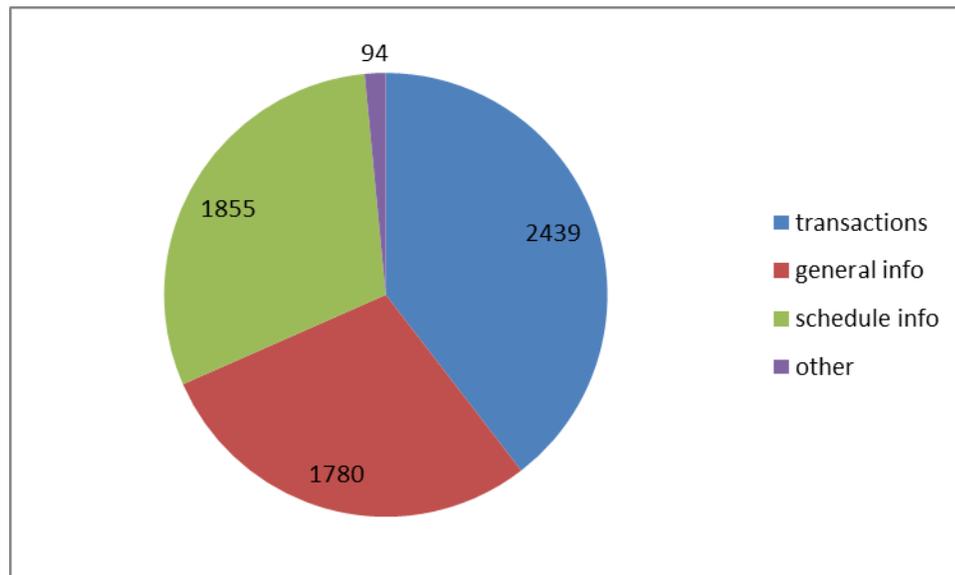


December 2015 Customer Service Report

The Customer Service Center, located at 60 Foster Street, had a total of 6,168 visits in November 2015. The largest number of visits to the customer service window was for transactions (40%), followed by schedule info (30%), general info (32%) and other inquiries (2%).

Customer Service Window Inquiries December 2015



Reports from Salesforce Software show a total of 7,473 fixed route cases opened in December 2015 with a total of 7,475 fixed route cases closed. Also, a total of 2,550 paratransit cases were opened with a total of 2,544 cases closed in the same month.

In December 2015 a total of 62 complaint cases were closed. Out of the 62 complaints 48 or 77% were related to fixed route service with 19 or 40% of those complaints referencing driver behavior as the primary cause of the complaint (10 out of the 19 cases were unfounded); 19 or 40% of fixed route complaints related to buses arriving early/late and skipped stops; 3 or 6% were referenced safety or maintenance as primary cause. The remaining 7 or 15% of the complaint cases were classified as other. Out of the 62 closed complaints, 14 or 23% were related to paratransit service with 6 or 43% of cases referencing driver behavior as primary cause of complaint (3 or 50% of cases were unfounded); 2 or 14% of complaints related to vehicles running early/late; 4 or 29% of the cases were classified as missed trips; 2 or 14% were classified as other. An additional 34 complaint cases were closed as non-actionable due to inaccurate or missing information provided by callers.

The majority of complaint cases continue to originate via telephone (71%), with 11% via the WRTA website form, 8% via e-mail and 10% in person.

Community Outreach

In December once again Community Outreach efforts focused on promoting use of the fixed route system in the town of Southbridge, with a travel training services provided to riders from Southbridge who participated in Brown Bag Concerts held at Mechanics Hall in Worcester. In an effort to reach out to local employers staff also manned tables at University of Massachusetts Memorial and University Campus Hospitals and spoke with both employees and patients about use of WRTA fixed route system. Overall, we were able to connect with 49 possible riders.