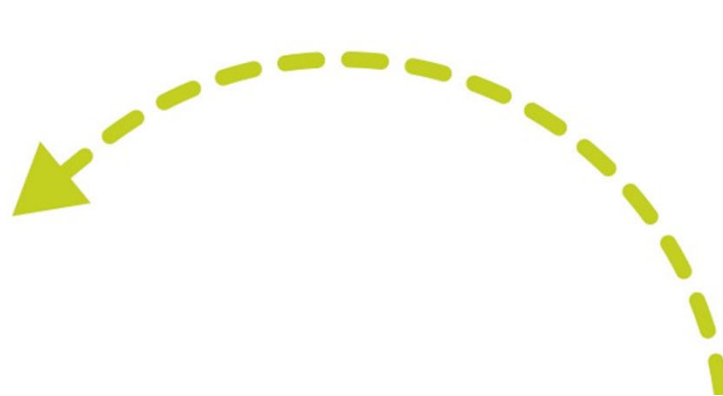


# Customer Service Call Center Update



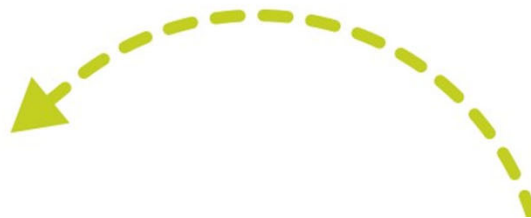
access



# Background

- 2016
  - Contract award
- 2017
  - Performance (KPI) Issues addressed
- 2018
  - Contract renewal
  - Customer Service model and assessment discussed with Customer Service Working group
- 2019 - Present
  - Access staff onsite

**access**

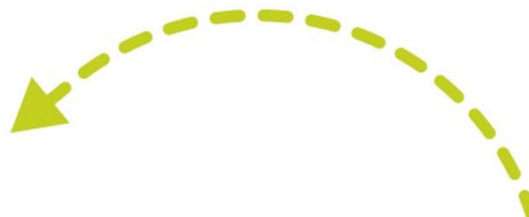


# Background (cont'd)



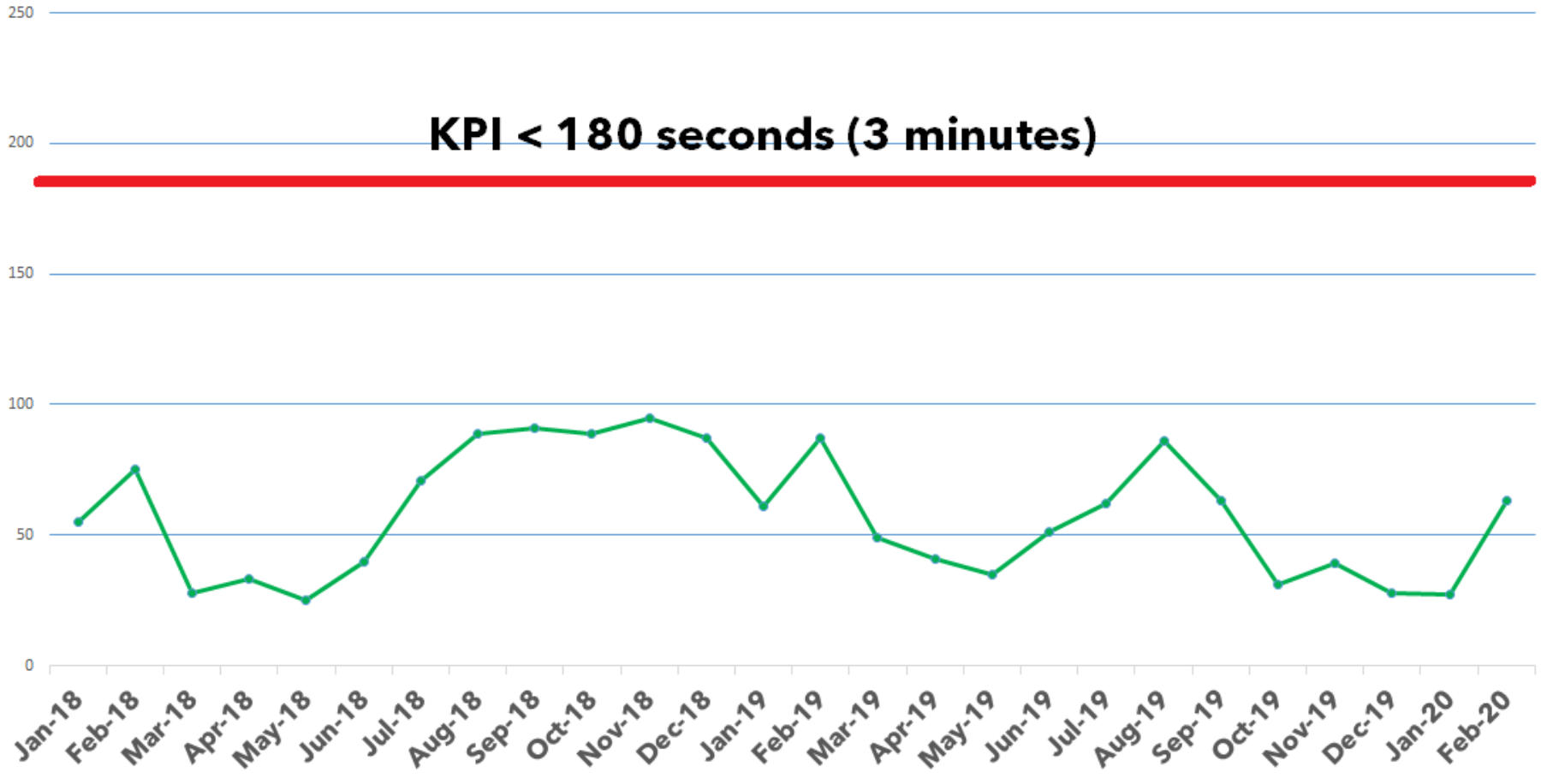
- Service Providers
  - Revised ETA process
    - ETAs provided within 20 minute window
    - Customers not placed on hold calling for ETAs
    - 20 ETA calls per region monitored each month
- ALTA OMC
  - ETAs provided within 20 minute window
  - First ETA is provided through WMR reducing time on hold for ETA
  - Back Up Trips
    - Revised SOP to empower OMC staff
    - Encourage staff to use judgement vs. procedures
  - Revised call review process with revised rating system and ALTA follow up
  - Review and revisions to more than 90 SOPs

