

# CUSTOMER SERVICE SUBCOMMITTEE BOARD OF DIRECTORS MEETING



## 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, May 19 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/96140187624?pwd=OVVLZGJmMThvQmFOOVU3UTZMWTNPZz09>

**Meeting ID:** 961 4018 7624

**Passcode:** 084176

**One tap mobile:** +13017158592,,96140187624#

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](http://www.ridetarc.org)

# CUSTOMER SERVICE SUBCOMMITTEE BOARD OF DIRECTORS MEETING



## Agenda

I.	Quorum Call / Call to Order	Mary Morrow	10:00
II.	Mission Statement and Success Factors	Carrie Butler	10:00 - 10:05
III.	COVID-19 Update	Carrie Butler	10:05 - 10:10
IV.	Customer Complaints Data	Randy Frantz	10:10 – 10:40
V.	Proposed Agenda Items/Next Meeting Date	Carrie Butler	10:40 – 11:00
VI.	Adjourn	Mary Morrow	11:00



**CUSTOMER SERVICE SUBCOMMITTEE MEETING**  
**MAY 19, 2021**





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## CUSTOMER SERVICE SUBCOMMITTEE MEETING

I. Call to Order	10:00am
II. Mission Statement and Success Factors	10:00am – 10:05am
III. COVID-19 Update	10:05am-10:10am
IV. Customer Feedback Data	10:10am-10:40am
V. Proposed Agenda Items / Next Meeting Date	10:40am-11:00am
VI. Adjourn	11:00am



# MISSION STATEMENT

Deliver  
transportation  
services that  
enhance the  
Greater Louisville  
community



