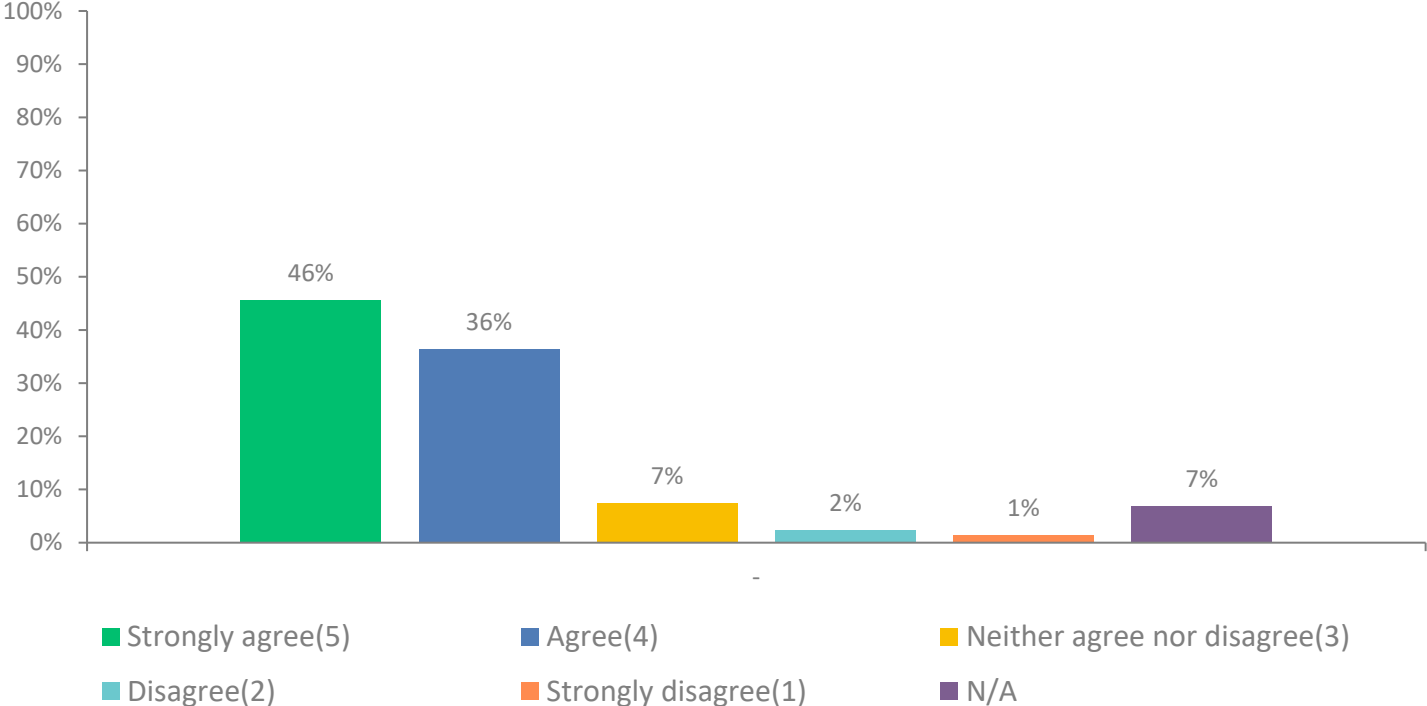
Q4: I am satisfied with the overall booking experience.

Answered: 1417 Skipped: 44



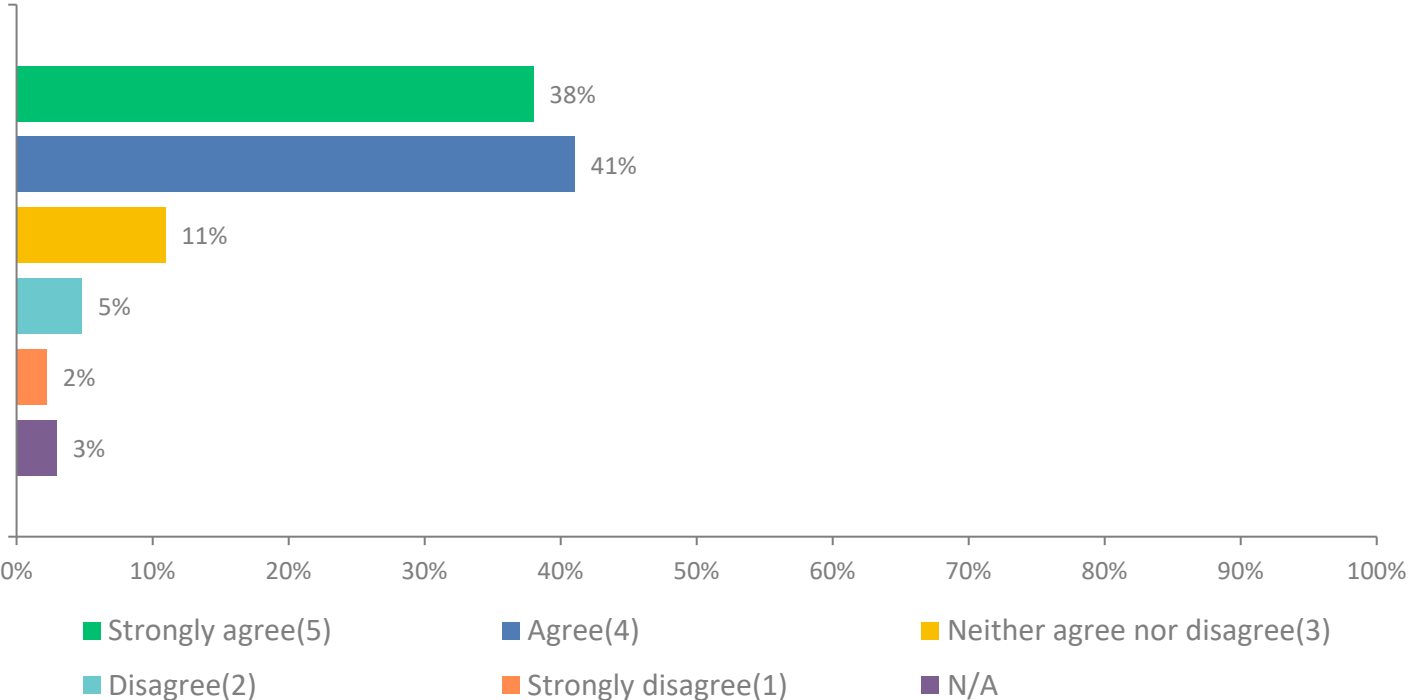
Q5: I am satisfied with the experience on a TransHelp bus.