**access**



# Performance Update

Average Hold Time

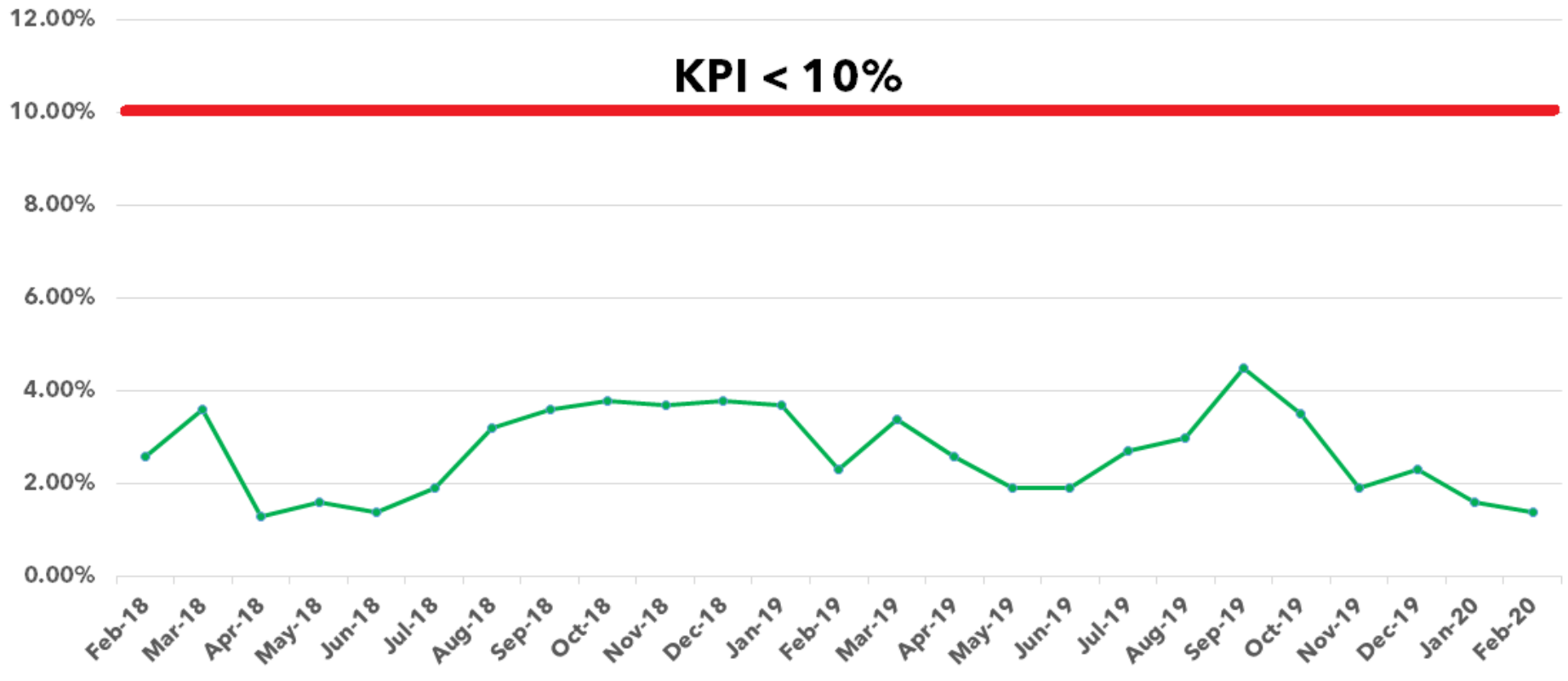


access



