

# CUSTOMER SERVICE SUBCOMMITTEE 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	Adjourn		2:30

# CUSTOMER FEEDBACK PROCESS



# CUSTOMER FEEDBACK PROCESS STEP 3

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**Step 3**

*Investigation & Analysis*

Departmental Investigators

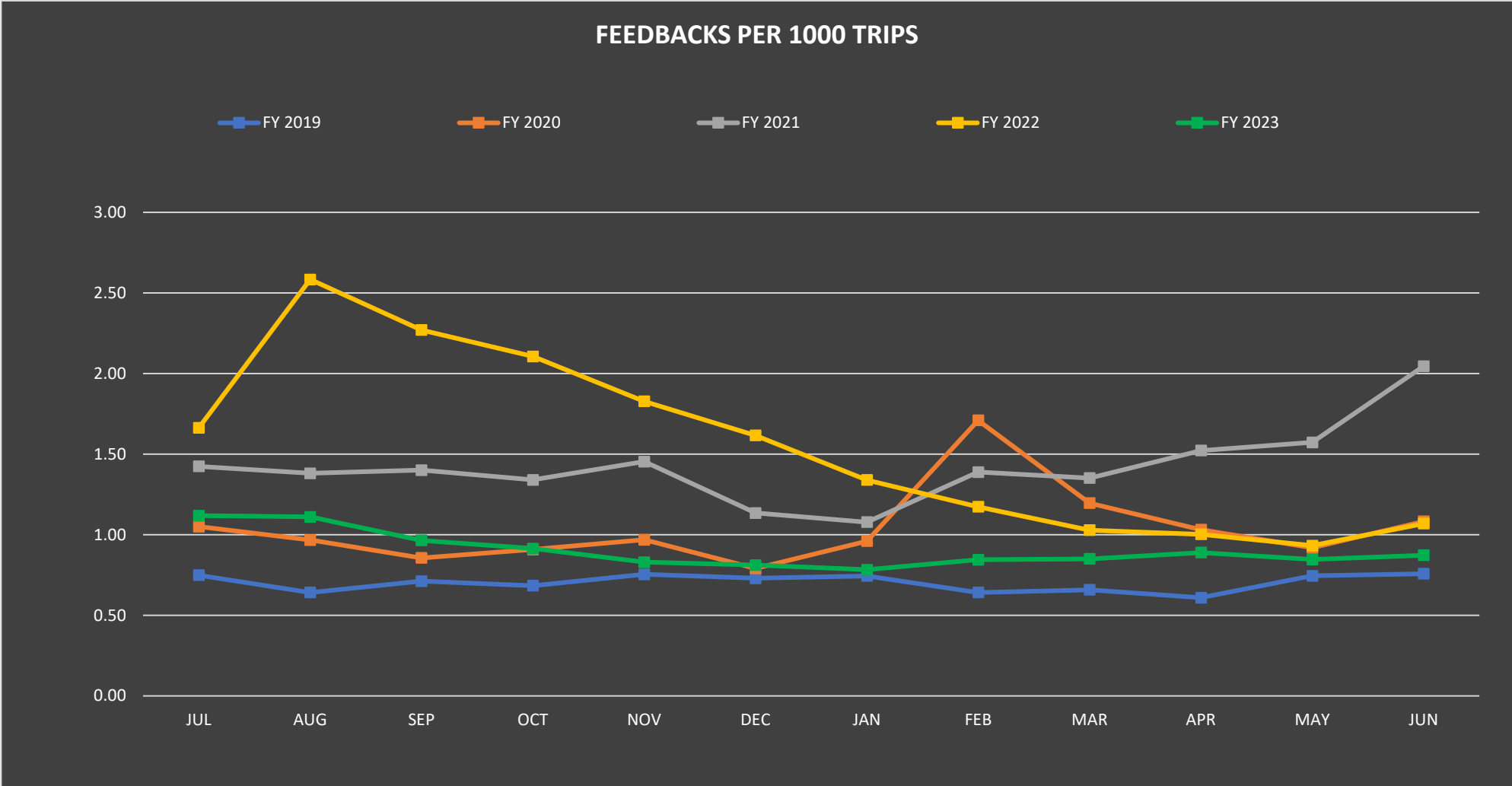
- Conducts investigation and analysis of concern
- Reviews Employee Complaint History
- Reviews Calls and Videos if Necessary