Answered: 1387 Skipped: 74



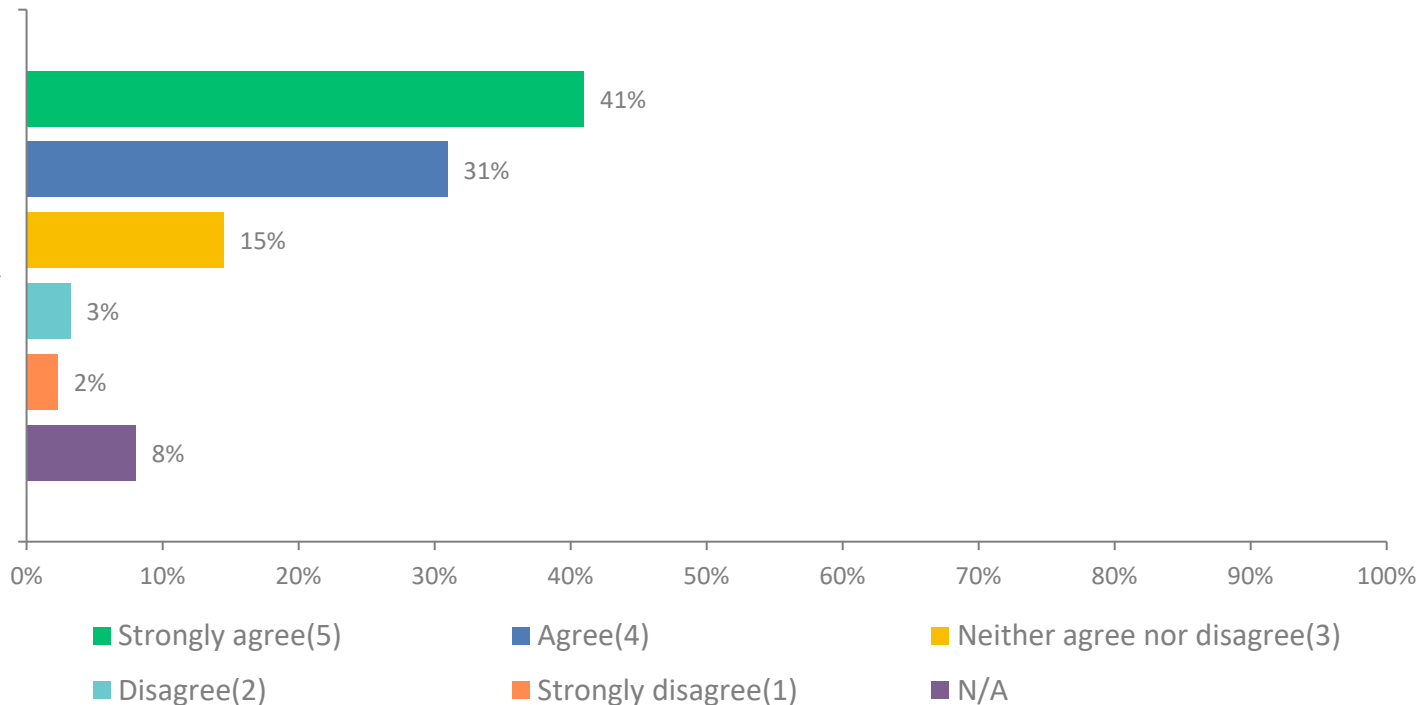
Q6: I am satisfied with the experience on a contracted service provider vehicle (example a taxi or accessible van).

Answered: 1389 Skipped: 72



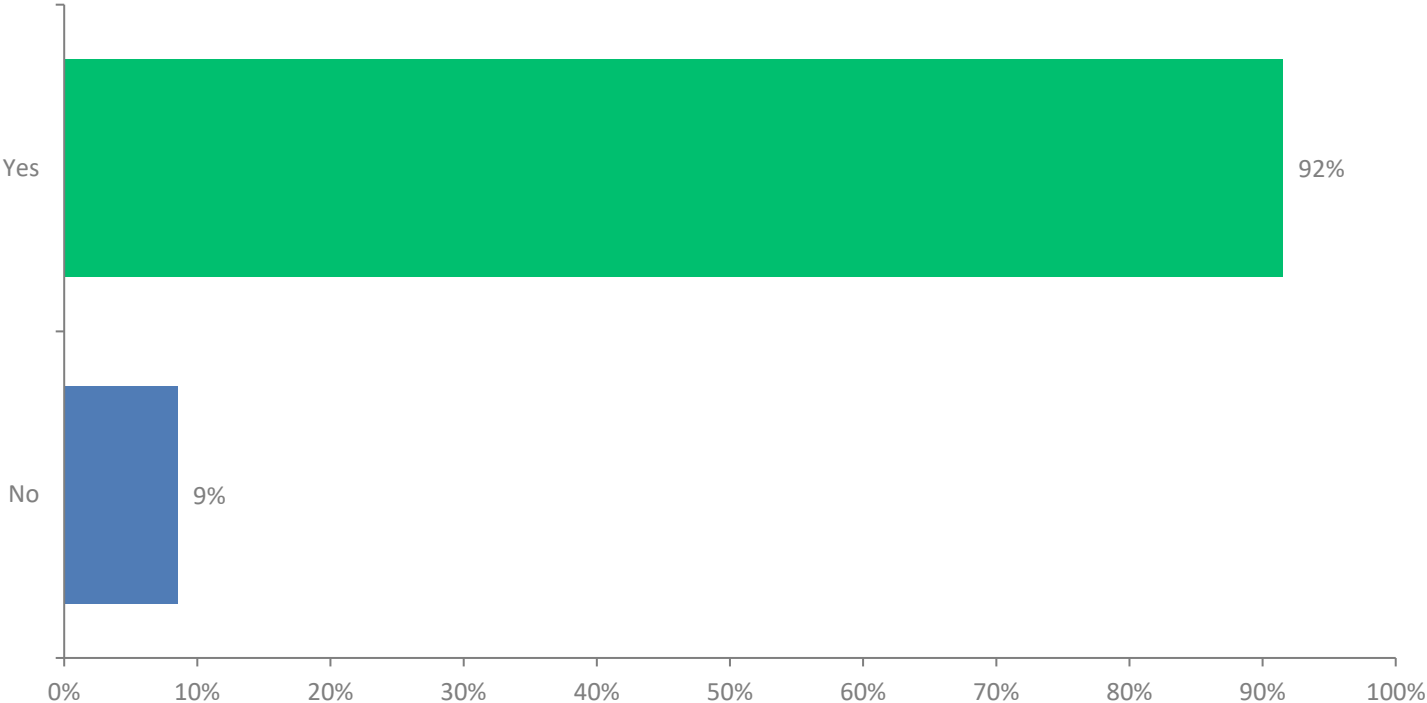
Q7: Do you find the automated Interactive Voice Response (IVR) phone call prior to your trip helpful?

