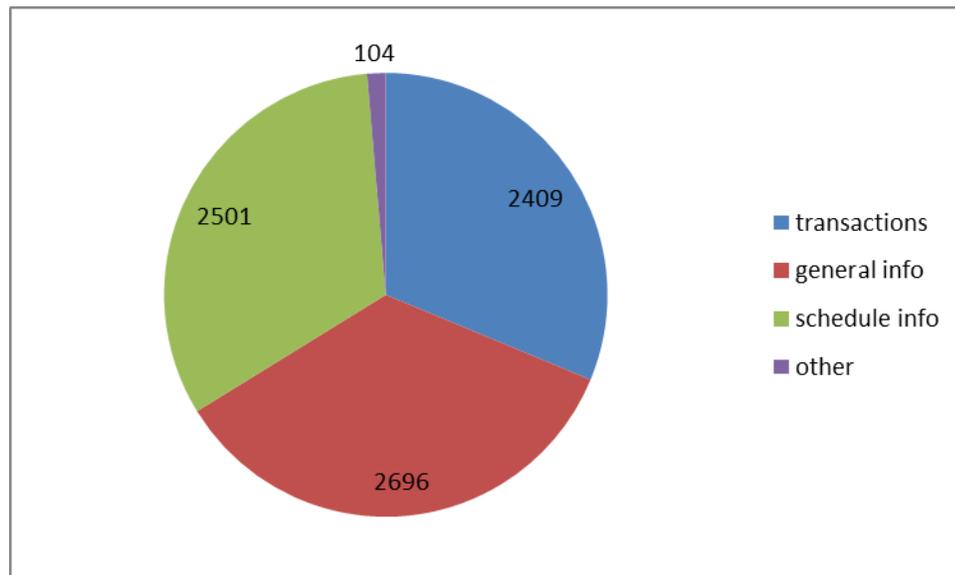


November 2015 Customer Service Report

The Customer Service Center, located at 60 Foster Street, had a total of 7,710 visits in November 2015. The largest number of visits to the customer service window was for general information purposes (35%), followed by schedule info (32%), transactions (32%) and other inquiries (1%).

Customer Service Window Inquiries November 2015



Reports from Salesforce Software show a total of 8,700 fixed route cases opened in November 2015 with a total of 8,715 fixed route cases closed. Also, a total of 2,740 paratransit cases were opened with a total of 2,737 cases closed in the same month.

In November 2015 a total of 74 complaint cases were closed. Out of the 74 complaints 59 or 80% were related to fixed route service with 23 or 39% of those complaints referencing driver behavior as the primary cause of the complaint; 30 or 51% of fixed route complaints related to buses arriving early/late and skipped stops. The remaining 6 or 10% of the complaint cases were classified as other. Out of the 74 closed complaints, 15 or 20% were related to paratransit service with 3 or 20% of cases referencing driver behavior as primary cause of complaint: 7 or 47% of complaints related to vehicles running early/late; 5 or 33% of the cases were classified as other. An additional 35 complaint cases were closed as non-actionable due to inaccurate information provided by callers.

The majority of complaint cases continue to originate via telephone (76%), with 11% via the WRTA website form, 5% via e-mail and 8% in person.

Community Outreach

November Community Outreach efforts focused on promoting use of the fixed route system in the town of Southbridge, with a presentation focusing on WRTA services given at the Southbridge Woman's Club; travel training was provided to riders from Southbridge who participated in Brown Bag Concerts held at Mechanics Hall in Worcester. In addition to outreach activities in Southbridge, staff gave presentations to the Central Mass Employment Collaborative as well as the Oxford Public Schools. We were able to connect with 66 possible riders. In an effort to promote fixed route service to college students, we are currently working with Mass RIDES to organize a try-it transit day at the local colleges. The goal of try-it transit day is to encourage college students to take their first public transit trip.