# Performance Update

## Abandoned Calls

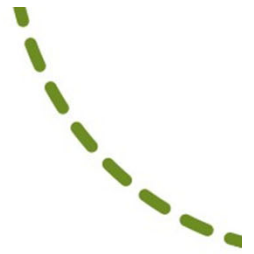
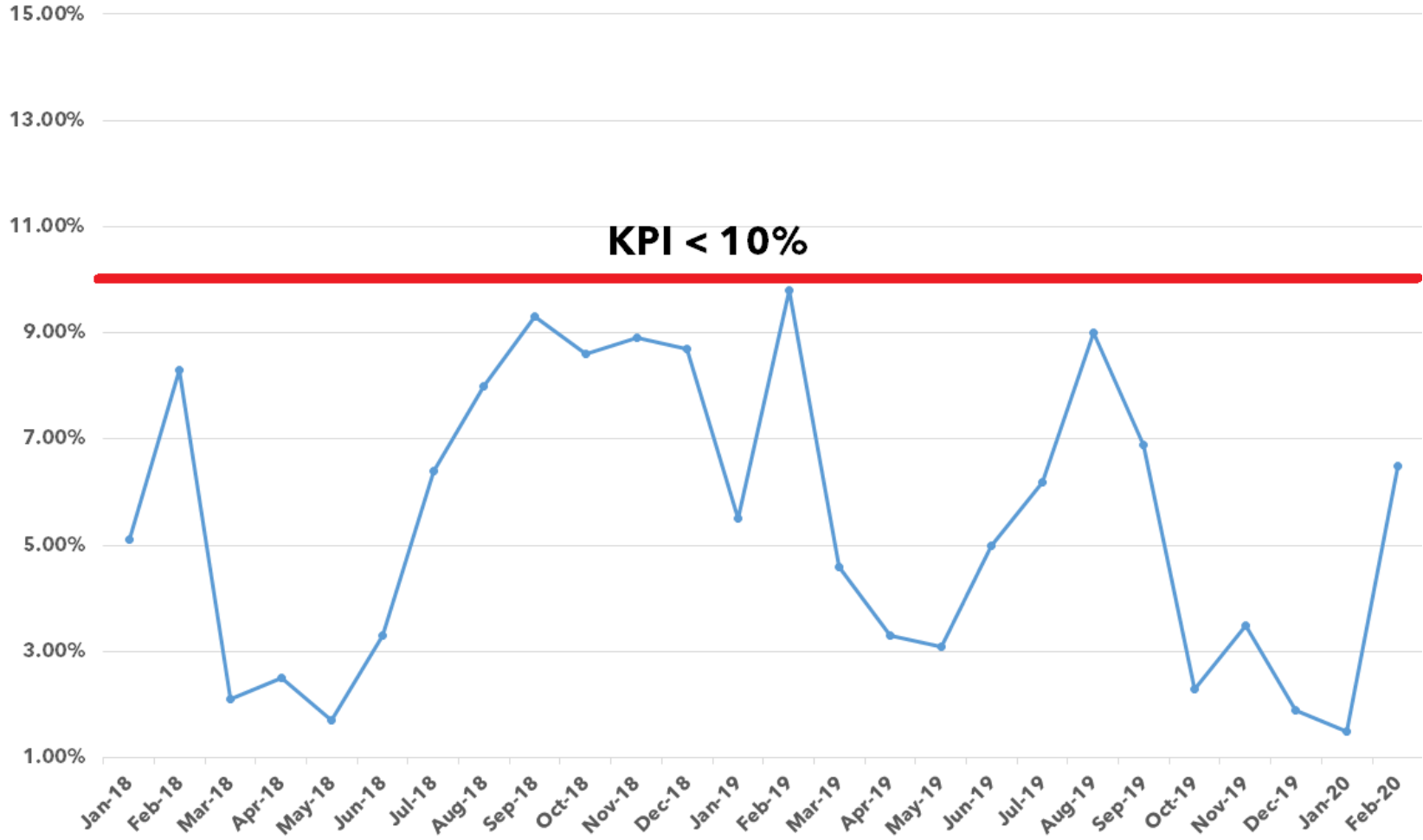