Answered: 1393 Skipped: 68



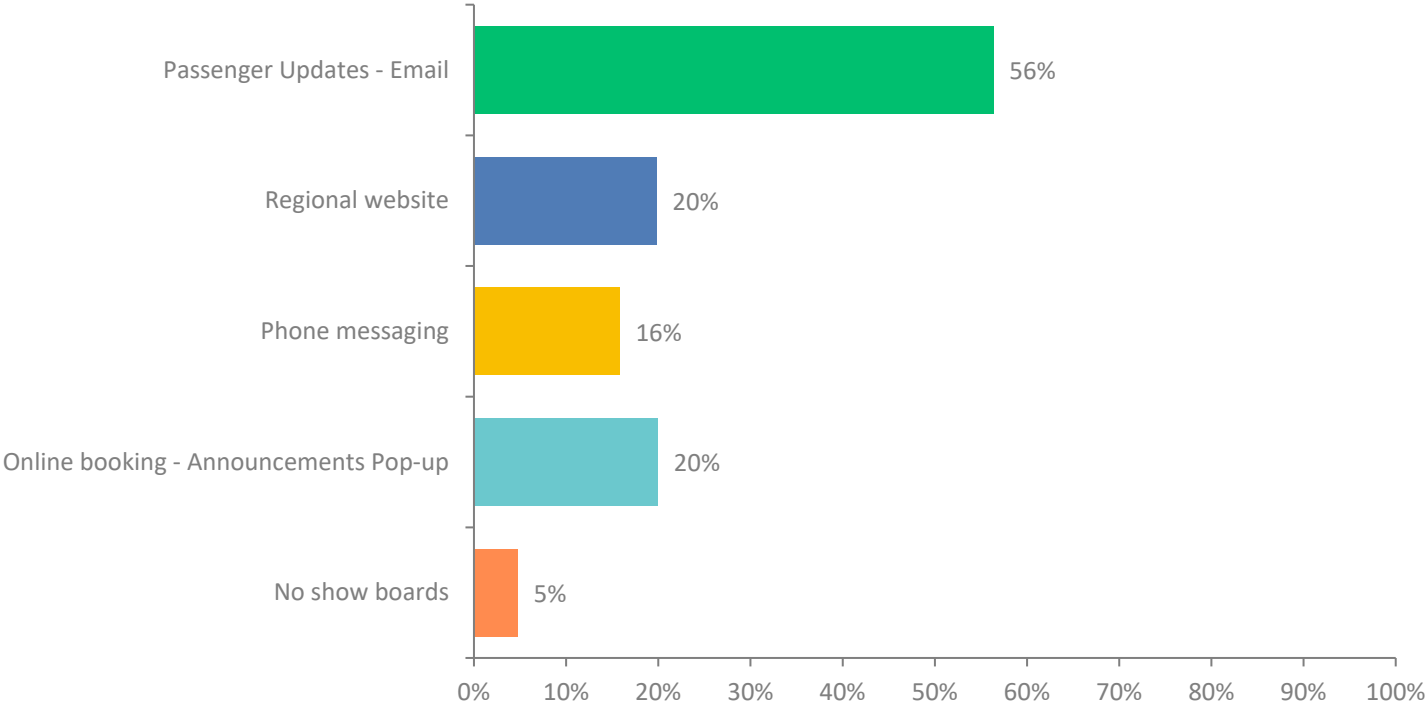
Q8: Did you receive door to door service?

Answered: 1377 Skipped: 84



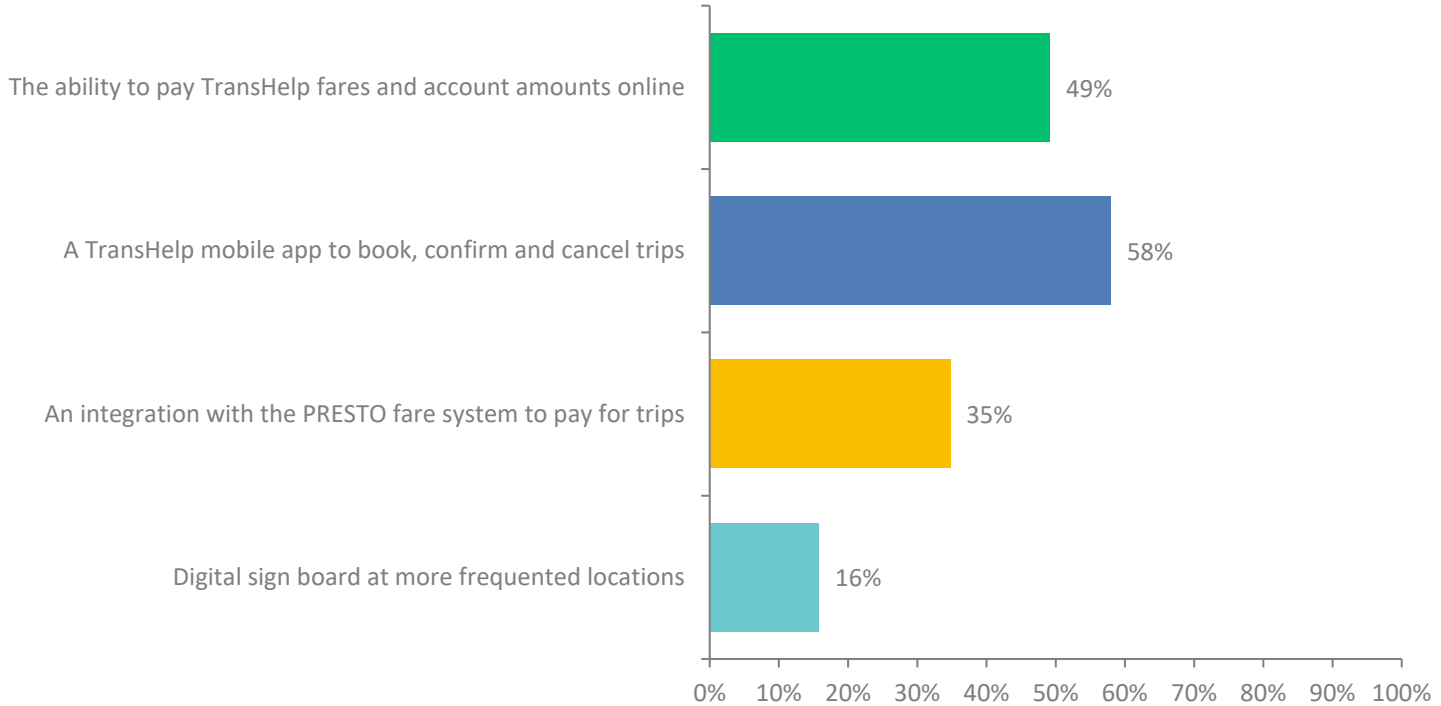
Q9: How do you hear about program changes/updates?

