

CUSTOMER SERVICE SUBCOMMITTEE BOARD OF DIRECTORS MEETING



Meeting Notice:

The next meeting of this subcommittee of the TARC Board of Directors will be held at:

TARC's Headquarters 1000 W. Broadway, Louisville, KY 40203
Board Room
Wednesday, February 22 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 Ashlie Woods at 502.561.5108. Requests made as early as possible will allow time to arrange accommodation.

Agenda

- | | | | |
|------|---|---------------|-------------|
| I. | Call to Order | Jan Day | 1:30 |
| II. | Staff Updates | Carrie Butler | 1:35 – 2:15 |
| | a. Customer Feedback Report | Anna Cooper | |
| | b. Project Updates | | |
| | c. Review of related Board Resolutions and Action Items | | |
| III. | Old Business | | |
| | a. Advertising Policy | | |
| IV. | Proposed Agenda Items/Next Meeting Date | Carrie Butler | 2:15 |
| | a. Advertising Policy | | |
| | b. Special Services and Charter Requests | | |
| V. | Adjourn | | 2:30 |



CUSTOMER SERVICE COMMITTEE TARC BOARD OF DIRECTORS

FEBRUARY 22, 2023



CUSTOMER FEEDBACK PROCESS



CUSTOMER FEEDBACK PROCESS STEP 1

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

Responsibilities of the Customer Service Representative

- Document as many details as possible
- Provide customer with a 'Feedback Number' for reference
- Notify departmental investigator on all urgent concerns

Details Needed for Investigation

- Incident Date
- Incident Time
- Bus Number/Route #
- Pick up Location
- Drop off Location
- Description of Driver
- Incident Details

CUSTOMER FEEDBACK PROCESS STEP 2

Step 2

Initial Investigation

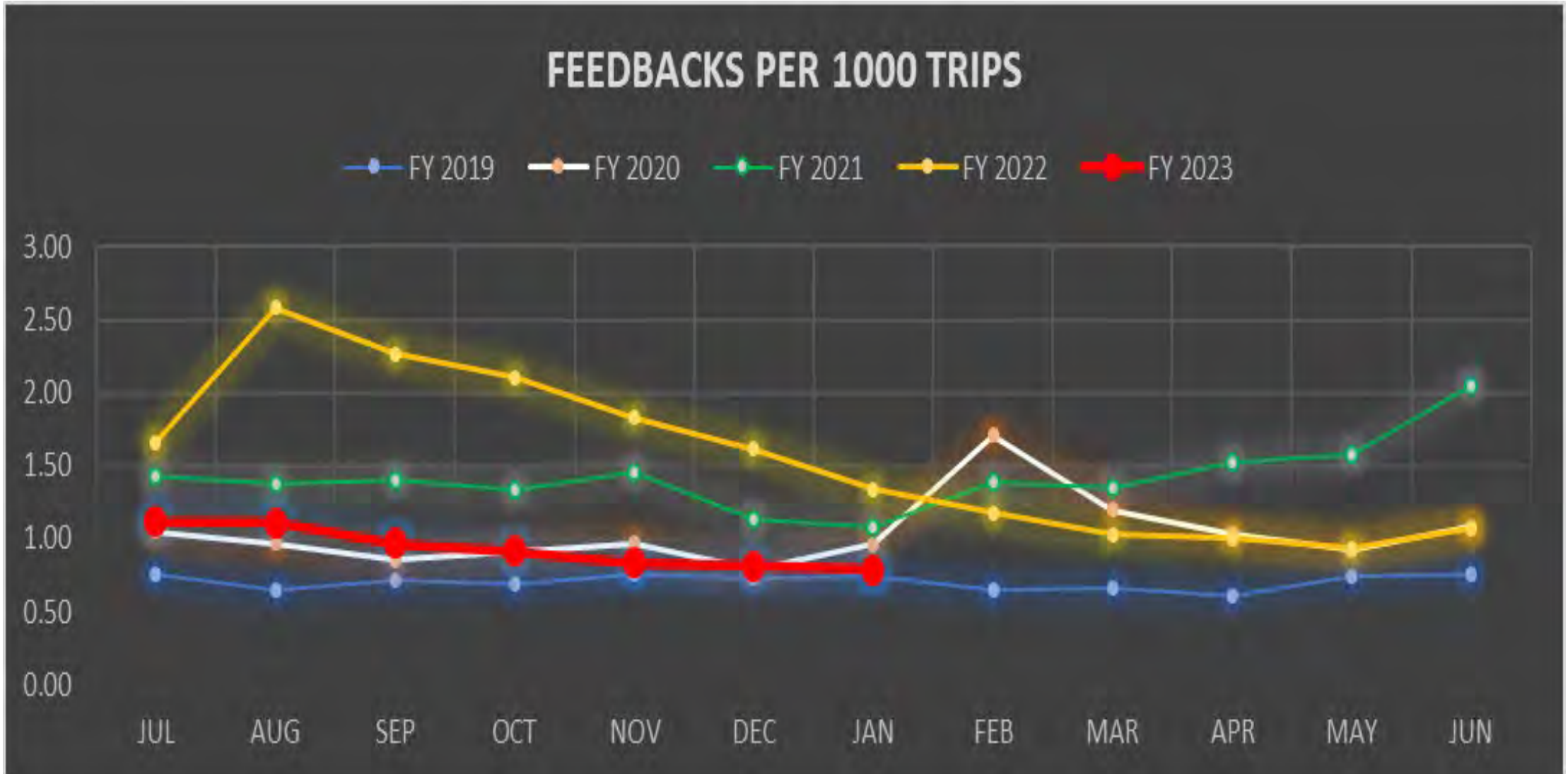
Customer Care Agent
Conducts Initial Investigation

