

**To:** Marketing, Planning & Legislative Committee

**Date:** 7/2/2019

**From:** Melody Reeb, Manager of Planning

**Reviewed by:**



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**SUBJECT: Customer Service Activity Update**

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### Background:

County Connection provides customer service through its call center and in person at its administrative offices. Currently, the call center is open Monday – Friday from 6:30 am – 6:30 pm, and the front desk is open Monday – Friday, from 8:00 am – 5:00 pm.

With the deployment of the TransitApp and Bus Tracker, as well as the availability of transit information on Google and County Connection’s website, customer service calls have significantly decreased over the last several years. In June 2018, County Connection eliminated call center hours on Saturdays in response to a low volume of calls and staffing shortages. This has provided more flexibility in staffing and has allowed County Connection to have more presence within the community at various outreach events.

### Call Center Activity:

The table below shows monthly call volumes from January through June 2019 and the percentage change from the prior year. Call volumes increased in March and April, mainly due to the major service and fare changes that were implemented around that time. However, call volumes continued to decline overall, with a drop of about 4% over the six-month period.

| Month         | Call Volume   | % Change from 2018 |
|---------------|---------------|--------------------|
| January 2019  | 2,482         | -35%               |
| February 2019 | 3,248         | -9%                |
| March 2019    | 4,338         | 24%                |
| April 2019    | 3,488         | 5%                 |
| May 2019      | 3,574         | -4%                |
| June 2019     | 3,116         | -2%                |
| <b>TOTAL</b>  | <b>20,246</b> | <b>-4%</b>         |

### In Person Activity:

The majority of in person activity that occurs is related to Clipper and RTC cards. County Connection’s administrative offices is one of the few locations where customers can apply

for an RTC card, or get a Senior or Youth Clipper card in person. Customers and other members of the public may also come to County Connection's offices in person to retrieve an item from lost and found, or to pick up or drop off a job application. On average, front desk staff assist around 100-200 customers per month.

**Financial Implications:**

None.

**Recommendation:**

For information only.