access



# Performance Update

## Percentage of Calls on Hold More than 5 Minutes



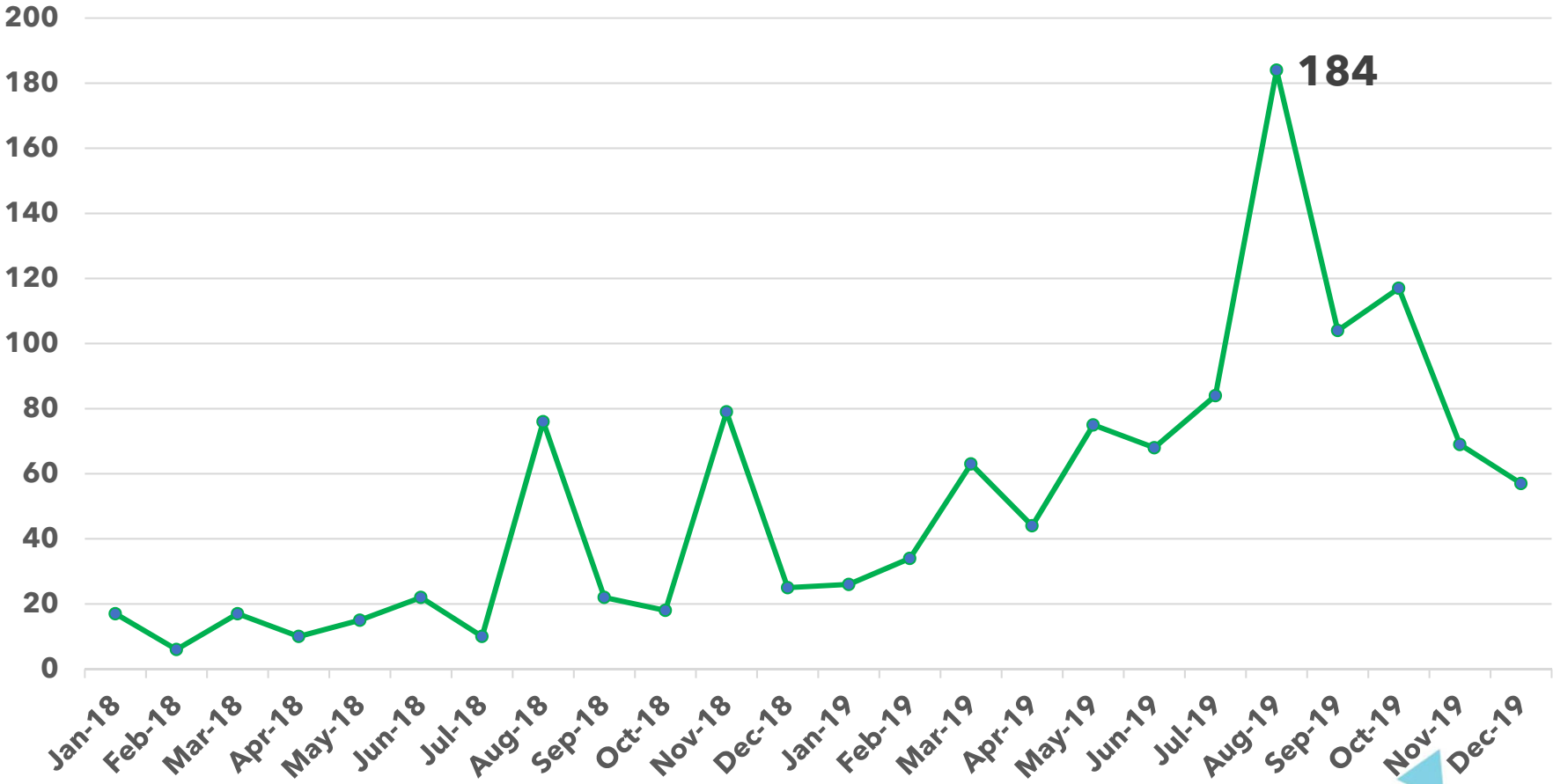
# Back up Trip Trends Stranded Category



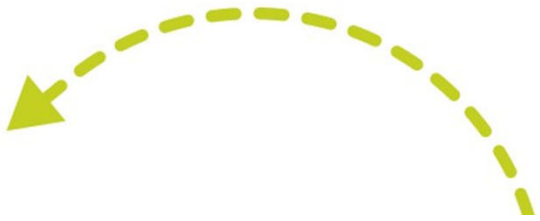
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# Back Up Trip Trends All Types