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

Responsibilities of the Customer Service Representative

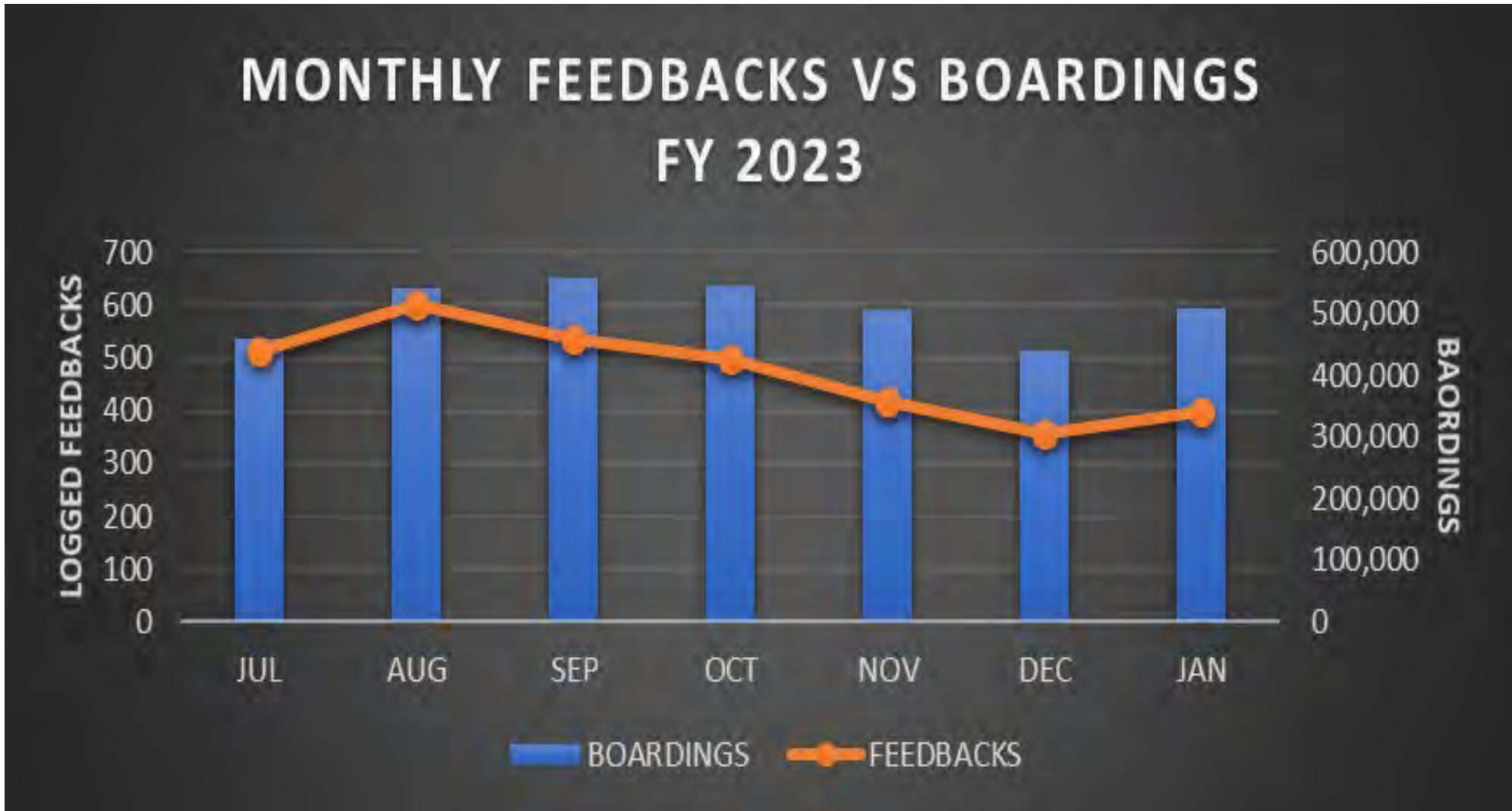
- Verify Information
 - Ask clarifying questions and recap details with customer
 - Check and verify information in Trapeze or Novus
- Educate customers on service policies and procedures
- Include back up documentation and attachments when necessary

