To: Chairman Nohe and the VRE Operations Board

From: Doug Allen

Date: July 20, 2018

Re: 2018 Customer Service Survey Results

The Annual Customer Service Survey was conducted on Wednesday, May 2, 2018 on all morning VRE and Amtrak Step-Up Trains. VRE, Keolis and PRTC staff members were on each train to help facilitate the survey process and answer questions from riders. A total of 4,694 surveys were completed out of 10,005 passengers from that morning; a 47 percent participation rate.

The results from this year’s survey were very positive. We track customer service ratings of “Very Good” and “Excellent” and had increases across the board this year. Responses for the category of Overall Communication with Passengers jumped from 75 percent in 2017 to 80 percent this year.

Over the past year, staff has focused on improving in several areas and the survey results bear out the success of those initiatives. Significant improvements are noticeable in the categories of Customer Email Responsiveness, Social Media Presence and Updates, Website Content Maintenance, and Train Talk alerts. Those categories grew on average four to six percentage points year over year.

We are also pleased to report achieving all-time high satisfaction in several categories:

- Responsiveness of VRE Staff – 94 percent
- Overall Service Quality – 93 percent
- Overall Crew Performance – 95 percent
Other notable results include an increase in satisfaction with our On-Time Performance going from 76 percent last year to 87 percent this year. The highest rating in the past five years.

Lighting at the stations received a 90 percent satisfaction rating as we continue our work installing upgraded LED light fixtures.

Train cleanliness was rated at 96 percent. A clear validation of the efforts from the Keolis and Amtrak teams who help clean and maintain the equipment.

Staff will continue to analyze the results and look for opportunities for further improvement.