CUSTOMER SERVICE SUBCOMMITEE BOARD OF DIRECTORS MEETING



Meeting Notice:

The TARC Board of Directors holds a monthly meeting of the Customer Service subcommittee. The next meeting will be held at:

TARC's Headquarters, Board Room 1000 W. Broadway, Louisville, KY 40203

Wednesday, August 16, 2023 at 1:30 p.m.

This meeting is also being held via teleconference as permitted by KRS 61.826.

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 Stephanie Isaacs at 502.561.5103. Requests made as early as possible will allow time to arrange accommodation.

Agenda

| | I. | Call to Order | Jan Day | 1:30 |
|----|---|---|---------------|-------------|
| | II. | Special Presentation Alcohol Advertising | Heather Ness | |
| | III. | Staff Updates | Carrie Butler | 1:35 – 2:15 |
| | | a. Customer Feedback Report b. Project Updates | | |
| V | Proposed Agenda Items/Next Meeting Date | | Carrie Butler | 2:15 |
| VI | VI Adjourn | | | 2:30 |



CUSTOMER FEEDBACK PROCESS

Step 1

Documentation Received

Documents Customer Concern into COM

- Feedback Number Assigned and provided to customer
- Priority Code Assigned to Complaint
- ADA and Title VI Complaints sent to D & I for investigation



Step 2

Initial Investigation

Customer Care Agent Conducts Initial Investigation

 Resolves concern and educates customer or notates in COM that complaint was not resolved and further investigation is needed



Step 3

Investigation & Analysis

Departmental Investigators

- Conducts investigation and analysis of concern
- Reviews Employee Complaint History
- Reviews Calls and Videos if Necessary



Step 6

Monitoring & Reporting

Customer Relations Coordinator

- Monitors Complaint Process for Quality Assurance & Distributes Monthly Reports
- Conducts Regular Meetings with Contractors to Review Areas of Concerns



Step 5

Follow-up with Customer

Customer Relations Office

- Contacts Customer to Provide a Response to Feedback and Closes Out Feedback



Step 4

Corrective Action and Resolution

Departmental Management and Investigator

- Identifies Trends
- Takes Corrective Actions and Resolves Concern
- Logs investigative findings into COM



CUSTOMER FEEDBACK PROCESS STEP 3

Step 3

Investigation & Analysis

Departmental Investigators

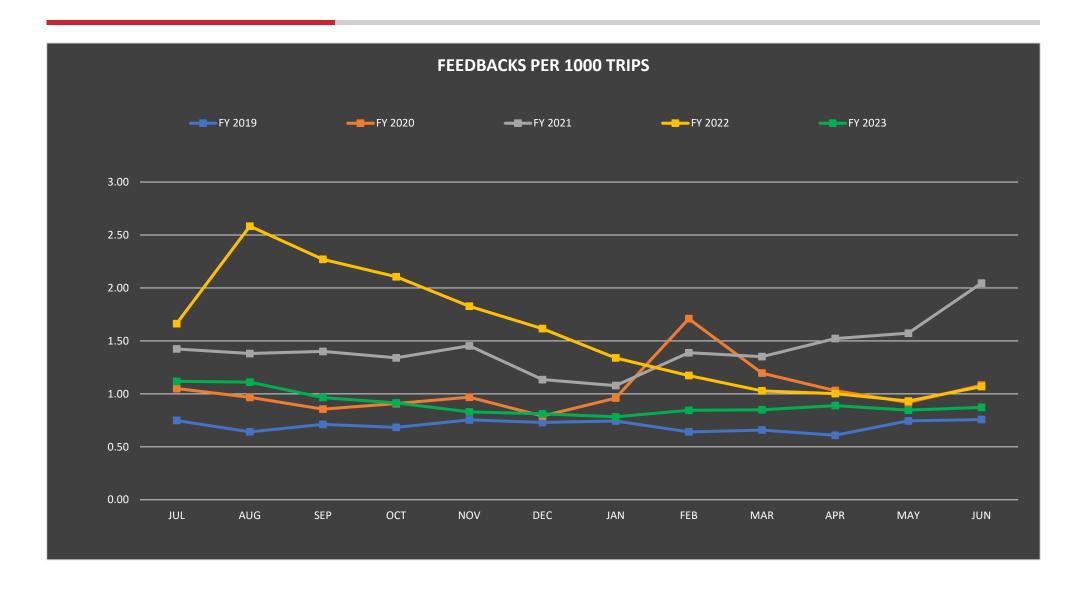
- Conducts investigation and analysis of concern
- Reviews Employee Complaint History
- Reviews Calls and Videos if Necessary

Responsibilities of the Department Investigators

- Conduct Investigations
 - Review Video
 - Listen to phone recordings
 - Speak with involved employees/contractors
 - Verify information in Trapeze
- Review history of employee involved
- Make notation of findings and action taken in COM

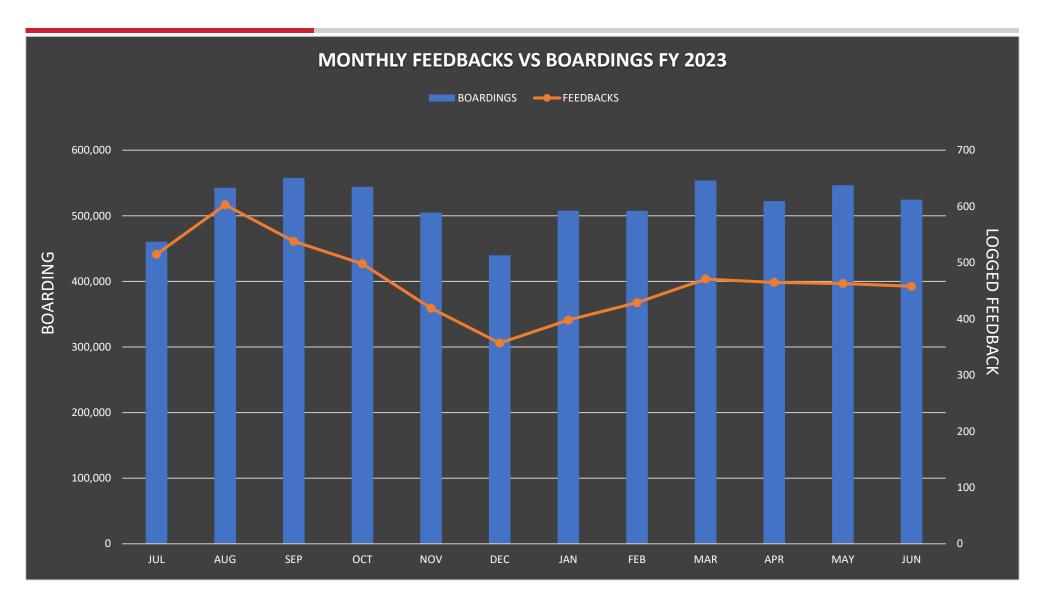


YEARLY COMPARISON - FEEDBACKS PER 1000 TRIPS





FY 2023 BOARDING COMPARED TO FEEDBACK





FY23 TOP 5 FEEDBACK VS TOTAL FEEDBACK