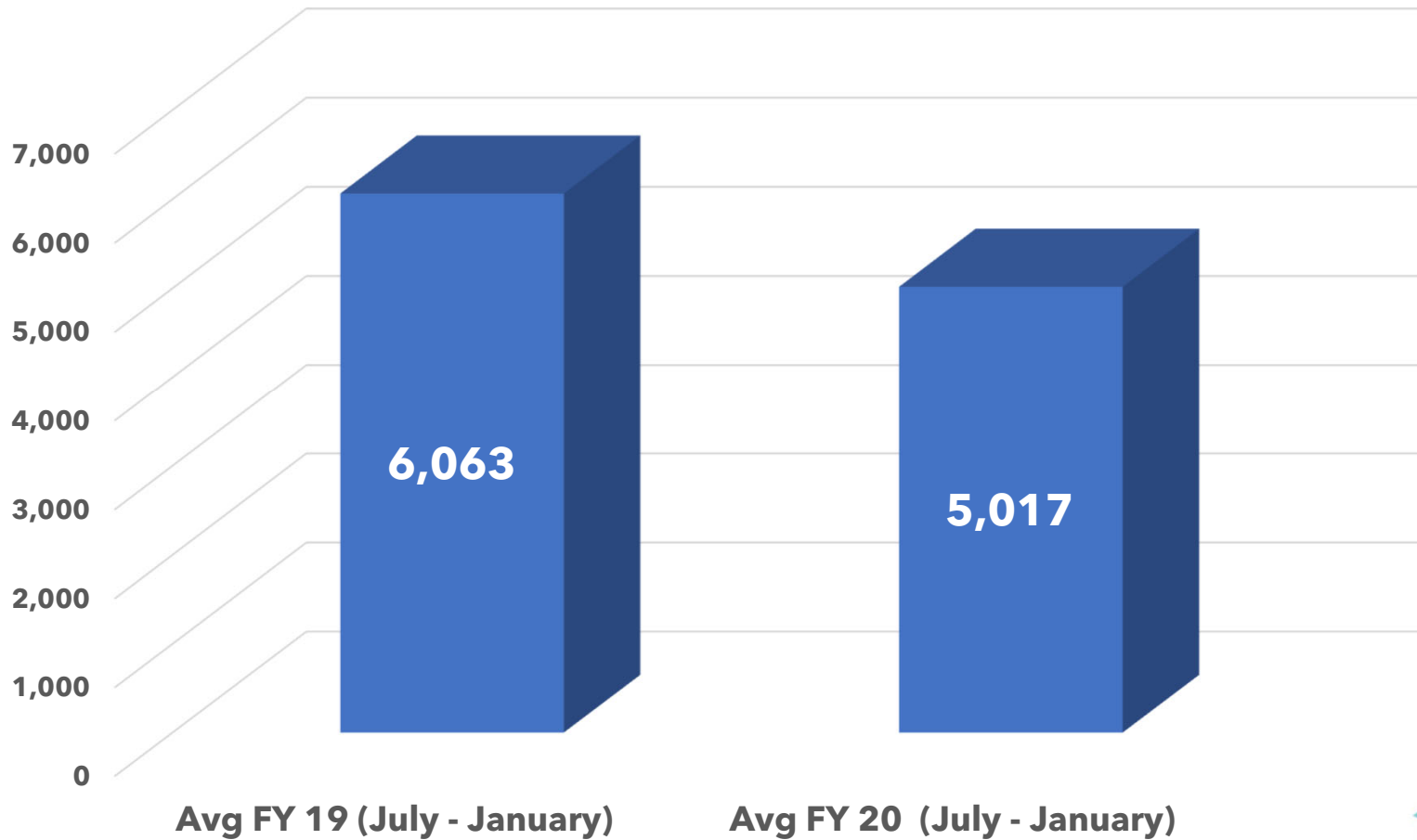
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