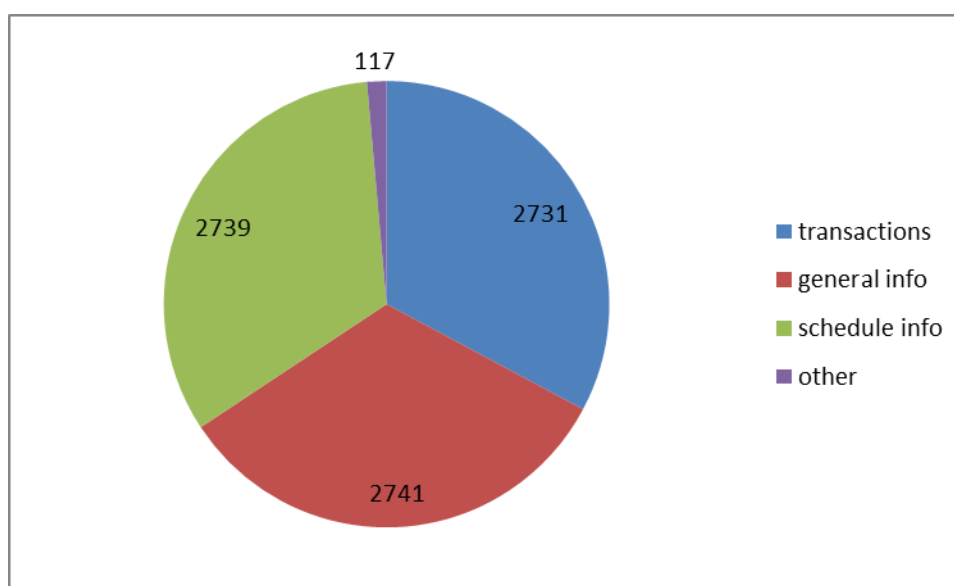


October 2015 Customer Service Report

The Customer Service Center located at 60 Foster Street had a total of 8,328 visits in October 2015. In October 2015 the number of visits to the window was equally divided between requests for general information purposes (33%), followed by schedule info (33%), transactions (33%) and other inquiries (1%).

Customer Service Window Inquiries October 2015



Reports from Salesforce Software show a total of 9,402 fixed route cases opened in October 2015 with a total of 9,377 fixed route cases closed. Also, a total of 2,174 paratransit cases were opened with a total of 2,168 cases closed in the same month.

In October 2015 a total of 71 complaint cases were closed. Out of the 71 complaints 55 or 77% were related to fixed route service with 9 or 16% of those complaints referencing driver behavior as the primary cause of the complaint; 37 or 67% of fixed route complaints related to buses arriving early/late and skipped stops. The remaining 9 or 16% of the complaint cases were related to facilities or other issues. Out of the 71 closed complaints 16 or 23% were related to paratransit service with 50% of cases referencing early/late or missed trip as the primary cause of the complaint.

The majority of complaint cases continue to originate via telephone (66%), with 13% via the WRTA website form, 6% via e-mail and 15% in person.

Community Outreach

In the month of October staff continued to promote WRTA bus service to the local colleges by doing a presentation at Clark University and attending the Sustainability Fair at Worcester State University. We also continue to focus on promoting use of WRTA services to immigrant and refugee populations. Our travel trainer continues to work closely with Ascentria Care Alliance (local social service organization) and Worcester Senior Center to familiarize and teach clients of those two agencies how to utilize fixed route bus service. We were able to directly connect with 183 potential riders.