YEARLY COMPARISON - FEEDBACKS PER 1000 TRIPS





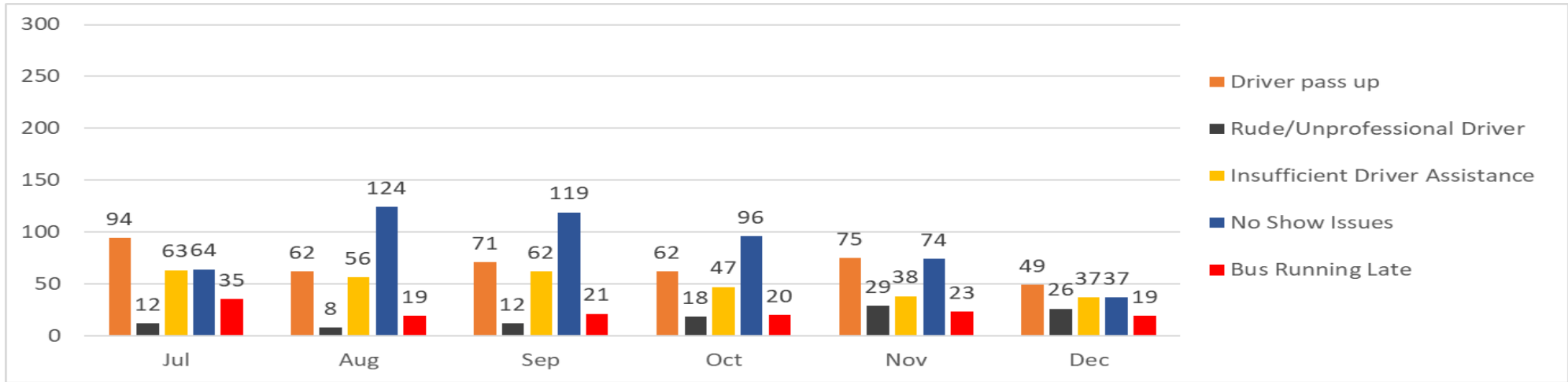
FY 2023 BOARDING COMPARED TO FEEDBACK



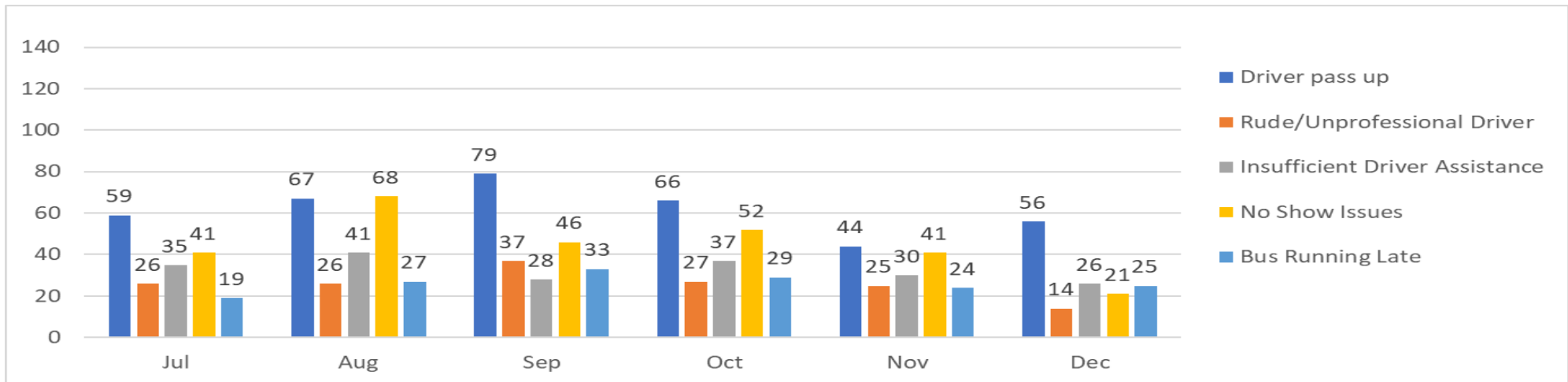


TARC FIXED ROUTE TOP FIVE FEEDBACK COMPARISON

FY22



FY23

