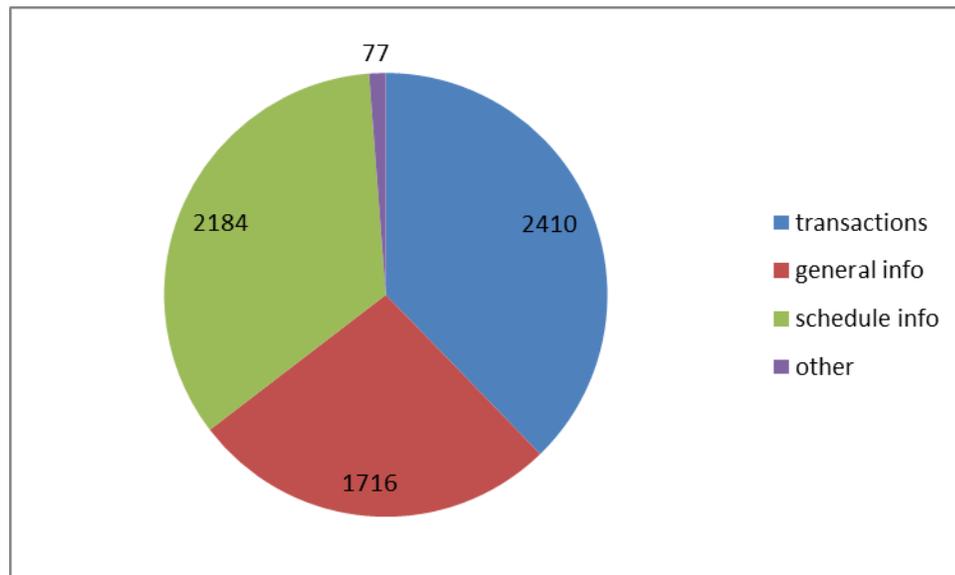


January 2016 Customer Service Report

The Customer Service Center, located at 60 Foster Street, had a total of 6,387 visits in January 2016. The largest number of visits to the customer service window was for transactions (38%), followed by schedule info (34%), general info (27%) and other inquiries (1%).

Customer Service Window Inquiries January 2016



Reports from Salesforce Software show a total of 7,583 fixed route cases opened in January 2016, with a total of 7,562 fixed route cases closed. Also, a total of 2,800 paratransit cases were opened, with a total of 2,810 cases closed in the same month.

In January 2016, a total of 46 complaint cases were closed. Out of the 46 complaints, 38 or 83% were related to fixed route service, with 14, or 37%, of those complaints referencing driver behavior as the primary cause of the complaint (6 out of the 14 cases were unfounded); 15 or 39%, of fixed route complaints related to buses arriving early/late and skipped stops; 3 or 8% referenced safety or maintenance as primary cause; 3 or 8% were related to facilities. The remaining 3, or 8%, of the complaint cases were classified as other. Out of the 46 closed complaints, 8 or 17% were related to paratransit service, with 3 or 38% of cases referencing driver behavior as primary cause of complaint (1 or 33% of cases were unfounded); 1 or 13% of complaints related to vehicles running early/late; 2 or 25% of the cases were classified as missed trips; 2 or 25% were classified as other. An additional 20

complaint cases were closed as non-actionable due to inaccurate or missing information provided by callers.

The majority of complaint cases continue to originate via telephone (67%), with 17% via the WRTA website form, 7% via e-mail and 9% in person.

Community Outreach

In January we switched gears and focused our community outreach activities on promoting use of the fixed route system to college students; staff attended events held at MCPHS, Assumption College, WPI and Worcester State University. Additionally, we met with community advocates and social workers at the Community Health Network meeting and the Worcester Family Partnership. Overall, we reached out to approximately 135 individuals.