



Worcester Regional Transit Authority

Customer Service Foster Street Window

Window Visits

March FY 15- 7,521

February FY 15- 7,025

March FY 14- 8,142

Year End FY 14- 79,772

Projected YE FY 15- 80, 539

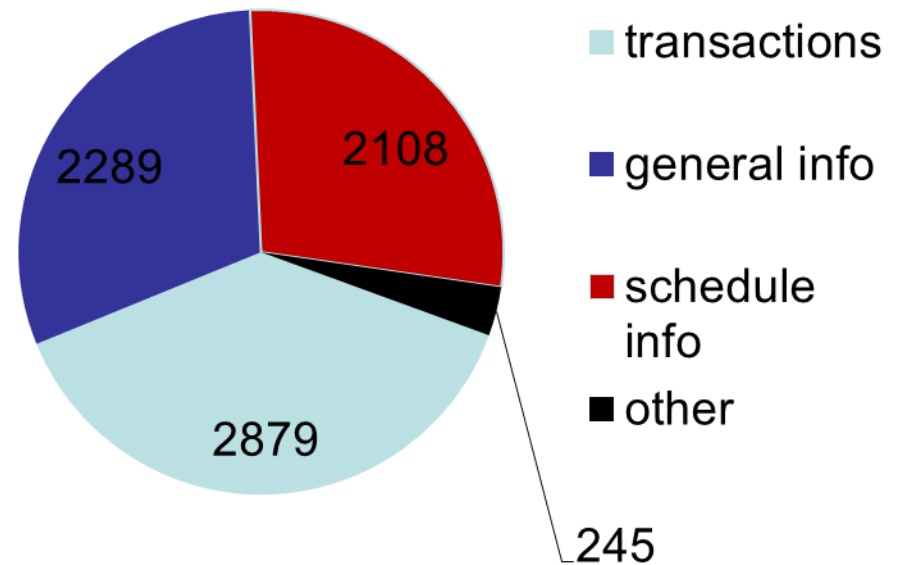
Visits Summary

Transactions 2,879 (38%)

General Information 2,289 (31%)

Schedule Information 2,108 (28%)

Other 245 (3%)



Total Salesforce Cases Opened March 2015

Fixed Route Cases

- Total Fixed route cases opened 8,789
- Total Fixed route cases closed 8,791

Paratransit Cases

- Total paratransit cases opened 3,151
- Total paratransit cases closed 3,159



Complaint Cases March FY15

Total Complaint Cases Opened
78

Total Complaint Cases Closed
88

Fixed Route 53 (60%)
Paratransit 32 (36%)
Other 3 (4%)

Closed Complaint Cases by Origin

Phone/Voicemail 71 (80%)
Web 13 (15%)
E-mail 4 (5%)



Outreach Highlights

Collaboration with and/or made presentations to 9 agencies:

- Ascentria
- Catholic Charities
- Southbridge Recreation Center (Brown Bag Concerts)
- QCC
- Community Health Network Area 5/South County Connects
- Workforce Central (Southbridge)
- MassRIDES
- Autism Speaks
- Shrewsbury CoA

Outreach

- Public schools
- Immigrant/refugee organizations
- Libraries
- Colleges, Universities
- Employers