Answered: 1277 Skipped: 184



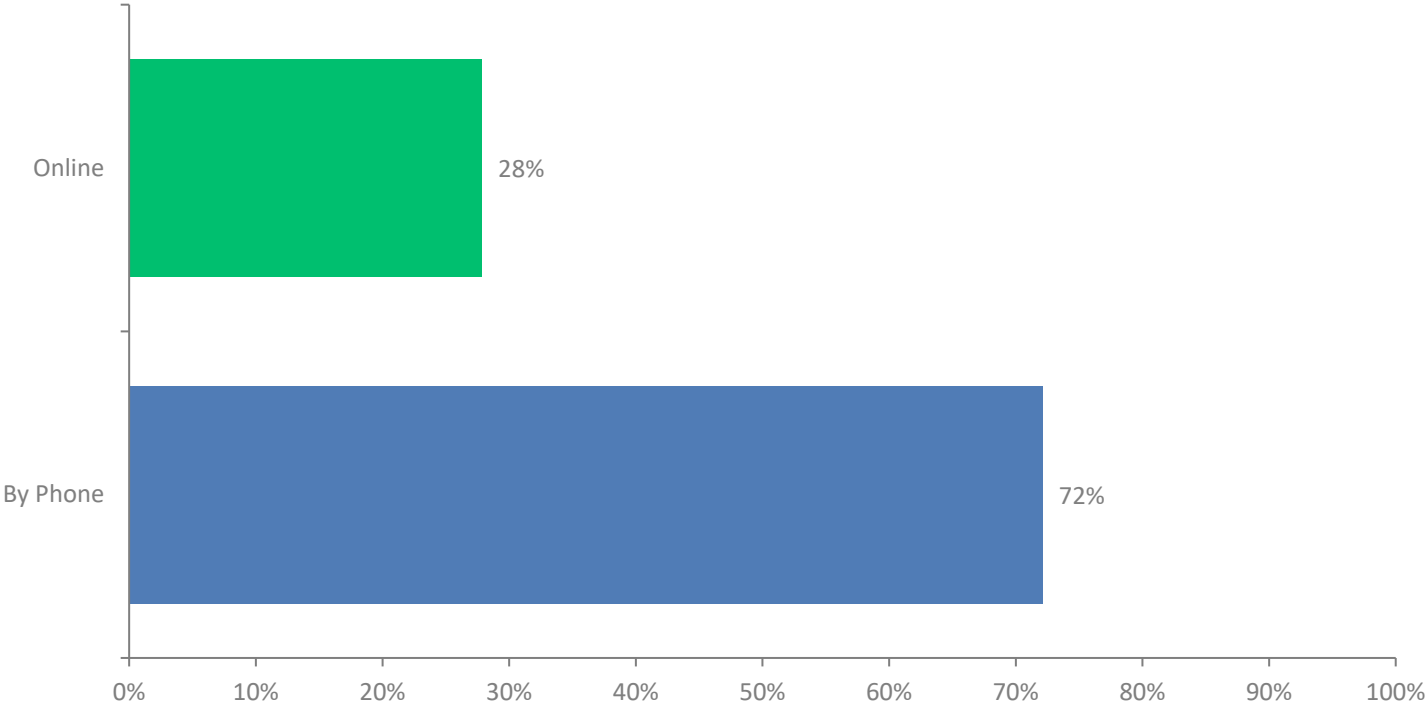
Q10: Which of the following features would you like to see implemented in the future?

Answered: 1081 Skipped: 380



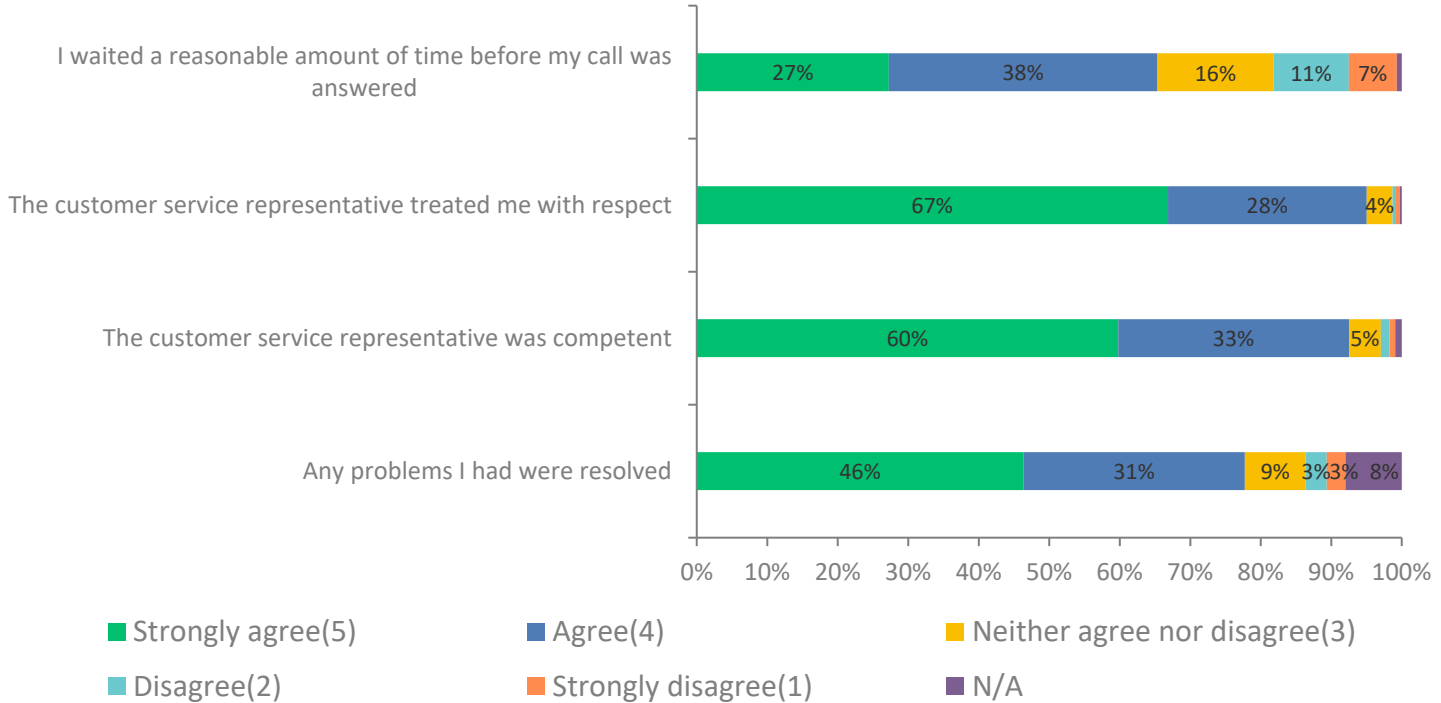
Q11: How do you usually book with TransHelp

