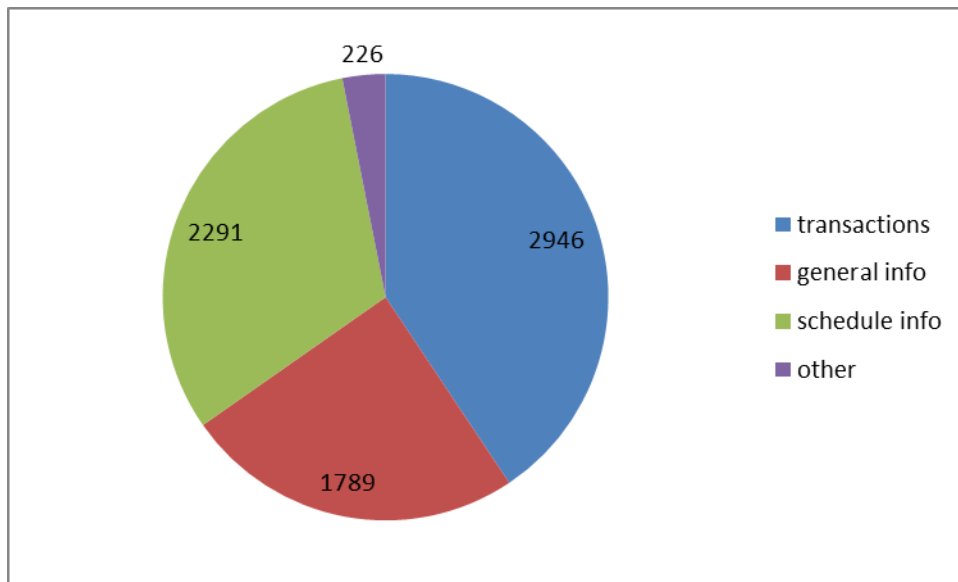


June 2015 Customer Service Report

The Customer Service Center located at 60 Foster Street had a total of 7,252 visits in June 2015. The largest number of visits continues to be to purchase passes or tickets (41%) followed by requests for schedules (32%), general information (25%), and other inquiries (2%).

Customer Service Window Inquiries June 2015



Reports from Salesforce Software show a total of 8,376 fixed route cases opened in June 2015 with a total of 8,379 fixed route cases closed. Also, a total of 3,027 paratransit cases were opened with a total of 3,030 cases closed in the same month.

In June 2015 a total of 63 complaint cases were opened. Customer Service was able to close 66 complaint cases. The vast majority of complaint cases continue to originate via telephone (73%), with 18% via the WRTA website form and 6% via e-mail and 3% in person.

Community Outreach

Staff traveled to two (2) housing sites in the city of Worcester to discuss WRTA services and encourage use of the Charlie Card. Additionally, presentations were given at Burrows House and Southbridge YMCA. In an effort to increase awareness of community fixed routes, staff manned a table at the

Webster Festival, organized by the Webster Dudley Business Coalition and at a health fair held at New Life Worship Center. The WRTA was also present at the Veterans Stand Down, a job fair organized by Veterans Inc. Through our outreach activities we were able to outreach to 237 individuals.