## 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

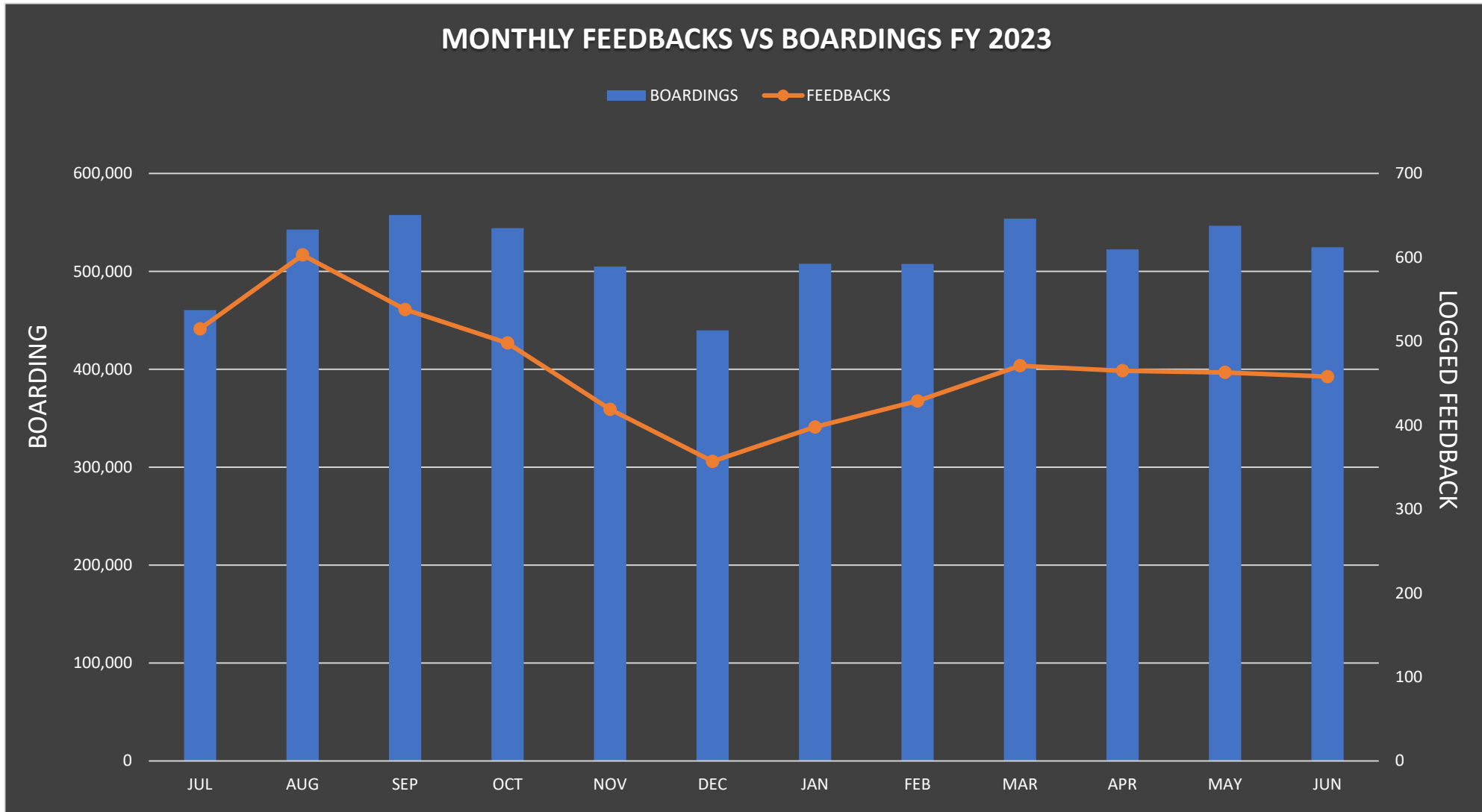


# YEARLY COMPARISON - FEEDBACKS PER 1000 TRIPS





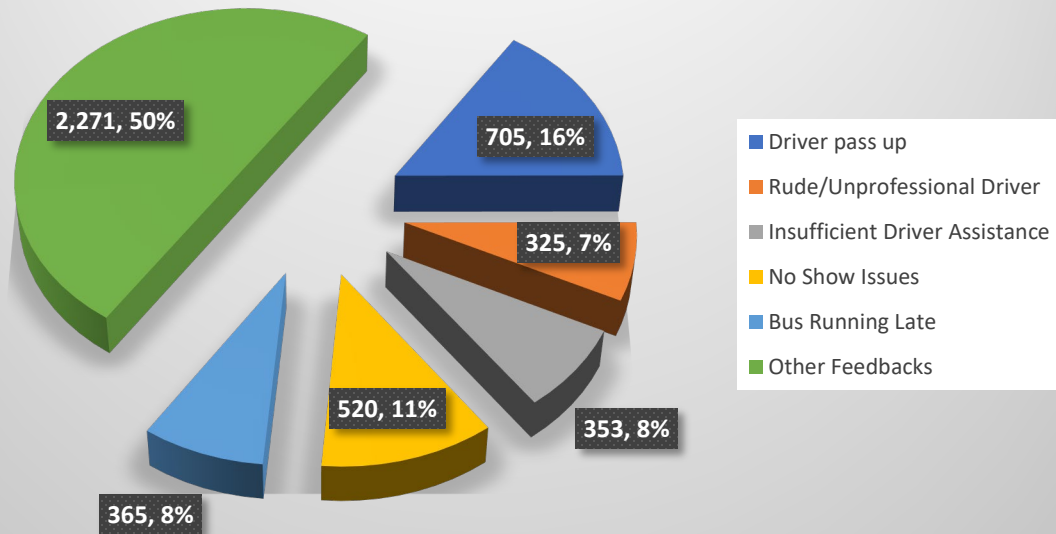
# FY 2023 BOARDING COMPARED TO FEEDBACK





# FY23 TOP 5 FEEDBACK VS TOTAL FEEDBACK

## FIXED ROUTE



## TARC3