Answered: 1410 Skipped: 51



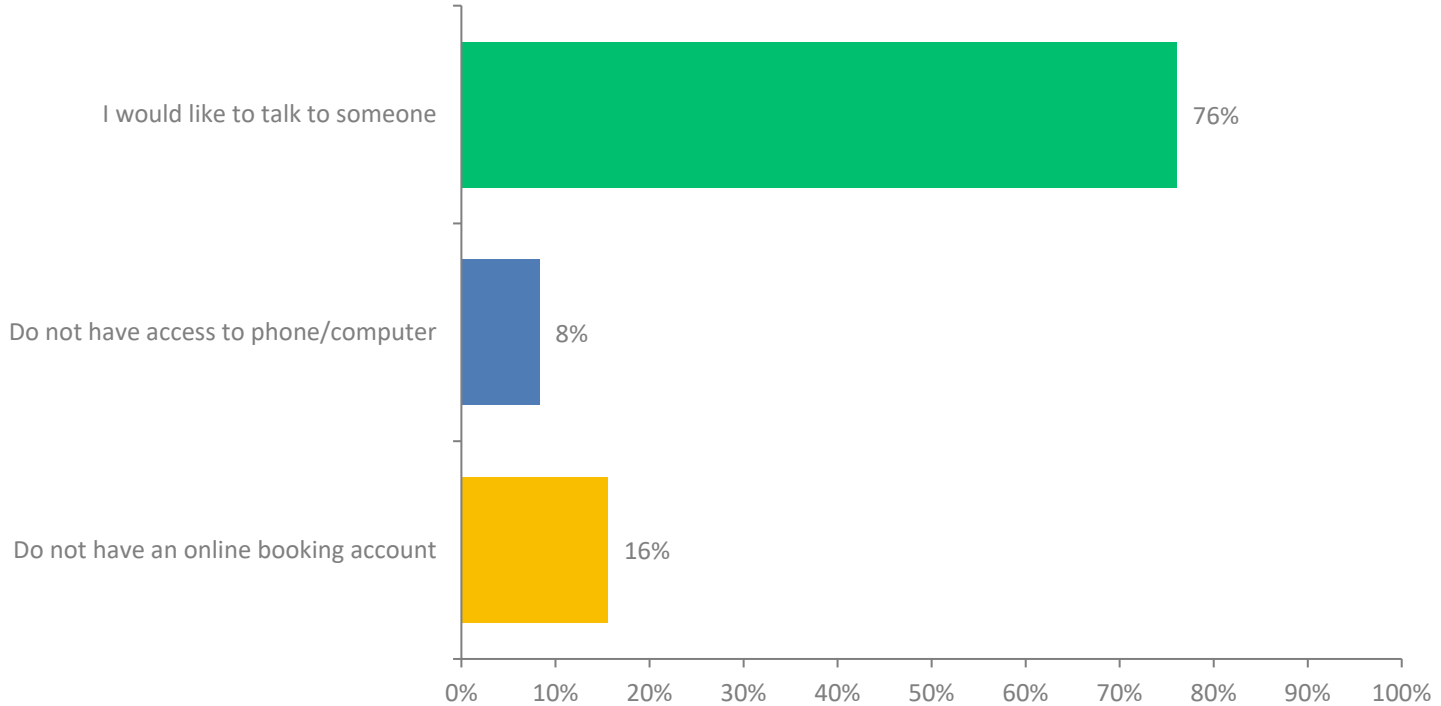
Q12: By phone

Answered: 1000 Skipped: 461



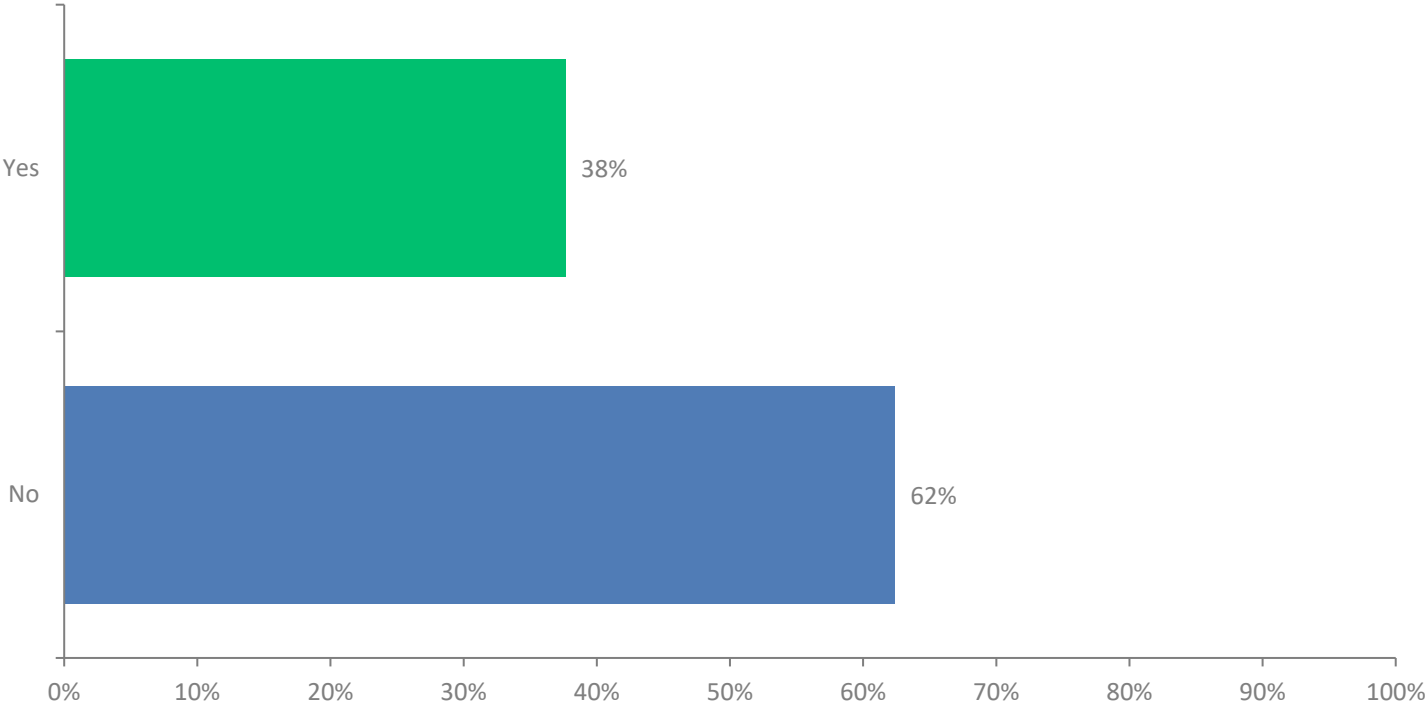
Q13: What is preventing you from using online booking?

