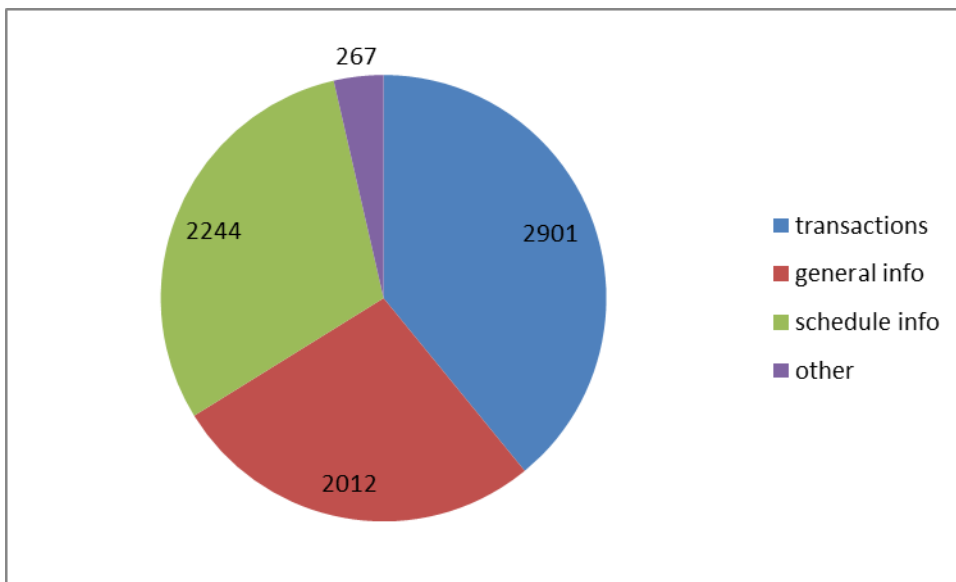


April 2015 Customer Service Report

The Customer Service Center located at 60 Foster Street had a total of 7,424 visits in April 2015 as compared to 7,488 visits in April 2014. The largest number of visits continues to be to purchase passes or tickets (38%) followed by requests for general information (31%), schedules (28%), and other inquiries (3%).

Customer Service Window Inquiries April 2015



Reports from Salesforce Software show a total of 8,592 fixed route cases opened in April 2015 with a total of 8,587 fixed route cases closed. Also, a total of 3,071 paratransit cases were opened with a total of 3,064 cases closed in the same month.

In April 2015 a total of 96 complaint cases were opened. Customer Service was able to close 96 complaint cases. The vast majority of complaint cases, 76% continue to originate via telephone, 12% via the WRTA website form and 11% via e-mail and 1% in person.

Community Outreach

In our effort to celebrate Earth Day and increase use of public transportation staff attended Earth Day events that were held at Hanover Insurance and UMass Medical School. The focus at the event was on

educating the public about the WRTA efforts to reduce emissions. The staff also participated by distributing schedules and answering any questions at employee benefits, health and job fairs held by Clark University, Allegro Microsystems, Saint Vincent's Hospital and Worcester Chamber of Commerce. A meeting was held with Worcester and Oxford Public schools to discuss future collaboration opportunities. We were able to directly speak with over 250 individuals and promote use of WRTA services.