



Technology: A Bridge to Efficient Customer Service

Technology- Easing Pressure on Staff

- Understanding the customers needs
- Understanding your labor pool
- Maximizing your budget
- Choosing your technology
- Launching your technology
- Benefit from enhanced customer service

Understanding the Customers Needs

Needs of the Rider

- Safety
- Independence
- Time constraints
- Trends
- Uber like experience
- Avoid talking to agents
- Notification options

Needs of the Transit agency

- Operational cost
- Staffing restraints
- Staff burnout



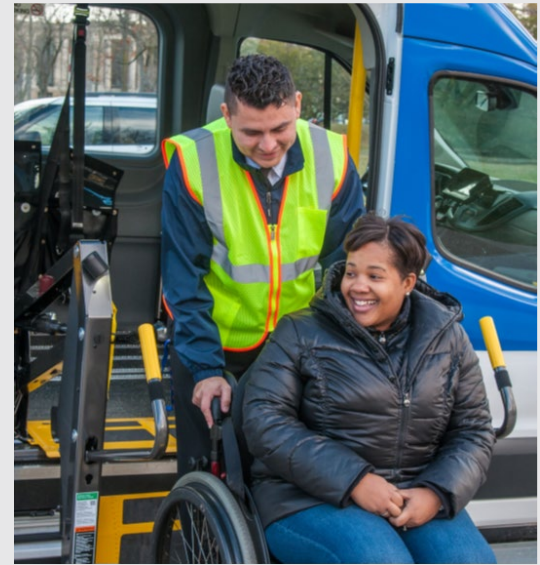
Understanding your Labor Pool

- Untrained
- Underpaid
- Understaffed
- Underfunded



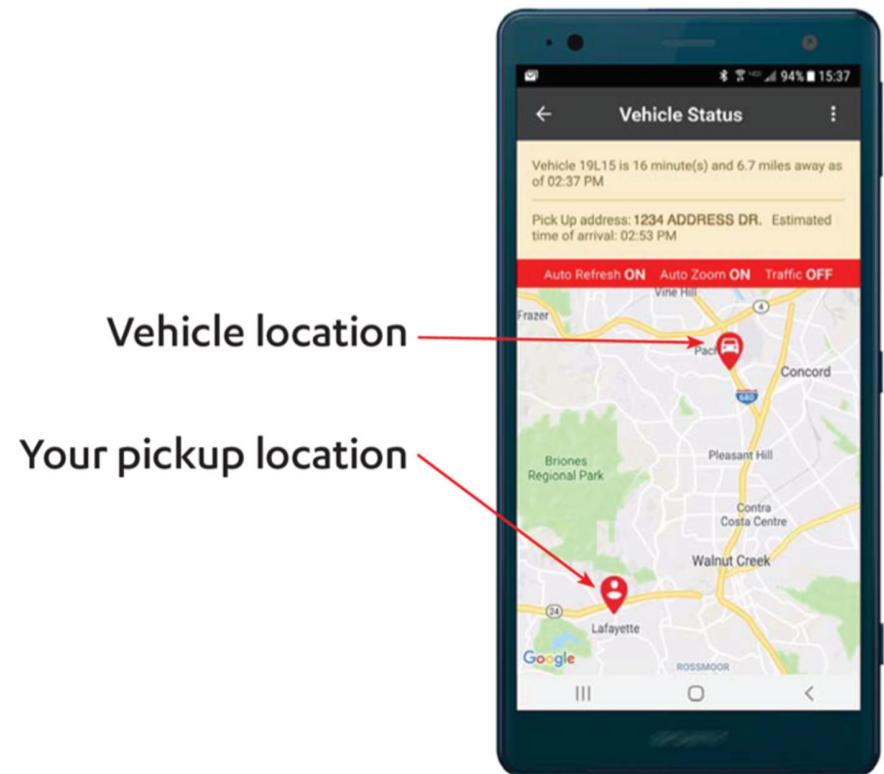
Maximizing your Budget

- Cost of poor service
- Complaints
- Lack of productivity
- Working with your IT department
- Networking with other agencies
- Look for grants
- Analyze cost savings if technology is applied



Choosing your Technology

- Cost
- Functionality
- Ease of use (Agency staff and rider)
- ADA complaint
- Maximum gain

