Meeting Notice:

Due to the COVID-19 pandemic, state of emergency and Governor Beshear’s Executive Orders regarding social distancing, this meeting of the TARC Board of Directors will be held via video-teleconference pursuant to Senate 150 (as signed by the Governor on March 30, 2020) and Attorney General Opinion 20-05, and in accordance with KRS 61.826, because it was not feasible to offer a primary physical location for the meeting.

The next meeting of this subcommittee of the TARC Board of Directors will be: **Wednesday, February 17 at 10:00 a.m.**

Pursuant to the Americans with Disabilities Act, persons with a disability may request a reasonable accommodation for assistance with the meeting or meeting materials. Please contact Ashlie Woods at 502.561.5108. Requests made as early as possible will allow time to arrange accommodation.

Meeting Instructions:

Join Zoom Meeting:

https://zoom.us/j/94138716317?pwd=azhuMHRRY2ZUMnFmRS85VnliaXIQT09

**Meeting ID:** 941 3871 6317

**Passcode:** 923 943

**One tap mobile:** +19292056099,,94138716317#

Audience and/or TARC staff can join via Zoom; public comments may be submitted in the Chat feature of Zoom, or by calling 502-585-1234 or at www.ridetarc.org
I. Quorum Call / Call to Order  Mary Morrow  10:00

II. Staff Reports  Randy Frantz  10:05 - 10:50
   a. Customer Service Report

III. Proposed Agenda Items / Next Meeting Date  Carrie Butler  10:50 - 10:55

IV. Adjournment  11:00
CUSTOMER SERVICE SUBCOMMITTEE MEETING
FEBRUARY 17, 2021
## TABLE OF CONTENTS

### CUSTOMER SERVICE SUBCOMMITTEE MEETING

<table>
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<tr>
<th>Section</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Call to Order</td>
<td>10:00am</td>
</tr>
<tr>
<td>II. Mission Statement and Success Factors</td>
<td>10:00am – 10:05am</td>
</tr>
<tr>
<td>III. COVID-19 Update</td>
<td>10:05am-10:10am</td>
</tr>
<tr>
<td>IV. COA/LRP</td>
<td>10:10am-10:25am</td>
</tr>
<tr>
<td>V. Performance Metrics / Customer Feedback</td>
<td>10:25am-10:50am</td>
</tr>
<tr>
<td>VI. Proposed Agenda Items / Next Meeting Date</td>
<td>10:50am-10:55am</td>
</tr>
<tr>
<td>VII. Adjourn</td>
<td>11:00am</td>
</tr>
</tbody>
</table>
MISSION STATEMENT

Deliver transportation services that enhance the Greater Louisville community.
DELIVER TRANSPORTATION SERVICES THAT ENHANCE THE GREATER LOUISVILLE COMMUNITY

1. Deliver Quality Services
   - Safe
   - Accessible
   - Sustainable

2. Focus on Rider Needs
   - Voice of the Customer
   - Dependability
   - Frequent, Fast, & Direct

3. Maintain Adequate Financial Resources
   - Mass Transit Trust Fund
   - Fund Capital Needs
   - Prudent Contractual Management

4. Support the Community’s Well Being
   - Program Involvement
   - Workforce & Economic Development
   - Outreach

5. Engage an Effective Team
   - Promote Transparency
   - Training & Development
   - Opportunities for Growth

6. Explore Visionary Opportunities
   - Long Range Planning
   - Transformative Technology
   - Multimodal Trends
EE Vaccination Efforts Began Monday, 2/8/21
- Internal Communication
- FAQ's
- Video Testimony
- Social Media, #TARCHealthy

TARC Broadbent Support During Frigid Temps

Future Metro Support

Accelerated vaccination efforts to better serve the community
COA / LRP GUIDING PRINCIPLES

WHAT HAVE OUR CUSTOMERS ASKED FOR?

Clockface Service
- Faster Travel Times
- More Places to Transfer
- More Direct Service
- Multimodal Hubs & Options

Reliability and Safety
- On-Demand Zones at the End of Core Routes / Anchor Points
- More Frequent Service
- Simplify the System
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- Faster Travel Times
- More Places to Transfer
- More Direct Service
- Multimodal Hubs & Options
- Reliability and Safety
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- More Places to Transfer
- More Direct Service
- Multimodal Hubs & Options

Reliability and Safety

- On-Demand Zones at the End of Core Routes / Anchor Points
- More Frequent Service
- Simplify the System
### CUSTOMER SERVICE CALL CENTER

#### CUSTOMER SERVICE (585-1234)

<table>
<thead>
<tr>
<th>Call Volume</th>
<th>Hold time</th>
<th>Abandoned Rate</th>
<th>Hold time %VLM</th>
<th>Hold time %VLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>29.5K</td>
<td>.56</td>
<td>4%</td>
<td>+1% VLM</td>
<td>-33% VLY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>+8% VLM</td>
<td>-83% VLY</td>
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</table>

#### PARATRANSIT RESERVATIONS (560-0333)

<table>
<thead>
<tr>
<th>Call Volume</th>
<th>Hold Time</th>
<th>Abandoned Rate</th>
<th>Hold Time %VLM</th>
<th>Hold Time %VLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.6K</td>
<td>1.6</td>
<td>6%</td>
<td>+8% VLM</td>
<td>+11% VLM</td>
</tr>
</tbody>
</table>

#### PARATRANSIT WHERE’S MY RIDE (589-9879)

<table>
<thead>
<tr>
<th>Call Volume</th>
<th>Hold Time</th>
<th>Abandoned Rate</th>
<th>Hold Time %VLM</th>
<th>Hold Time %VLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.1K</td>
<td>0.3</td>
<td>6%</td>
<td>+5% VLM</td>
<td>Flat %VLM</td>
</tr>
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</table>

|                  |            |                | +1 Pts VLM     |                |
| Flat VLM        |            |                | -81% VLY       |                |
# CUSTOMER SERVICE COMPLAINTS

## FIXED ROUTE

<table>
<thead>
<tr>
<th>Monthly</th>
<th>YTD</th>
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<tbody>
<tr>
<td>297</td>
<td>2.6K</td>
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</tbody>
</table>

-4% VLM  
-46% VLY  

-25% VLY

## PARATRANSIT

<table>
<thead>
<tr>
<th>Monthly</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>97</td>
<td>951</td>
</tr>
</tbody>
</table>

-13% VLM  
-66% VLY  

-59% VLY

## COMPLAINTS / 1,000 RIDERS

<table>
<thead>
<tr>
<th>Monthly</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>1.1</td>
</tr>
</tbody>
</table>

-4% VLM  
+12% VLY  

+20% VLY
CUSTOMER FEEDBACK

WAYS WE RECEIVE FEEDBACK
- Website
- Walk-Ins
- Cust Service
- LinkedIn
- Instagram

CLOSURE PROCESS
1. Document concern
2. Initial inquiry
3. Investigation and analysis by dept
4. Corrective action and resolution
5. Follow-up with customer, if needed
6. Monitoring and reporting
THANK YOU
CUST SERVICE SUBCOMMITTEE MEETING

February 17, 2021