

# UNOS Meeting Partners – Travel and Meeting Survey

Report Date: 8/22/11

Survey Dates: 3/1/11 – 7/29/11

## Description:

This survey was sent to all attendees of UNOS committee and board meetings that took place in between the dates listed above. The survey was designed to get feedback on how the meeting experience is viewed by our staff and attendees. Individual comments will be reviewed to see if there are potential improvements to our processes that can increase our customer satisfaction in the future.

## Response Rate:

Surveys were emailed through Key Survey to 509 individual attendees. 261 attendees completed the survey for a **response rate of 51.3%**.

## Conclusions:

- The overwhelming majority of staff that travel on a regular basis with UNOS are using GetThere. Over 73% of those surveyed responded that GetThere was their preferred method to book travel for UNOS. 81% of those surveyed responded that they were satisfied with GetThere as an online travel booking tool. This is down from 90% from our last survey in 2007.
- UNOS Meeting Partners staff continue to provide great customer service to our members. Along with some very nice comments being posted by individuals, over 97% of those surveyed responded that they were satisfied with UNOS Meeting Partners staff. This is up from 92% from our last survey.
- Over 94% of those surveyed responded that they were satisfied with their last meeting experience with UNOS.
- Over 91% of those surveyed responded that they were satisfied with the hotel accommodations and services at their last UNOS meeting.

## Areas of Focus:

- GetThere: There were several comments about users not being able to find specific flights that they had researched on another site prior to booking. There also seems to be some confusion with users when booking connecting flights. The best options for their selected times do not always appear first. *We will research the system by doing some test bookings and searches to see if there are any logic options to change within GetThere.*
- There were several comments about the O'Hare Hilton being overused and about some of their services. We will share these comments with our contacts to make sure we continue to provide an outstanding experience for our members and staff.

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## Questions in Detail (with comments):

### Question 1:

Which best describes your association with UNOS?	Response percent	Response total
Committee Member Only	57.25%	<u>154</u>
Board Member Only	4.83%	<u>13</u>
Committee and Board Member	6.69%	<u>18</u>
Administrative Assistant to Board or Committee Member	4.46%	<u>12</u>
UNOS Employee	26.39%	<u>71</u>
Other	0.37%	<u>1</u>

Total # of respondents **269**.  
 Statistics based on **269** respondents; **0** filtered; **0** skipped.

### Question 2:

In the last six months, what meetings have you attended or what type of travel did you take that was handled by the UNOS Meeting Planning Department?	Response percent	Response total
Board Meeting	27.14%	<u>73</u>
Committee Meeting	84.02%	<u>226</u>
Regional Meeting	17.47%	<u>47</u>
Other UNOS related event	21.56%	<u>58</u>

Total # of respondents **269**.  
 Statistics based on **269** respondents; **0** filtered; **0** skipped.

### Question 3:

How do you prefer to book UNOS related travel?	Response percent	Response total
Booking online using GetThere	72.86%	<u>196</u>
Via email with the UNOS Travel agency	7.44%	<u>20</u>
Over the phone with the UNOS travel agent	2.97%	<u>8</u>
My Administrative Assistant books my travel	11.9%	<u>32</u>
I prefer to book my own flights through another travel service	1.86%	<u>5</u>
Other	2.97%	<u>8</u>

Total # of respondents **269**.  
 Statistics based on **269** respondents; **0** filtered; **0** skipped.

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## Question 4:

In the previous question, if you selected GetThere as your booking method, please rate how satisfied you are with the product.		Response percent	Response total
	<b>Very satisfied</b>	<b>44.77%</b>	<b><u>107</u></b>
	<b>Satisfied</b>	<b>36.4%</b>	<b><u>87</u></b>
	<b>Neutral</b>	<b>7.11%</b>	<b><u>17</u></b>
	<b>Dissatisfied</b>	<b>4.18%</b>	<b><u>10</u></b>
	<b>Very Dissatisfied</b>	<b>0.84%</b>	<b><u>2</u></b>
	<b>I have never used GetThere</b>	<b>6.7%</b>	<b><u>16</u></b>

Total # of respondents **269**.  
Statistics based on **239** respondents; **0** filtered; **30** skipped.