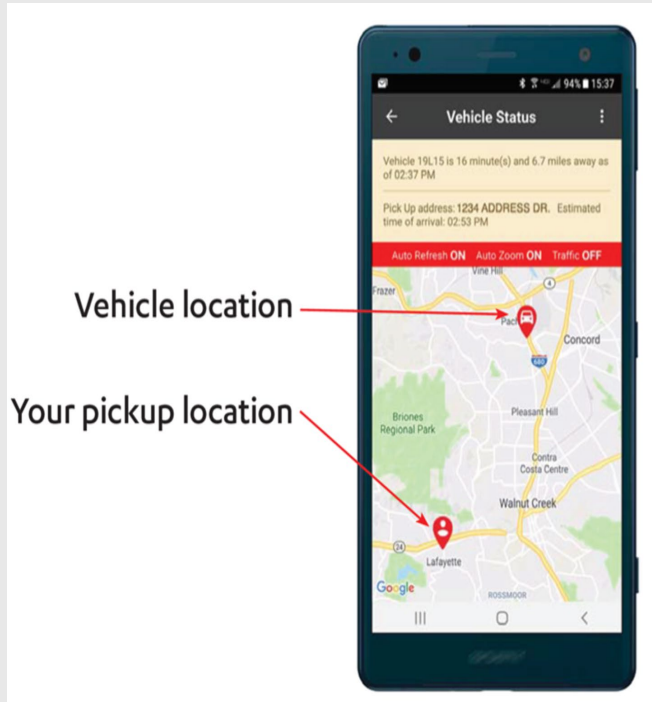


Launching your Technology

- Beta testing
- Training
- Feedback
- Follow-up on feedback
- Alternative solutions for non-technology users
- On-going for drivers, management and other operations staff

What does MyTransit Manager do?

County Connection App



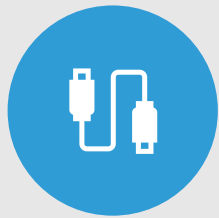
- Monitor trips in real time
- See where the bus is on a map
- Rate your ride
- Receive notifications when the bus is about to arrive or if it's waiting at your door, on the app or via email, text, or voice
- My Transit Manager can also be used to inform family members or caretakers of the same trip status and monitor the trip from pickup to destination

Effects on Labor Force

- Life work balance
- Time to receive proper training
- Increase in wage scale
- Less sick days
- Less burn out (The less passengers call to complaint the more effective and rewarding staff feels)
- ***Passenger appreciation***



Benefits from Enhanced Customer Service



Conveniently monitor your trips using your smartphone



Notifications to help keep you informed about your trips



Keep others informed about your trip status



Provide feedback about your trip directly to the County Connection LINK team

Ride ratings

- Improved Customer service
- Improved communication with transit agencies
- Capturing the good which can be shared with staff
- IMPROVED MORAL

The screenshot displays a web application titled 'My Transit Manager' with a sub-section for 'My Transit App Ratings'. The interface shows a table of ride data and a summary of ratings.

