



Customer Service Quality Assurance

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Customer Service QA Program

How It Started

Site visit with Tulsa, OK

Focus on Customer Service

Measurable Metrics

Customer Service QA Program

Implementation

Two, 10 minutes videos of each Bus Operator quarterly

Random Selection

Reviewed by management staff

Scoresheet Managed in Sharepoint

Customer Service QA Program

Scoring

Scored first batch as a group

Reviewed all scores of first

Reviewed batch at future date

Customer Service QA Program

Expectations

Scoring at least 70% expected

Scoring at least 90% included in drawing

Scoring under 70% enter remediation / discipline

Scores used in annual review

Customer Service QA Program

Difficulties

Downloading Videos

Finding Time to Review

Customer Service QA Program

Benefits

Operators know their metrics

Compliance Checks (Triennial Review)

- ADA Announcements

- ADA Wheelchair Hookups

Safety

- Seatbelt Checks

- Road Rules

Customer Service QA Program

Moving Forward

Add more safety components

Change Scoring

Better Individual Review with Bus Operators

Customer Service QA Program

Questions?

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