

Adopted by Council at its meeting held June 15, 2015 [M212-2015]
/RB
Windsor, Ontario June 15, 2015

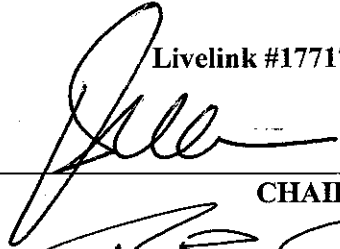

REPORT NO. 259 of the
ENVIRONMENT, TRANSPORTATION & PUBLIC SAFETY
STANDING COMMITTEE
of its meeting held May 20, 2015

Present:
Councillor P. Borrelli
Councillor F. Francis
Councillor C. Holt
Councillor H. Payne
Councillor B. Marra (Chair)

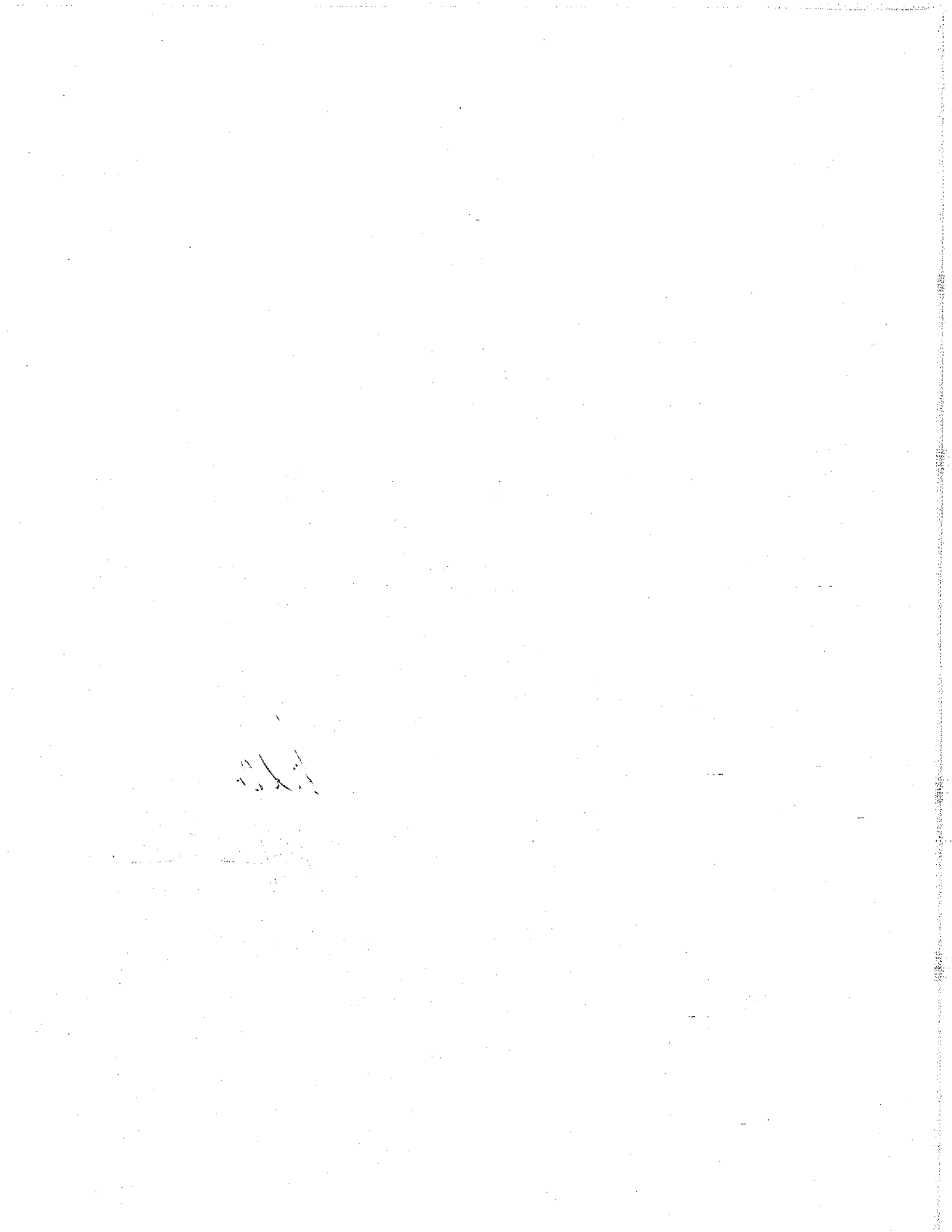
That the following recommendations of the Environment, Transportation and Public Safety Standing Committee **BE APPROVED:**

Moved by Councillor Francis, seconded by Councillor Borrelli,
THAT the administrative report authored by the Executive Director of Transit Windsor dated May 1, 2015 entitled "Customer Service Statistics 2015 – Quarter 1" **BE RECEIVED** for information.
Carried.

Clerk's Note: The administrative report entitled "*Customer Service Statistics 2015 – Quarter 1*" is attached as background information.

Livelihood #17717 MT2015

CHAIRPERSON

COUNCIL SECRETARIAT

NOTIFICATION:	
NAME	CONTACT INFORMATION



THE CORPORATION OF THE CITY OF WINDSOR
Transportation Division – Transit Windsor

**MISSION STATEMENT:**

"Our City is built on relationships – between citizens and their government, business and public institutions, city and region – all interconnected, mutually supportive, and focused on the brightest future we can create together."