## Question 5

In question 3, if you did not choose GetThere as your preferred method of booking travel, please let us know why.

*Of the 261 surveys that were completed, 198 of those were from members of committees and the Board. Below are the comments made by members. The responses have been edited to correct grammatical errors.*

- It never worked
- I like GetThere but do not really trust myself to do it correctly and seem to always end up calling to confirm or correct something
- Didn't know I had a choice. I would probably compare prices with Travelocity if I thought there was the opportunity to book with Travelocity or other public system. Doesn't UNOS depend upon the booking rebates?
- I often travel with my wife; we have companion passes on Southwest and find it much easier to book our own travel
- It is efficient.
- In the past, it has not allowed the best options
- I never seem to be able to log on to Get there without having problems. So, I usually just locate the flight I want and e-mail the travel department and they book it for me.
- Occasional glitches. I usually have to call UNOS travel anyway.
- Chiquita does an excellent job
- I have never been able to access this properly and find over the phone easier.
- fast and efficient
- My assistant books, she may use get there?
- Was used this time however prefer to use admin assistant
- The seat choice was poor. I was in the back of the plan on a fully loaded 737 and very little overhead was available. By booking on my own, I think I would have better choice of seats since I could book as early as the meeting date is set. I could also upgrade at my own expense if necessary.
- I have no idea what Get There is.

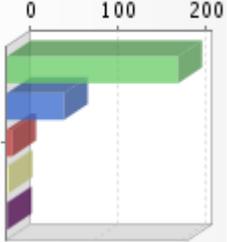
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- It does not come up with the same Delta Flight options as the Delta website does and did not find the most competitive price. I located a better one and called UNOS travel and booked it that way.
- The two times I have tried to use it, it has not taken my requested travel and I have had to resort to e-mail with the UNOS travel agency.
- Get there is difficult. It doesn't allow you to match departing/return flights that meet my travel needs. It takes much too long to look through the options.
- Takes too much time-usually about 30min
- My admin uses the get there, but sometimes the choices are not good. She has to look at other sites to see best flights, and sometimes there are better options for same price. So she has to contact UNOS to get those other options to open up.
- Often harder to locate the combination of flights that work best on GetThere compared to just sending an e-mail with those flights to UNOS Travel. GetThere is OK, just a little harder to use.
- just another step before I can finalize my reservations
- Ease of access
- Even though I chose GetThere, sometimes it is not possible to use this site (e.g., unused ticket, not all flights listed)
- Easy to use...
- It seemed very straight forward, although I did have to call a UNOS travel agent because the flights were too expensive.
- I make all of my other travel reservations through the American Airlines website. Before UNOS started using GetThere, I would select the flights I wanted and e-mail them to the UNOS travel person. I use GetThere now, but it is more time consuming.
- have difficulty logging on due to incorrect user name or password
- Any problem with GetThere requires assistance from a travel agent anyway. My last two times using GetThere, it was just an extra step before I had to start over with a travel agent.
- Lack of time
- I don't want to learn another computer system.
- convenience
- Feel more secure working with someone directly since it is UNOS money being spent.
- Email works great.
- I do not find it to be user friendly and it takes to long

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## Question 6:

Please rate your overall satisfaction with the members of the UNOS Meeting Planning department.

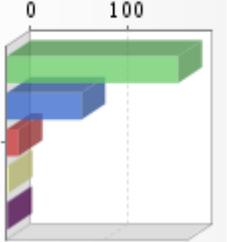
View	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied	Response total
	72.49% (195)	24.16% (65)	2.23% (6)	0.74% (2)	0.37% (1)		269

Total # of respondents **269**.

Statistics based on **269** respondents; **0** filtered; **0** skipped.

## Question 7:

At the last UNOS meeting you attended, please rate your overall satisfaction with your meeting experience.

View	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied	Response total
	65.80% (177)	28.63% (77)	4.46% (12)	0.74% (2)	0.37% (1)		269

Total # of respondents **269**.

Statistics based on **269** respondents; **0** filtered; **0** skipped.

