

METRO

Carson Division

Focus on Customer Service

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Why is Customer Service Important?

- *Meet the customer's needs*
- *Improve service quality and service delivery*
- *Achieve Metro Goals (KPI's)*

Passenger Comment Management System (PCMS)

Customer Complaint Response Handling System

- 1. Customer makes the complaint*
- 2. Complaint received through the PCMS System and customer contacted regarding their concerns*
- 3. Division Investigation of complaint*
- 4. Course of action to mitigate complaint*
- 5. Respond through PCMS system*

Customer Service Data

Carson Division 18 Management Staff monitors service on Lines: 40, 111, 115, 117, 120, 126, 127, 202, 204,207, 210, 211, 246, 265, 344, 442, 450, 550, 710, and 754.

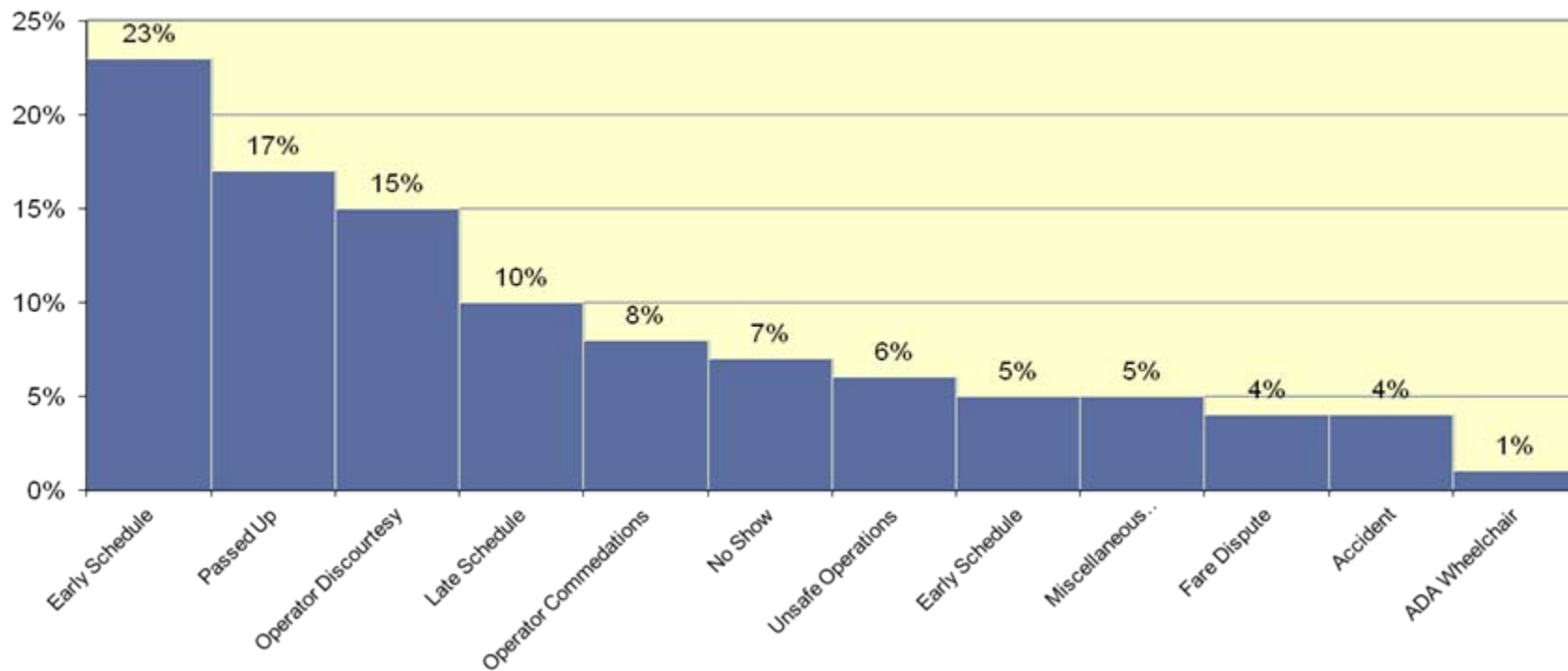
Types of Customer Complaints:

- *Late Schedule*
- *Passed Up*
- *Operator Discourtesy*
- *Accessible Service*
- *Operator's Performance*
- *Wrong Fare*
- *Commendations*

Customer Service Action Plan

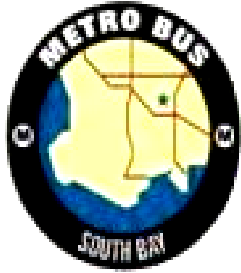
- Initiate an immediate thorough investigation
- Gather accurate and complete information from complaints
- Evaluate and analyze the information-
 - Schedule Adjustment
 - Operators-Training/behavior modification
 - Equipment
 - Traffic-Congestion/Construction
 - Passengers

Top Complaints FY 2012 Line 111



Education, Training and Information

- Managers and Supervisors must model the behavior by providing exceptional customer service to our Operators
- Management open door policy
- Employee Assistance Program
- Operations Central Instruction /Organizational Training & Development
- Quiet Room
- UTU Wellness Program



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Questions & Comments
