

PRESS RELEASE

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Survey reveals high customer satisfaction ratings at Mobility

Mobility consulted more than 2000 customers last year. The results of the survey show that their overall satisfaction ratings are a high 8.9 out of 10 points. Customers were especially pleased with the 24h Service Center, the range of vehicle categories and the dense network of Mobility stations.

Car sharing provider Mobility conducts regular representative surveys amongst its customers to improve its service. The latest results show that overall satisfaction ratings amongst Mobility users are a high 8.9 out of 10 points. Particularly highly rated, at 9.3 points, are the friendliness of the telephone-based Service Center and, at 9.2 points, its professionalism. Customers are equally appreciative of the dense network of Mobility stations (8.8), the fact that the vehicles are easy to use (8.7), and the round-the-clock availability of the nine different categories of vehicle (8.6). Receiving the lowest scores were the hourly and kilometre rates (7.7), although this figure still ranks in the top quarter of the scale. "Our users have awarded us an excellent set of marks," declares Communication Officer Patrick Eigenmann. "It shows we're getting things right. Our job is now to maintain that level or even, where possible, improve it." The company is seeking to achieve that by offering even more Mobility stations in urban centres, as well as attractive vehicles.

96% of users would recommend Mobility

The high customer satisfaction ratings go hand-in-hand with the connectedness that users feel with the company. Asked whether they would recommend Mobility to others, 96% answered "yes, definitely" or "most probably". "We are delighted with that figure, since word-of-mouth recommendations are the best form of advertising," says Eigenmann.

ABOUT MOBILITY CAR SHARING

Mobility Car Sharing offers its 131'700 customers 2'950 vehicles at 1'500 stations. State-of-the-art technology delivers a self-service car sharing system that is user-friendly, economical, fully automatic and available around the clock.

IMAGES

Freely downloadable image material: <https://www.mobility.ch/en/media/image-archive/>

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