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## Question 8:

At the last UNOS meeting you attended, please rate your satisfaction with the hotel or meeting facility.

View	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied	Response total
	59.11% (159)	32.34% (87)	7.44% (20)	0.74% (2)	0.37% (1)		269
Total # of respondents <b>269</b> .							
Statistics based on <b>269</b> respondents; <b>0</b> filtered; <b>0</b> skipped.							

## Question 9

If you answered neutral or below to any of the previous questions, please explain what we can do to improve your experience next time.

- Traveling in and out of ORD is always a challenge. Also Chicago is expensive. perhaps exploring options in other mid west states might be something to consider. IN, St Louis, Kansas City. The Board meeting in St. Louis was very nice and the hotel worked well.
- Get there did not show all the available flights. Had to call UNOS travel.
- getting tired of the O'Hare Hilton
- Get there is an ok program. I encountered a problem on my most recent trip with the flight being reserved but not paid for. I guess no system is perfect.
- Making plane took a few phone calls. Sign on for get there repeatedly wrong. Also when I got to O'Hare Hilton they had me down for 2 nights rather than one.
- Tired of the Hilton in O'Hare -that's all!
- Booking through UNOS is always complicated. I would prefer to book my own travel and be reimbursed.
- Question 4. The web program is not always stable - I think most if it is the interaction with our firewall, but even coming in from my laptop outside of the firewall, the system either does not let me in, prematurely kicks me out, etc. Don't have this problem with other online booking programs.
- The Omni in Richmond is beginning to show its age.
- The meeting allotted to us was very hot and it was difficult to reconcile the technical challenges.
- As a new Board Director, it would have been helpful when I checked in at the UNOS desk for my name tag if someone would have taken a little time to explain what the materials were, what to expect in the meeting room, where the orientation room was, etc.
- Trip was great in some respects, not so great in others. Travel on a different airline was very inconvenient and uncomfortable since there was no preferred seating on that airline. Also, in

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the meetings, it was impossible to see the screen and it was almost as difficult to hear because microphones not working and room arrangement less than satisfactory (MPSC).

- Continue to allow meetings to begin on Sunday. The extra time provided committee members a chance to discuss further the issues on the agenda. The one day meetings do not provide enough time for discussion.
- The Hilton at Chicago O'Hare is very convenient in location, but lines for check in and checkout are long. Each time that I have tried to use automated check in, I've been referred to the desk. There is food available in the hotel when arriving late, but I was unable to get dinner the last visit because the serving staff ignored me in the restaurant.
- The Hilton at O'Hare has gone downhill. Rooms are musty. Hallways smell. Food quality poor except for the meal at the restaurant.

## Question 10

Please provide us with any other comments or suggestions relating to your experience when traveling for UNOS.

- Be great if the O'Hare Hilton could offer free internet service to UNOS guests.
- UNOS Travel staff has always provided excellent service and reminders to book travel. I have never had an issue with the hotel/s or meeting room experience. Very thorough, professional and organized.
- OPO committee meeting room on first day was too small. O'Hare is a mess.
- I think the current system works quite well. The Chicago Hilton gets a little old but I am used to it and know what to expect. The flights for me from Baltimore are convenient so overall. I am very satisfied.
- It would be nice to have meetings in locations other than Chicago
- Is there any system that can be devised to make changing flights easier if we get done earlier than expected?
- Using the GetThere site, combined with the prompt responses of the UNOS travel staff, when needed, make travel less of a hassle than it would be otherwise.
- My trip to and from O'Hare the last few days from an organ specific comm involved several long delays. The emergency travel service was helpful on one occasion, but I was on prolonged hold last evening and never received assistance from them.
- Hilton could use more attentive housekeepers.
- This is a great travel service. I wish we had it.
- Keep up the excellent work! and thanks...
- I would like to at least have the opportunity to save UNOS travel money. My air fare to travel on Sunday and return Monday was over \$900. If I had been allowed to travel on Saturday then the cost would have been around \$250. I questioned this when booking for the last meeting and was told that UNOS policy does not allow for the 2nd night hotel which I estimate to be around \$225 per night. If UNOS covered the second night hotel I could have saved approximately \$400 after meals and hotel. Multiply that times 10-15 committee members and it could add up to a substantial amount. I may not always be able to take an extra day for travel but I would appreciate the opportunity to have the option.
- Get There is a very poor program which ignores the times you enter. There are times that you have to go through more than fifty options to find one that meets the criteria you enter prior to the search.
- Find the travel department very easy to work with and I appreciate their efforts!