# MISSION STATEMENT & SUCCESS FACTORS

## DELIVER TRANSPORTATION SERVICES THAT ENHANCE THE GREATER LOUISVILLE COMMUNITY



### Deliver Quality Services

- Safe
- Accessible
- Sustainable



### Support the Community's Well Being

- Program Involvement
- Workforce & Economic Development
- Outreach



### Focus on Rider Needs

- Voice of the Customer
- Dependability
- Frequent, Fast, & Direct



### Engage an Effective Team

- Promote Transparency
- Training & Development
- Opportunities for Growth



### Maintain Adequate Financial Resources

- Mass Transit Trust Fund
- Fund Capital Needs
- Prudent Contractual Management

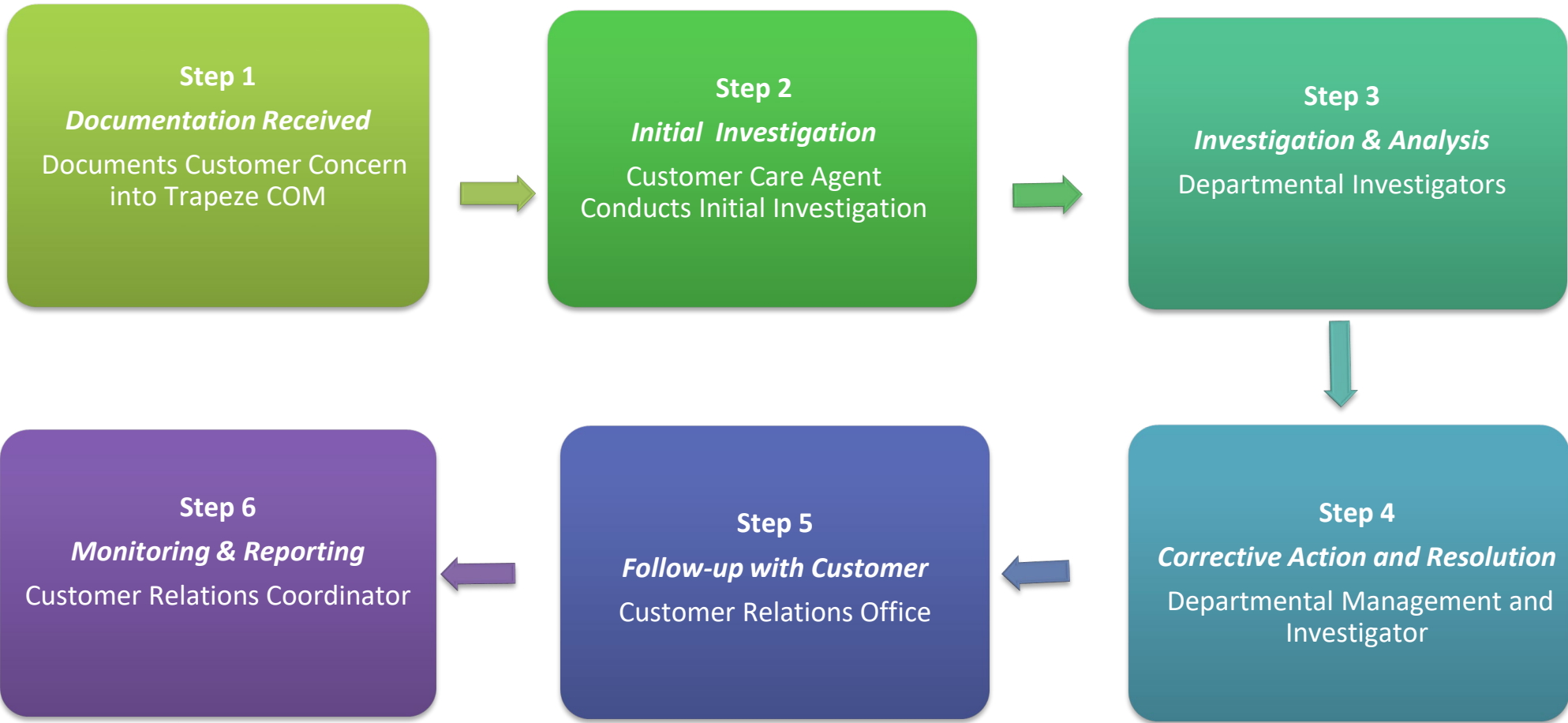


### Explore Visionary Opportunities

- Long Range Planning
- Transformative Technology
- Multimodal Trends

# CUSTOMER FEEDBACK

## PROCESS STEPS



## COVID19

### PARTNERING WITH LOCAL, STATE, & FEDERAL OFFICIALS

- Focus on employee vaccinations
- TSA Security Directive Executive Order 1582/84-21/01A, Face mask requirements until September 13<sup>th</sup>
- Continued daily rigor!



**Transportation  
Security  
Administration**





# CUSTOMER FEEDBACK

## MONTHLY REPORTING

Department Name	Feedback SubTypes	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Sparkline
Transportation	No Show Issues	15	34	75	88	68	42	35	43	121	105	626	
Transportation	Driver pass up	79	59	50	69	77	41	52	39	51	43	560	
MV Transit	No Show Issues	42	48	41	49	35	23	25	59	46	67	435	
Transportation	Insufficient Driver assistance	28	33	11	35	46	32	25	43	32	37	322	
Transportation	Operations - Running Late	45	25	26	33	25	15	32	18	28	27	274	
Transportation	Driver Rude/Unprofessional	38	33	34	22	22	31	19	17	32	19	267	
Finance	Smart Card, Transfers	39	28	24	28	23	27	27	29	25	11	261	
Safety	Driving Concerns	16	25	29	23	23	13	11	16	27	31	214	
MV Transit	Problem - Late Pick-up Time	16	17	24	20	14	19	10	17	25	45	207	
Safety	COVID-19	22	15	19	27	17	8	13	10	6	12	149	
Transportation	Operations - Running Early	10	14	15	13	22	18	14	15	14	13	148	
Finance	Fares or Passes	7	10	18	17	8	8	12	8	24	12	124	
MV Transit	COVID-19	30	10	13	3	5	6	5	2	2	9	85	
MV Transit	Driver Rude/Unprofessional	4	5	6	13	12	12	5	12	8	7	84	
MV Transit	Insufficient Driver assistance	6	12	9	6	5	8	4	12	8	8	78	
Marketing	Problem w/ Website	8	6	4	9	8	6	4	4	11	6	66	
Planning	New Bus Stop Request	9	6	6	5	11	8	4	5	9	2	65	
Planning	Missing/Damaged Signs	4	5	8	8	3	4	2	4	12	13	63	
Planning	New Shelter/Bench	5	6	9	6	3	2	3	6	3	6	49	
Planning	More service on a Route	3	3	2	2	1	5	1	2	2	2	23	



# CUSTOMER FEEDBACK

## MONTHLY REPORTING

Department Name	Feedback SubTypes	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Sparkline
Transportation	No Show Issues	15	34	75	88	68	42	35	43	121	105	626	
Transportation	Driver pass up	79	59	50	69	77	41	52	39	51	43	560	

### What steps are taken?

- Customers concern is directed to Transportation
- Service Delivery Coordinator identifies operator & orders video
- Video reviewed, corrective action taken when necessary
- Provide feedback to customer relations for follow-up with customer





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MV Transit	No Show Issues	42	48	41	49	35	23	25	59	46	67	435	

### What steps are taken?

- Use Trapeze data to investigate (AVL, dispatch, note, etc)
- Investigation notes are entered into Trapeze
- Complaints forwarded to PT team for review and follow-through





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Finance	Smart Card, Transfers	39	28	24	28	23	27	27	29	25	11	261	

### What steps are taken?

- Fact gathering (time, date, route, etc)
- Information sent to mytarccardissues@ridetarc
- Finance team (cashiers office) investigates and resolves





# CUSTOMER FEEDBACK

## MONTHLY REPORTING

Department Name	Feedback SubTypes	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Sparkline
Planning	Missing/Damaged Signs	4	5	8	8	3	4	2	4	12	13	63	

### What steps are taken?

- Planning team investigates in field
- Determines reason (stop elimination, damage, traffic incident)
- Coordinates with Public Works for mission stanchions





# CUSTOMER FEEDBACK

## MONTHLY REPORTING

Department Name	Feedback SubTypes	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Total	Sparkline
Marketing	Team Member Commendation	5	10	15	11	13	13	17	19	28	21	152	







**THANK YOU**

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# CUST SERVICE SUBCOMMITTEE MEETING

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May 19, 2021