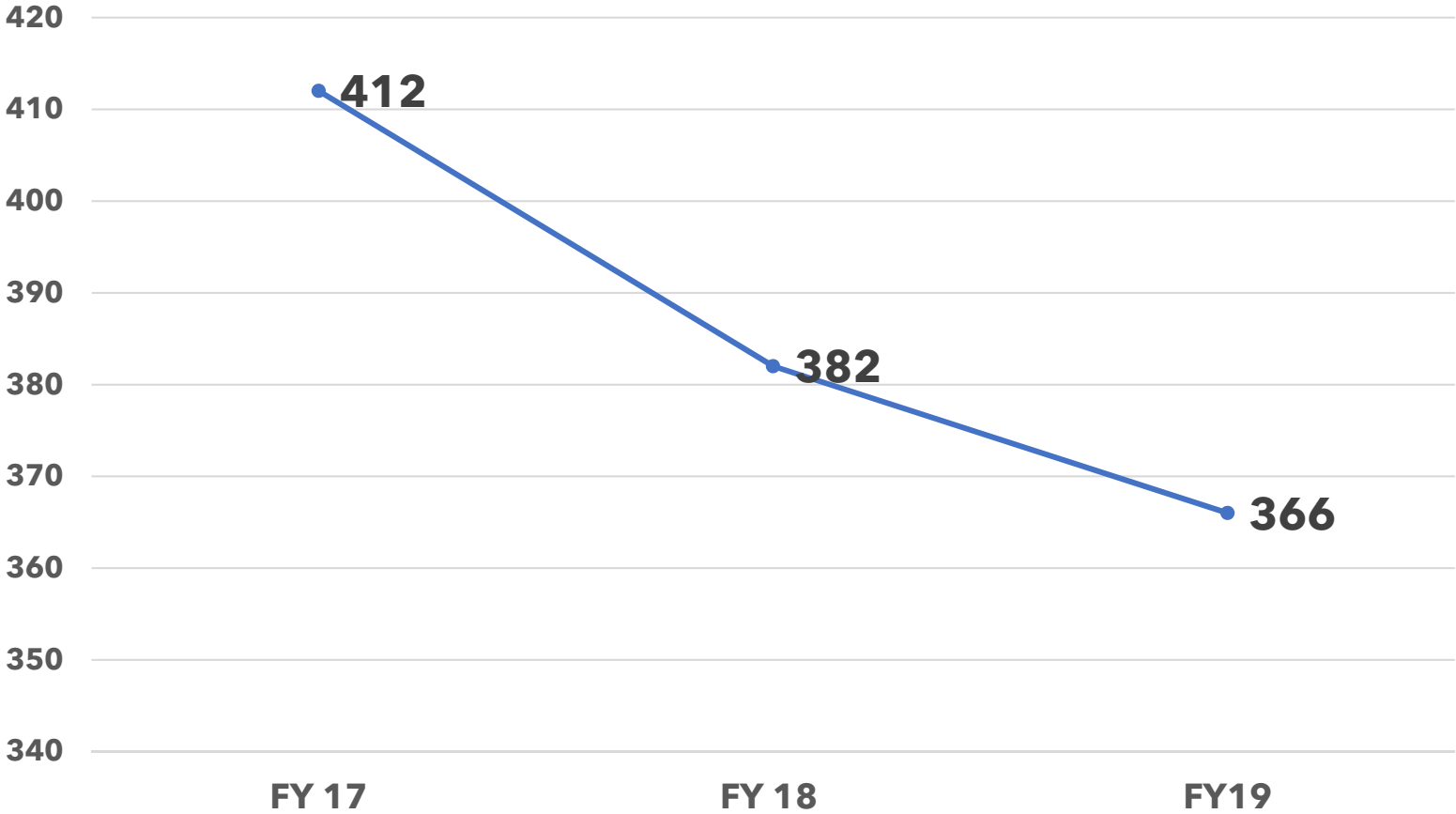
# ETA Calls to OMC