Answered: 757 Skipped: 704



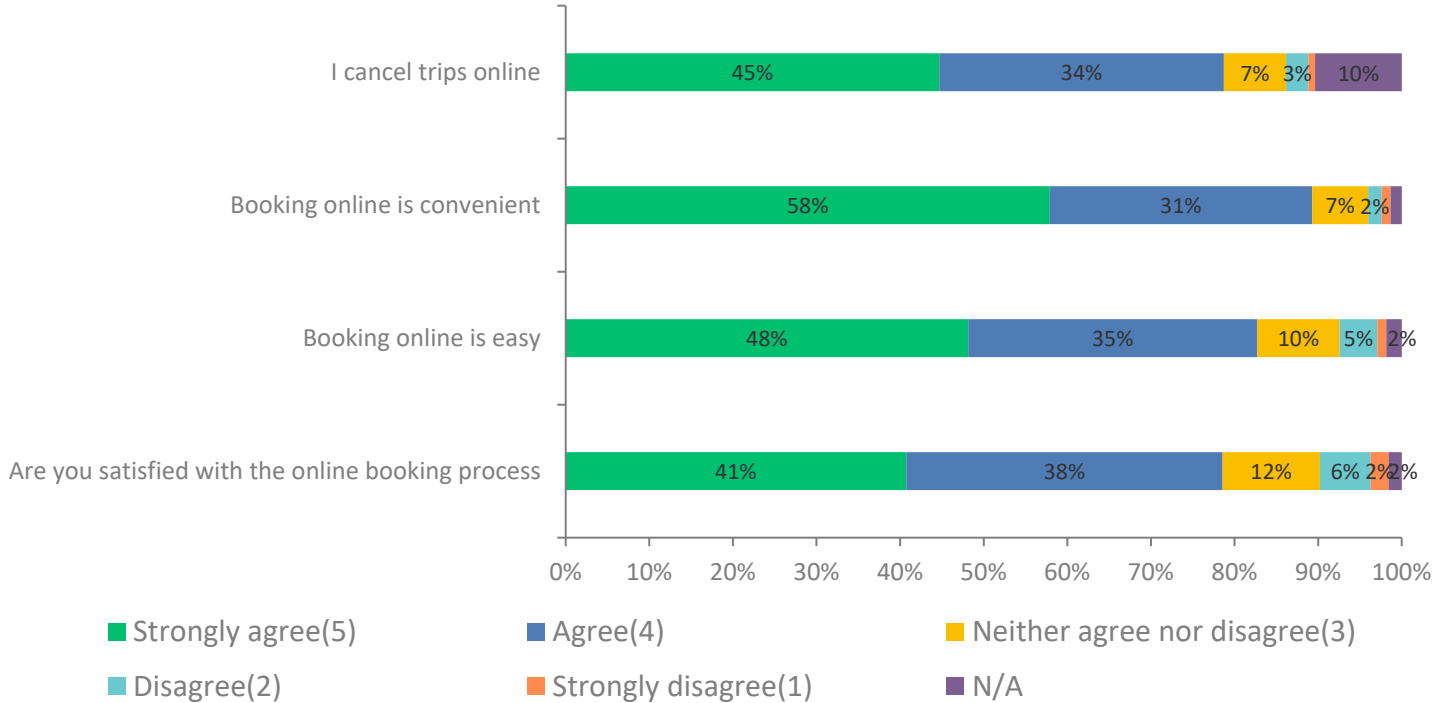
Q14: Do you know if you book online you can use 'where is my ride' feature that allows you to track majority of the trips real-time?