Cost_Center	Contact Name	Average of Rating	Feedback	tripID	Q_Time	Q_Address	Q_Time	Q_Address
80219	County Connection MADOOK WILLIAM	5.0		3201364	08:32	1107 GLENGARRY DR, WALNUT CREEK		321 GOLF CLUB RD, PLEASANT HILL
80219	County Connection MARLAR, RACHELE	5.0		3291380	08:30	1330 FRANKLIN CANYON RD, MARTINEZ	10:00	1308 SAN CARLOS AVE, CONCORD
80219	County Connection MCRADON, MEGAN M	5.0		3293441	09:00	267 BETTY LANE, PLEASANT HILL	09:30	1671 CONTRA COSTA BLVD, PLEASANT HILL
80219	County Connection NICKERSON, MATTHEW	5.0		3295320	08:30	1310 BAIRD CT, Concord	08:35	1913 SAUND CT, Concord
80219	County Connection NICKERSON, MATTHEW	2.0	Picked up 10 minutes early with no warning alert	3294775	08:30	1310 BAIRD CT, Concord	09:35	4011 PORT CHICAGO HWY, Concord
80219	County Connection ROGOS, MELISSA	5.0		3302130	11:15	113 VALLE VISTA DR, DANVILLE	12:15	1308 SAN CARLOS AVE, CONCORD
80219	County Connection WALKER, CHRISTOPHER G	5.0		3301442	13:15	830 SAVANNAH CR, WALNUT CREEK		321 GOLF CLUB ROAD, PLEASANT HILL
80219	County Connection WILSON, DONALD	5.0		3297123	15:00	185 MASON CIRCLE, CONCORD		488 STARBRIDGE CT, Pleasant Hill
80219	County Connection WILSON, DONALD	5.0		3295728	07:55	488 STARBRIDGE CT, Pleasant Hill	08:00	185 MASON CIRCLE, CONCORD
80219	County Connection ALPHEE, KATHLEEN L	5.0		3294790	08:40	2835 LAVENDER DR, WALNUT CREEK	09:00	3547 WILKINSON LN, LARAVETTE
80219	County Connection ALPHEE, KATHLEEN L	5.0		3302111	15:00	3547 WILKINSON LN, LARAVETTE		161 TOMMY AND COUNTRY DR, UNKLN, DANVILLE
80219	County Connection COBACHA, LUISFO	5.0		3301273	09:40	2222 RACHECO ST UNK#312, CONCORD	11:00	1300 MT Diablo Blvd, Walnut Creek
80219	County Connection COBACHA, LUISFO	5.0	Driver was a great and outstanding driver.	3301276	12:13	1208 MT Diablo Blvd, Walnut Creek		2222 RACHECO ST UNK#312, CONCORD
80219	County Connection FORTNEY, NOLAN B	5.0		3294914	08:24	304 PRIMROSE DR, Pleasant Hill	09:00	3547 WILKINSON LN, LARAVETTE
80219	County Connection HURD, CHANE A	5.0	We love our REGULAR drivers.	3294896	08:37	905 BROWN ST, MARTINEZ	10:30	490 GOLF CLUB RD, Pleasant Hill
80219	County Connection JACKSON, CAREN	5.0		3293040	07:15	5163 SARAVENYA DR, Concord	08:00	3501 CHERRY DR, PLEASANTON
80219	County Connection MADOOK WILLIAM	5.0		3301360	07:23	1107 GLENGARRY DR, WALNUT CREEK		321 GOLF CLUB RD, PLEASANT HILL
80219	County Connection MCRADON, MEGAN M	5.0		3294823	08:15	267 BETTY LANE, PLEASANT HILL	08:30	2305 RACHECO ST, Concord
80219	County Connection MCKELLAR, BENJAMIN S	5.0	I need a mini-van to get to my grandpa's house.	3301514	17:27	5485 IOWA DR, CONCORD	18:00	1544 PALMS VERDE MALL, Walnut Creek
80219	County Connection WALKER, CHRISTOPHER G	5.0		3301438	08:15	830 SAVANNAH CR, WALNUT CREEK		321 GOLF CLUB RD, PLEASANT HILL
80219	County Connection WILSON, DONALD	4.0		3296190	15:40	175 CLEARLAND RD, PLEASANT HILL	16:40	488 HIGHLIFF HILLS DR, Martinez
80219	County Connection MCKELLAR, BENJAMIN S	4.0		3301320	13:00	5485 IOWA DR, CONCORD		1444 PLEASANT HILL RD, Lafayette
80219	County Connection FORTNEY, NOLAN B	5.0	Jeff is an excellent driver. Very patient with Nolan.	3283830	08:10	217 EXPRESS HILLS CT, DANVILLE	09:00	3547 WILKINSON LN, LARAVETTE
80219	County Connection HURD, CHANE A	5.0	Lovely driver	3293831	08:45	905 BROWN ST, MARTINEZ	10:30	490 GOLF CLUB RD, Pleasant Hill
80219	County Connection MIRAGATO, FRANCES	5.0		3298655	11:15	1851 TRINITY AVE UNK#311, Walnut Creek		5389 ATHENS DR, San Ramon

Ratings Summary:
Average Rating: 200
4.57

Easing the pressure on staff

Rider notification since technology

- 20% of trips per day are riders using the app- approximately 281 trips per day
- Reduction of 5 calls per day on “Where is my ride calls”
- 11% of cancellations received via mobile app; Reduction of approximately 4 calls per day
- Dispatchers making 32 imminent arrival calls per day; Reduction to 16 calls per day
- Estimated time saved on FTE efforts 3 hours a day



Easing the pressure on staff

WHAT CAN 3 HOURS A DAY BUY YOU?

- One on one training
- Increased devotion to problem areas of the service
- Better customer service for passengers that must call in
- Potentially increased wages
- Better service knowledge with existing labor force
- Longevity due to less stress of existing labor force
- Reducing the need to always hire