## OMC ETA Calls



access

# OMC Average Call Length

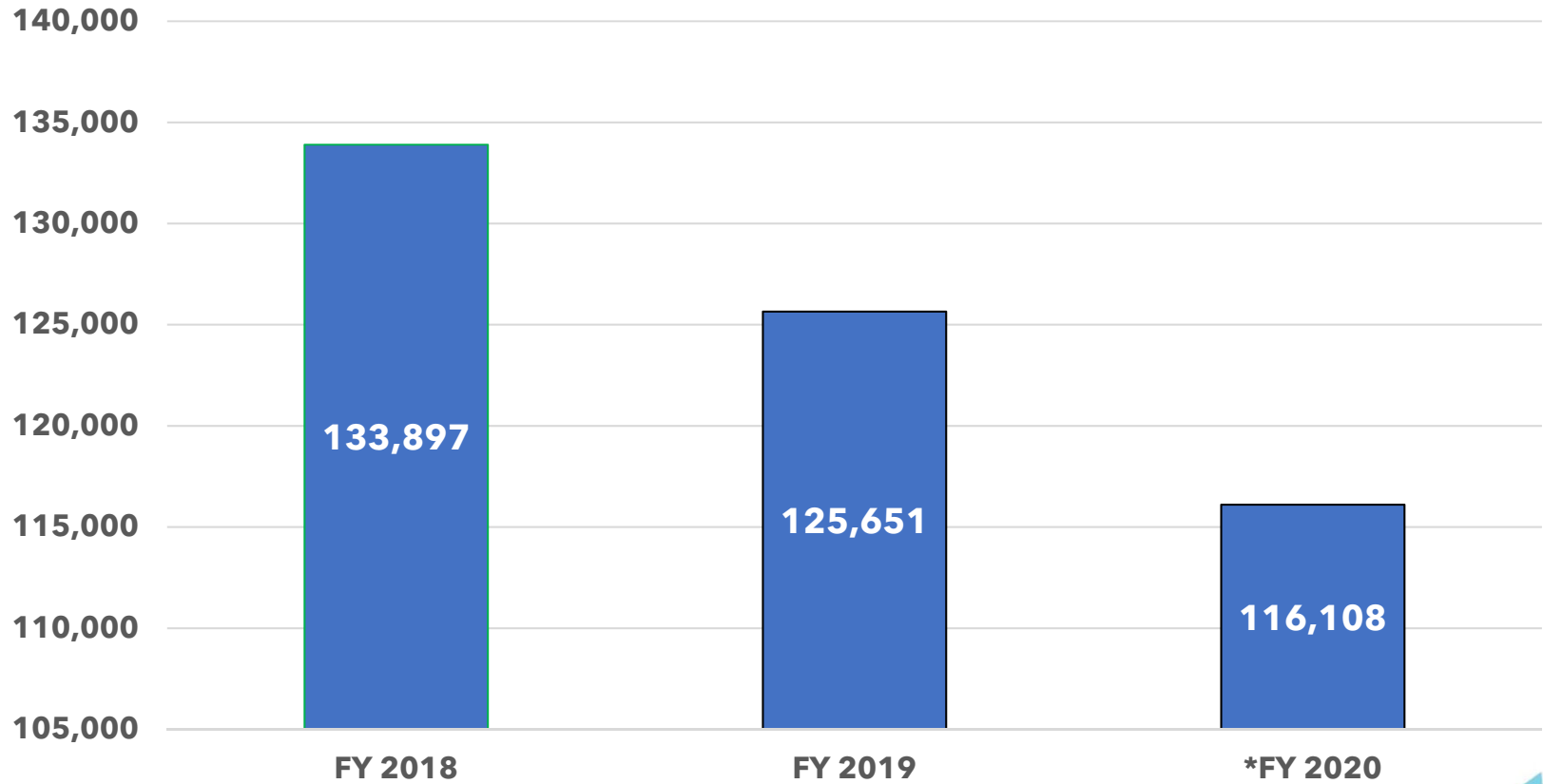


access



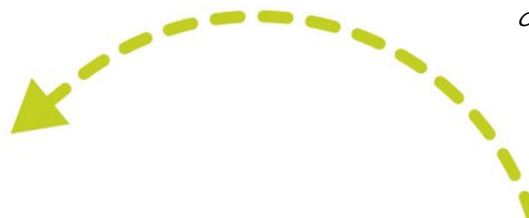
# OMC Call Trending

## Total OMC Calls



*\*Estimate for FY based on first 8 months*

access

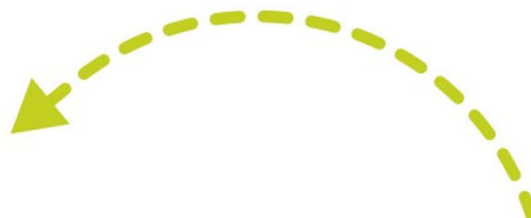


## Next Steps



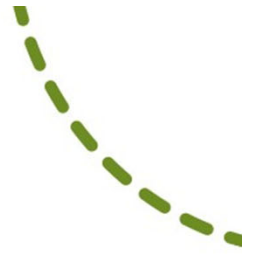
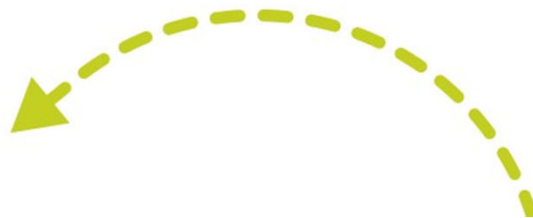
- Work with Operations to educate the providers when it is appropriate to refer customers to OMC
- Continue assessment of using TNCs as part of the OMC back up fleet
- Enlist CAC for continued feedback
- Go to the Board in June to exercise final two-year option term