Answered: 938 Skipped: 523



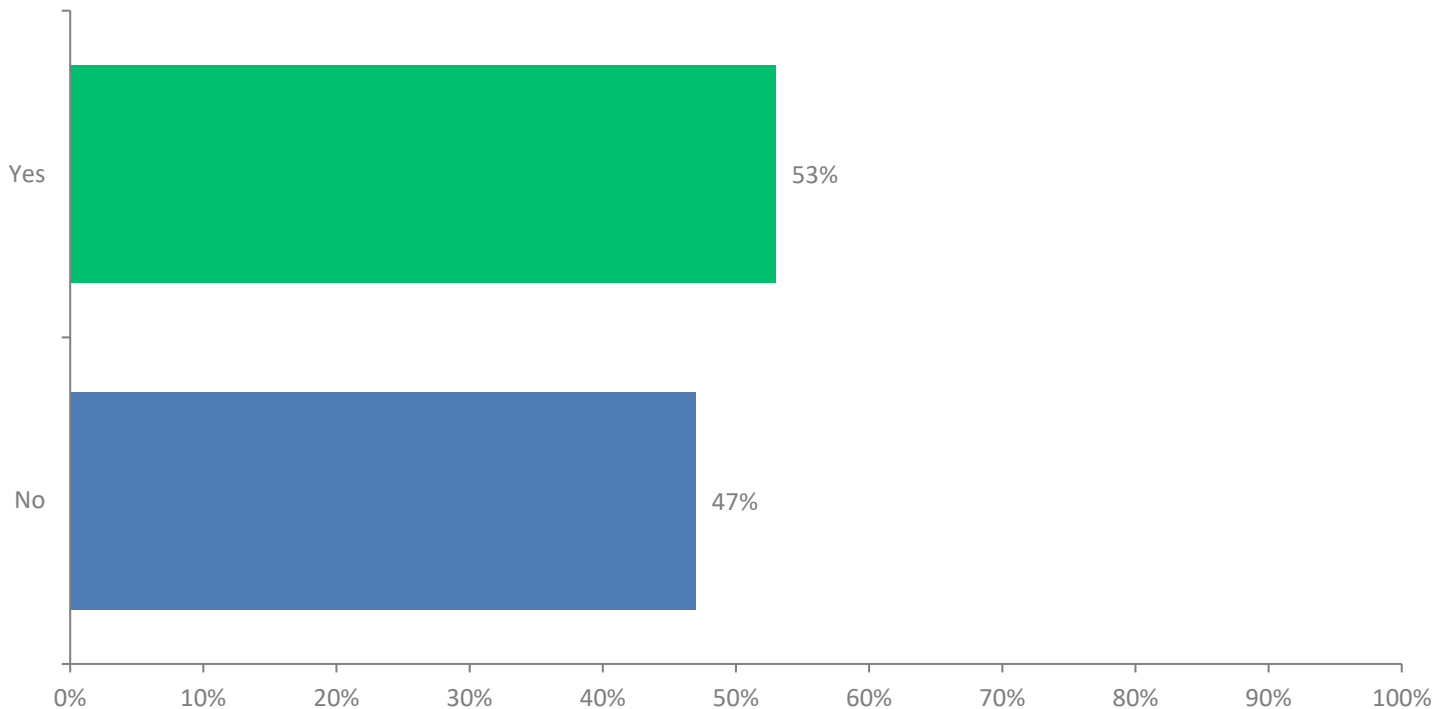
Q15: Online

Answered: 382 Skipped: 1079



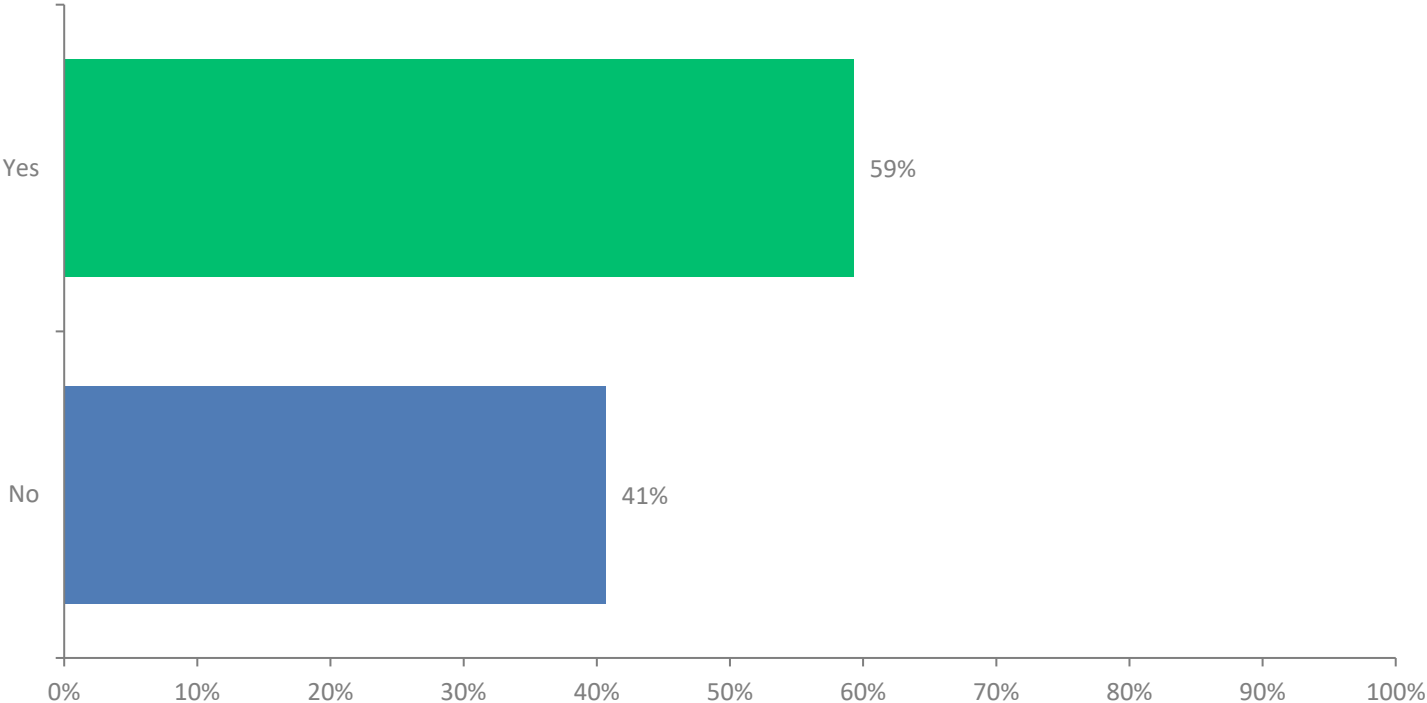
Q16: Do you know that you can use 'where is my ride' feature that allows you to track majority of the trips real-time?