LiveLink REPORT #: 17717 MT2015	Report Date: May 1, 2015
Author's Name: Patrick Delmore	Date to Standing Committee: May 20, 2015
Author's Phone: 519-944-4141 Ext. 232	Classification #:
Author's E-mail: pdelmore@city.windsor.on.ca	

To: Environment, Transportation & Public Safety Standing Committee

Subject: Customer Service Statistics 2015 – Quarter 1

1. RECOMMENDATION: City Wide: Ward(s): _____

That the report regarding the Statistics on Customer Service Requests from 311 be RECEIVED for information.

EXECUTIVE SUMMARY:

N/A

2. BACKGROUND:

Historically the Transit Windsor Board of Directors has been provided with the Customer Service Statistics report that outlines complaints, compliments and suggestions received through 311's Customer Service Requests (CSR). Going forward, this report will be submitted to the Environment, Transportation and Public Safety Standing Committee. Transit Windsor and 311 record service requests within the same system to provide a consistent measurement of the comments received from riders and the public regarding transit service. When residents contact 311 to file a complaint, suggestion or compliment, each contact is investigated by the appropriate department and the customer receives a return call to discuss their inquiry.

3. **DISCUSSION:**

Of the top 10 municipal departments that receive Service Requests through 311, Transit Windsor ranked number 8 with 277 service requests for the first quarter of 2015.

In late 2014, City Council approved that Transit Windsor could provide additional hours of service. This service expansion translated into a higher level of transit service and better customer experience.

During the first quarter of 2015 complaints/issues pertaining to Transit Windsor have decreased by 12% decrease compared to the same period in 2014 (243 in 2015 vs. 273 in 2014). The breakdown of each category is included in the attached report from 311. The largest reduction in complaints filed was in the category of Driver Complaints. This category saw a 9.2% decrease compared to the same period in 2014 (153 in 2015 vs. 167 in 2014). Additionally, the Driver Compliments category saw a 23% increase compared to the same period in 2014 (27 in 2015 vs. 22 in 2014).

4. **RISK ANALYSIS:**

N/A

5. **FINANCIAL MATTERS:**

N/A

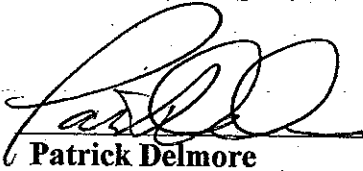
6. **CONSULTATIONS:**

N/A

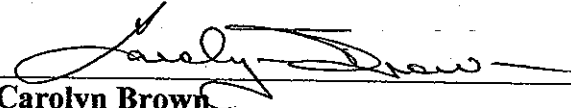
7. **CONCLUSION:**

The CSR program provides an avenue of accountability for the service that Transit Windsor provides. This program gives the rider the ability to voice their concerns and provide constructive criticism. Transit Windsor takes all customer complaints, concerns and suggestions seriously and uses them as an opportunity to improve the services that are provided.

In the first quarter of 2015, Transit Windsor provided approximately 76,000 hours of service and carried 1,600,002 passengers (rides). Based on 243 complaints, this equates to .0032 complaints per hour of service or .00015 complaints per ride.



Patrick Delmore
Executive Director, Transit Windsor



Carolyn Brown
Corporate Leader - Transportation Services



Valerie Critchley
City Clerk/Licence Commissioner and
Corporate Leader of Public Engagement and
Human Services



Helga Reidel
Chief Administrative Officer

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APPENDICES:

Appendix A - Transit Windsor Quarter 1 2015 Customer Service Statistics from 311

NOTIFICATION :

Name	Address	Email Address	Telephone	FAX
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Report prepared by the 311/311 Call Center

TRANSIT WINDSOR
1ST QUARTER 2014/2015 COMPARABLE

COMPLAINTS	1ST QUARTER 2015 - COUNT	1ST QUARTER 2014 - COUNT	YTD 2015 - COUNT	YTD 2015 - %	YTD 2014 - COUNT	YTD 2014 - %	2015 YTD VARIANCE
Driver Complaint	58	167	153	63%	167	61%	(14)
General Complaint	76	24	26	13%	24	9%	2
Passenger By-passed	19	26	19	39%	26	10%	(7)
Schedule Adherence Complaint	6	18	19	6%	18	7%	(3)
Scheduling Complaint	13	9	14	5%	9	3%	5
Bus Shelter Issue	10	6	10	4%	6	2%	4
Bus Stop Issue	4	11	4	2%	11	4%	(7)
Passenger Injury	2	2	3	3%	2	1%	1
Bus Shelter Litter Pick Up	3	0	1	1%	0	0%	1
Transit Policy	1	0	1	0%	0	0%	1
Accessibility	1	1	1	0%	1	0%	0
Route Complaint	0	1	0	0%	1	0%	(1)
Turned Bus Complaint	0	3	0	0%	3	1%	(3)
Turned Bus Complaint/Suggestion	0	5	0	0%	5	2%	(5)
TOTAL SERVICE REQUESTS	48	273	243	100%	273	100%	(30)
UNSUBSTANTIATED COMPLAINTS/PASSENGER REQUESTS	27	24	27	11%	24	9%	3
COMPLIMENTS/SUGGESTIONS							
Driver Compliment	27	22	27	79%	22	88%	5
New Service Suggestion	3	0	3	8%	0	0%	3
Schedule Suggestion	2	2	2	5%	2	8%	0
Route Suggestion	1	1	1	3%	1	4%	0
Turned Bus Compliment/Suggestion	0	0	0	0%	0	0%	0
TOTAL SERVICE REQUESTS	33	25	33	100%	25	100%	8

Apr 1, 2015

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