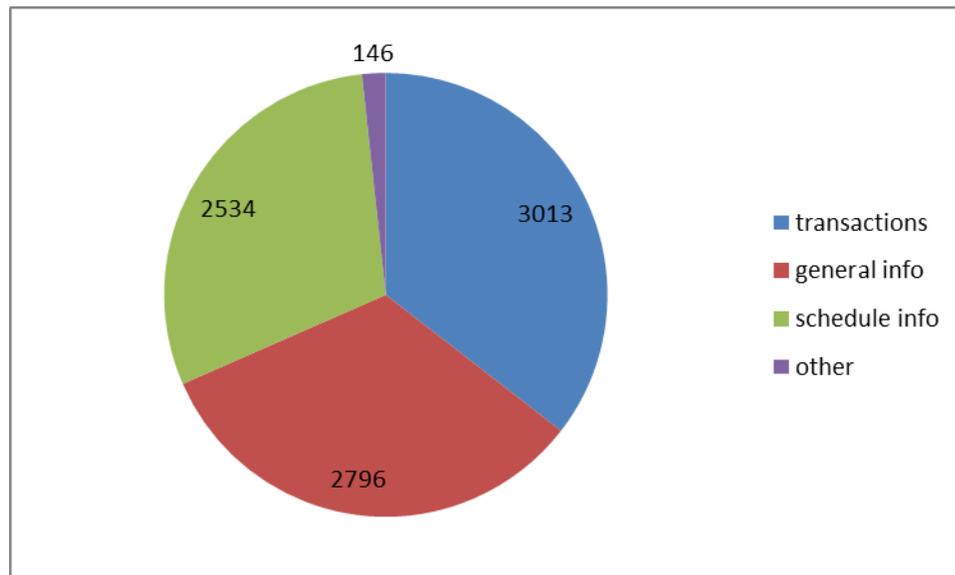


September 2015 Customer Service Report

The Customer Service Center located at 60 Foster Street had a total of 8,489 visits in September 2015. The largest number of visits continues to be to purchase passes or tickets (35%) followed by requests for general information (33%), schedules (30%), and other inquiries (2%).

Customer Service Window Inquiries August 2015



Reports from Salesforce Software show a total of 9,677 fixed route cases opened in September 2015 with a total of 9,682 fixed route cases closed. Also, a total of 2,745 paratransit cases were opened with a total of 2,759 cases closed in the same month.

In September 2015 a total of 108 complaint cases were closed. Out of the 108 complaints 80 or 75% were related to fixed route service with 29 or 36% of those complaints referencing driver behavior as primary cause of the complaint of which 19 or 66% were found to be unfounded. The remaining 64% of complaints related to buses arriving early/late and skipped stops. Out of the 108 closed complaints 25 or 23% were related to paratransit service with 6 or 24% pertaining to driver behavior of which 5 or 83% were found to be unfounded. The remaining 19 (76%) related to vehicles arriving late, missed trips or other. 3 (3%) out of the 108 closed cases were categorized as other and referred to issues with Bustracker kiosks and HUB bathrooms.

The vast majority of complaint cases continue to originate via telephone (74%), with 15% via the WRTA website form, 2% via e-mail and 9% in person.

Community Outreach

In the month of September we focused our efforts on promoting WRTA bus service to the local colleges. In order to encourage college students to use our current routes and the new route 10 staff attended events at Holy Cross, MCPHS, WPI and WSU. In addition to minding tables stocked with promotional materials staff familiarized students and their families with WRTA service area. We were able to directly connect with 139 potential riders.