Answered: 383 Skipped: 1078



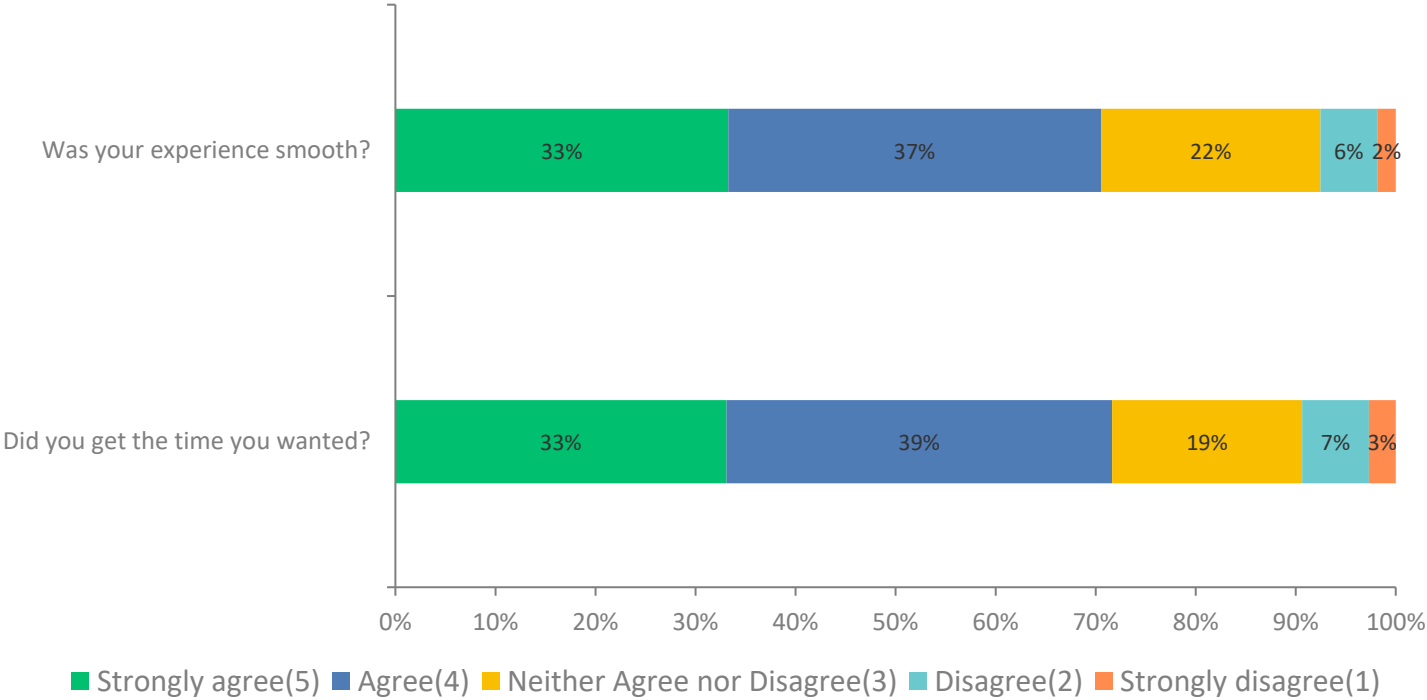
Q17: Have you negotiated a pickup time with TransHelp?

Answered: 1283 Skipped: 178



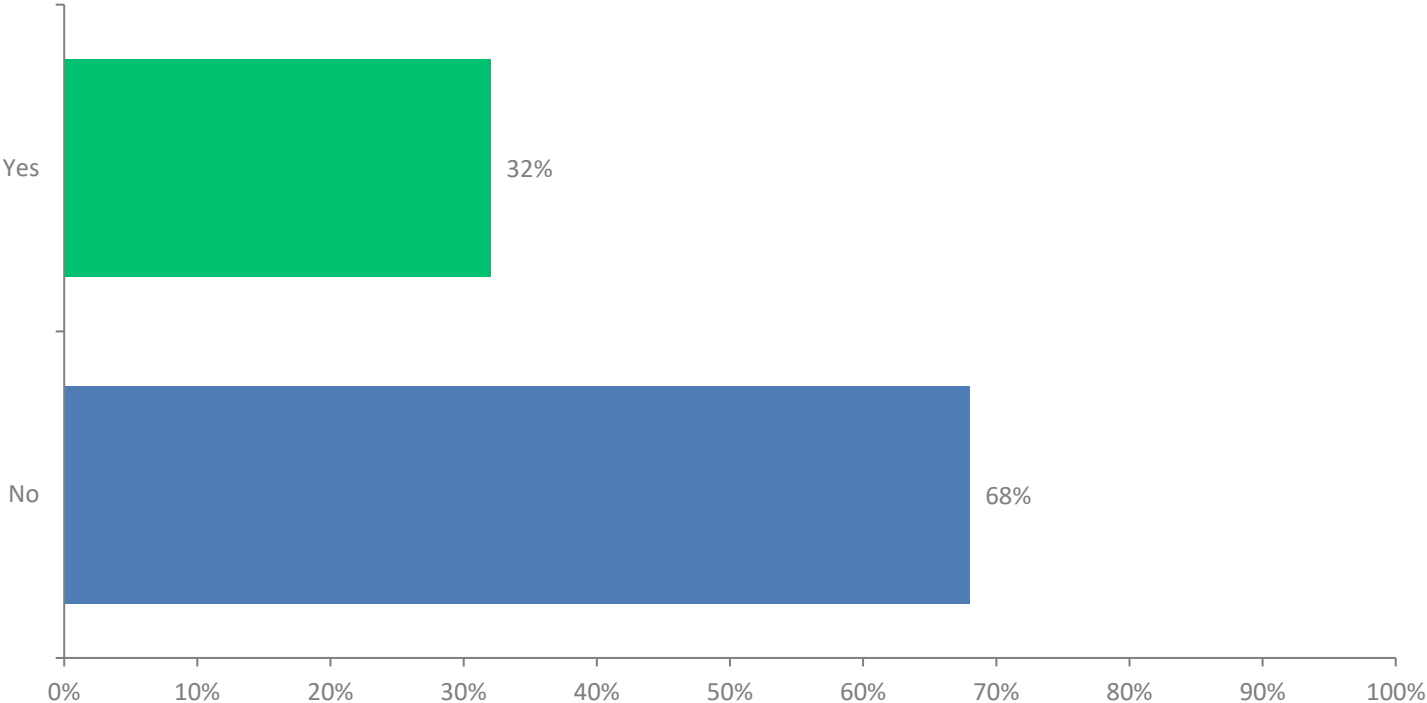
Q18: For the negotiated pickup time

Answered: 1133 Skipped: 328



Q19: Have you ever submitted a Complaint?

Answered: 1318 Skipped: 143



Q20: For the submitted complaint

Answered: 493 Skipped: 968