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- I very much appreciate how much more vegetarian friendly the catering offerings have become over the past few years. Thank you!
- I liked the fact that the breakfast selections were healthier - protein options, not just carbs and sweets. Less crowded setting arrangements would help for using computers and taking notes (i.e., more elbow room). Having the ability to have several hours to meet on one day and a meal together in the evening, helped in preparation for the all-day meeting.
- Fares seem very expensive when booked through your site even if 3 wks in advance. But I have not compared with another online site for the same travel.
- Thanks for all your hard working coordinating this much travel.
- Recently worked with Leigh Brown -who was incredibly helpful!!!
- The UNOS travel department has always provided top notch excellent service for me, especially when an unusual situation has come up; they are always able to quickly resolve the issue.
- Travel arrangements are made more efficiently with UNOS than with any other entity I have experience with. Consistently good job and very responsive - thank you!
- Send meeting reminders to book travel earlier than currently being sent. Most airlines allow reservations for 4 - 6 months in advance.
- Erma is wonderful
- I notified UNOS Travel when I rec'd an e-mail from Southwest after booking on UNOS. The flight was cheaper, so we were able to change and save \$\$\$. I wish Southwest was in the GetThere options routinely. Jeff is superb to work with.
- UNOS travel team is always very helpful. I have worked most often with Jeff Schmid - he is fantastic. He is excellent and is always prompt with a reply to any question I might have.
- no problems with the UNOS travel piece; however, I book an aisle seat due to medical reasons and I got changed to a center seat without notification from the airline...I had no option to change seats as I was not aware until check in and all seats were taken.
- No more GetThere!
- Traveling isn't fun anymore - thanks for making it as smooth as possible.
- I like this online survey option. It might be nice to pair a seasoned member with a new one to help them with the ropes and to have someone to eat with.
- Would like to be able to use preferred airlines and have direct flights as options. Was not able to return from New York when I extended my trip, had to return home through Virginia which wasted a whole day with travel?
- Being near Chicago, without ever actually getting to Chicago is torture. Would be nice to actually be downtown sometime.
- Please change the emergency/night contact number for the travel agency listed on your docs. When having to reschedule late at night, I used the number within the UNOS email--to Carlson Travel--which was wrong. In addition, the agent who rebooked me did not ticket correctly. I spent an additional 20 mins at the ticket counter trying to get the issue fixed. Otherwise fine. Thank you
- The UNOS staff is fantastic and always very helpful with travel planning.
- It would be nice to provide new Board of Directors with the opportunity to have lunch with members who have served for awhile. It would give us a chance to feel like we have "mentors" who we can go to if we have more questions.
- I am very pleased with the entire process and think the staff does a fantastic job!
- UNOS travel staff needs to pay attention to needs of committee members in terms of travel. When UNOS changes preferred carriers (even without a significant savings), it is a real inconvenience and makes for a very unpleasant travel experience.

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- I thought the hotel in Richmond was a great venue. Lots of space for the meeting, good food, and good accommodations. Also UNOS Travel was a great help in getting me out the last afternoon, so that I wouldn't have to stay overnight and get up @ 3AM to catch an early flight back home. Geof Land
- Great experience. Travel dept. very effective in responding to questions and fulfilling requests. Very pleased with them
- The travel agents really are excellent.
- MPSC meeting duration too long with no breaks. Mentally exhausted when done. No opportunity for fresh air or down time
- The table provided by the hotel does not leave much room to spread out. We're pretty crowded when sitting around our meeting table.
- Always good experiences with this team to date. Thank you.
- Very well organized!
- Leigh Brown has been extremely helpful!!!