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
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
Performance Update

Average Hold Time

KPI < 180 seconds (3 minutes)
Performance Update

Abandoned Calls

KPI < 10%
Performance Update

Percentage of Calls on Hold More than 5 Minutes

KPI < 10%
Back Up Trip Trends
All Types

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OMC Call Trending

Total OMC Calls

- FY 2018: 133,897
- FY 2019: 125,651
- *FY 2020: 116,108 (Estimate for FY based on first 8 months)
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
Questions?