**access**

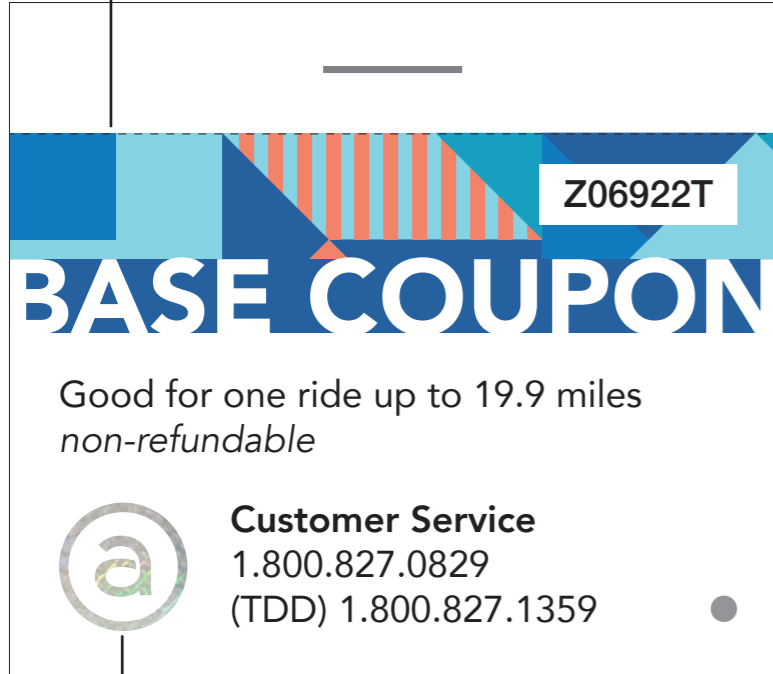


# Questions?

access



UV COATED PATTERN BLOCK




UV COATED PATTERN BLOCK

Z06922T

# BASE COUPON

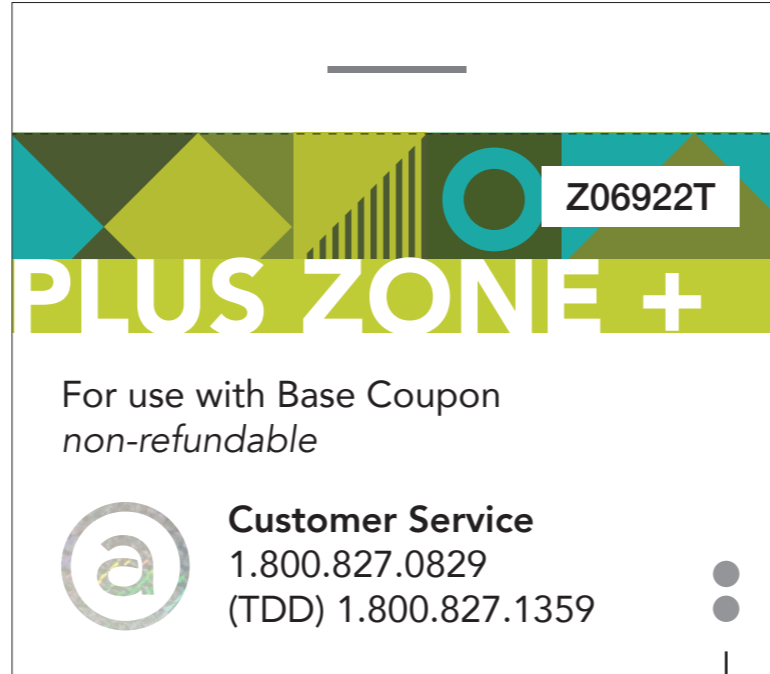
Good for one ride up to 19.9 miles  
*non-refundable*



**Customer Service**  
1.800.827.0829  
(TDD) 1.800.827.1359

●


SECURITY FOIL LOGO



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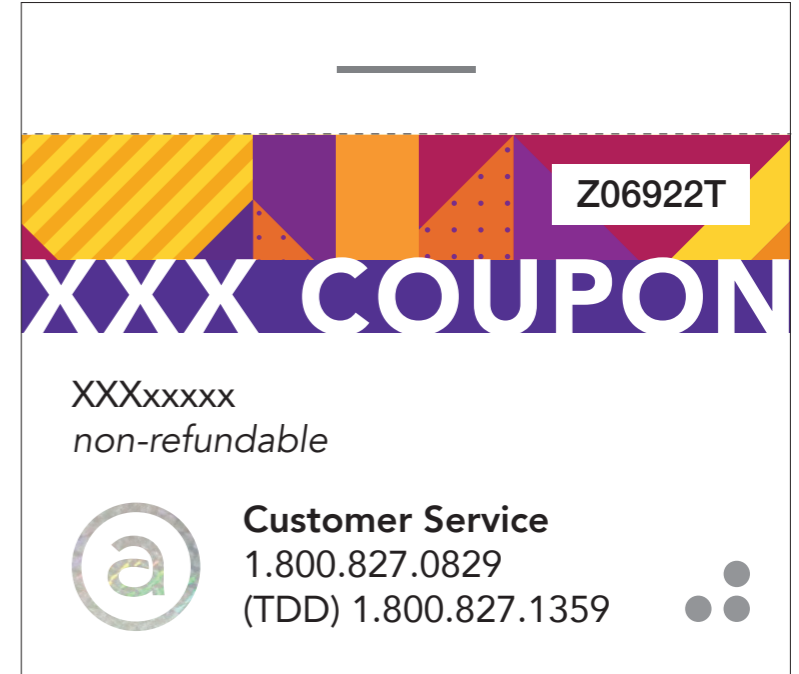
# PLUS ZONE +

For use with Base Coupon  
*non-refundable*



**Customer Service**  
1.800.827.0829  
(TDD) 1.800.827.1359


●●



Z06922T

# XXX COUPON

XXXxxxxx  
*non-refundable*



**Customer Service**  
1.800.827.0829  
(TDD) 1.800.827.1359

●●●

TACTILE HOLES TO DIFFERENTIATE COUPONS