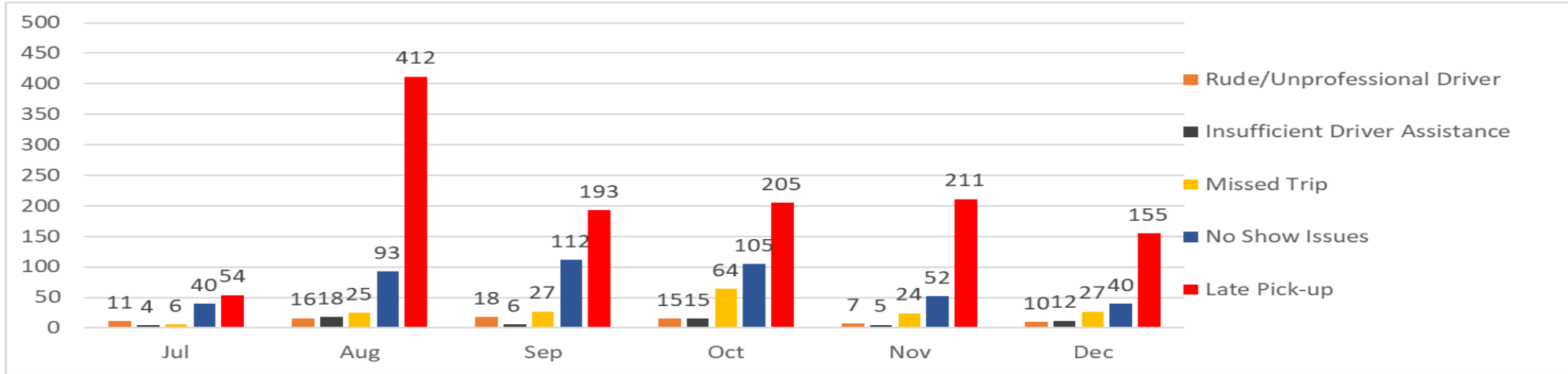


Most Improved - No Show Issues

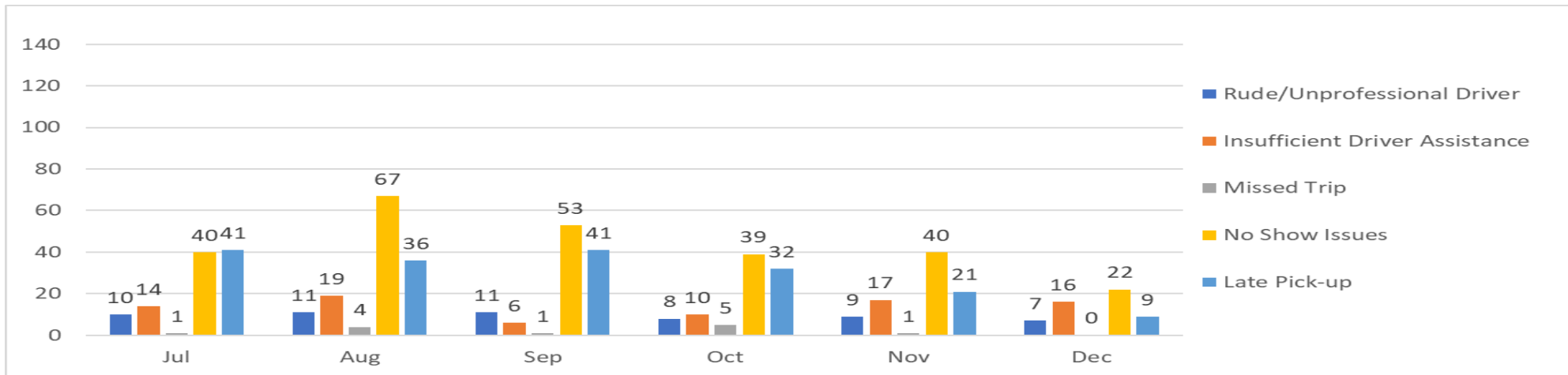


TARC3 TOP FIVE FEEDBACK COMPARISON

FY22



FY23



Most Improved – Late Pick ups and No Shows



FY23 TOP 5 FEEDBACK VS TOTAL FEEDBACK

