

6 Things That Make A Great TRANSPORTATION COMPANY



1. Customer Service

When you think of the experiences you have with a great company, the number one thing that you remember was how they made you feel. You remember the people who went out of their way to take care of you and make sure that every need was met. Just making sure that you get what you paid for is expected, but those who go above and beyond the expected service are not soon forgotten.

2. Technology

Having the proper technology gives transportation companies an advantage. From GPS navigation to Wi-Fi in the sedan, technology is the differentiating factor for leading transportation companies. Ensure your vendor takes advantage of efficient tools to ensure your trip is flawless.

3. Differentiation

When you are looking for something to differentiate one company from another, look for a company that goes above and beyond. Differentiators come in all styles. For example, ours is that we are willing to accommodate the special needs that can go with non-emergency medical transportation by including oxygen, trauma bags, other emergency medical equipment and licensed EMTs. This really shows a company that is willing to go above and beyond to meet their client's unique needs.

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4. Fleet

The Fleet is the engine behind the company. The fleet of vehicles is a major reason for selecting the vendor of choice. The cars can range from sedans, to SUV's to Limos. The fleet needs to be relatively new, manufactured within the last 5 years, and have reasonable mileage. The transportation provider should have good maintenance record and be operating with a preventative maintenance plan.

5. Customer Satisfaction

Getting testimonials or references for the company is a great way to get other peoples honest feedback on the past performance of the provider. If you have a great experience, it is always appreciated if you can provide a testimonial and let your circle of influence know of your experiences. Too many times people only share bad experiences and fail to mention the great ones.

6. People

People make a company. A Transportation company is just metal, bricks, mortar and computers without the human element. Never has an industry been more tied to their people than in transportation. From the minute you make your first reservation until your billing is complete, you should always be met with the utmost in professionalism and a willingness to go beyond your expectations.