

We heard you and we are taking action!

A while back we asked for your participation in a customer satisfaction survey about the OA Carpool. Today we'd like to share some of the results and how we're taking action in one of the survey areas to satisfy your needs and suggestions.

The good...

Impressively, 97% of respondents answered that our dispatchers are providing excellent service to OA Carpool users. Since this is such a fantastic feedback, we'd like to thank our dispatchers for their hard work and dedication to serving our customers. Our dispatchers keep the OA Carpool going and we appreciate all that they do. Shout out for a job well done!

Here are the satisfaction ratings:

(Ratings are scored on a five point scale with 5 being the highest)

Ease of pick up: ★★★★★

Ease of return: ★★★★★

Carpool lot proximity to your work location: ★★★★★

Condition of vehicles: ★★★★★

Safety of vehicles: ★★★★★

Vehicle type availability: ★★★★★

Overall impression of the CARS system: ★★★★★

Now for the area that needs improvement...

The worst score on the survey related to the cleanliness of vehicles, which scored fair with 3.9 out of 5. Most of the comments pertaining the cleanliness mentioned trash left in vehicles from the previous users. We need your help to keep

vehicles clean. The OA Carpool does not inspect vehicles after each trip so please discard all trash prior to return. Please be courteous to the next user and leave the vehicle as you would like to find it.



What we are doing...

- 1 Vehicles will be cleaned once a month
- 2 We now offer sanitizing wipes at each location to allow customers to wipe down the steering wheel, console, etc. if they so choose. This is optional. Ask your dispatcher if you would like one at the time of pickup.
- 3 Watch for changes coming soon to the Trip Ticket. You will be able to document the condition of the vehicle at pickup and make specific notations if the vehicle needs an interior or exterior clean when returned. This new feedback on the Trip Ticket will be entered by the dispatchers and immediately sent to OA Carpool staff for resolution.

Continue the conversation!

Thanks so much for your participation in our customer satisfaction survey! We do our best to provide you with the best service and customer experience possible. And if you didn't get a chance to participate on the survey, then feel free to submit your comments to: oa.carpool@oa.mo.gov. We'd still *love* to know your thoughts!