

**SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS**

POLICY AND GOVERNANCE COMMITTEE

**CSA Update
Muni Customer Service Review Project
May 20, 2016**



Muni Customer Service Review

The Controller's Office and Muni Customer Service are working on a collaborative effort to improve the Passenger Service Report (PSR) process. The SFMTA receives over 20,000 PSRs per year, and about half are employee-related.

Why

- We need to make the PSR process better
- Our customers are our eyes and ears, and their feedback helps us create a better transit system
- PSRs require substantial effort from SFMTA employees and are difficult to take action on and use as a management tool



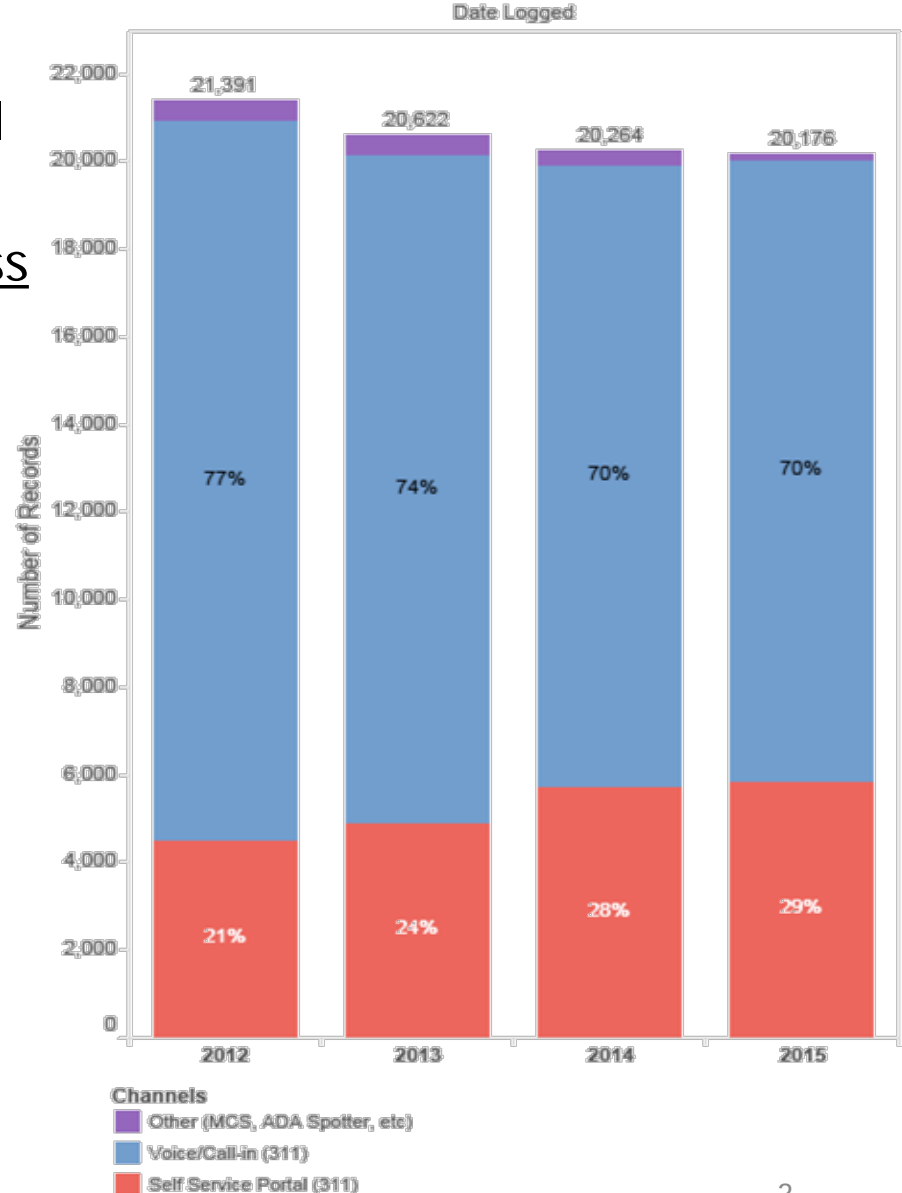
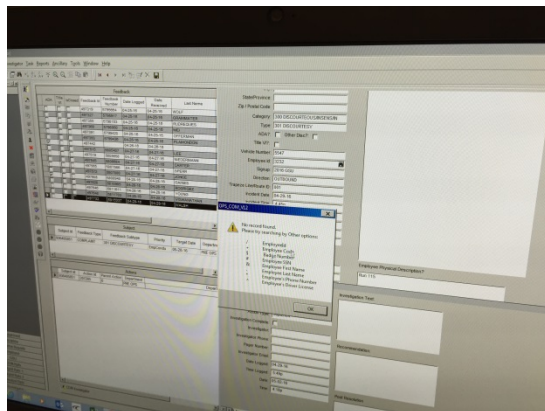
Muni Customer Service Review

Muni Customer Service Goal

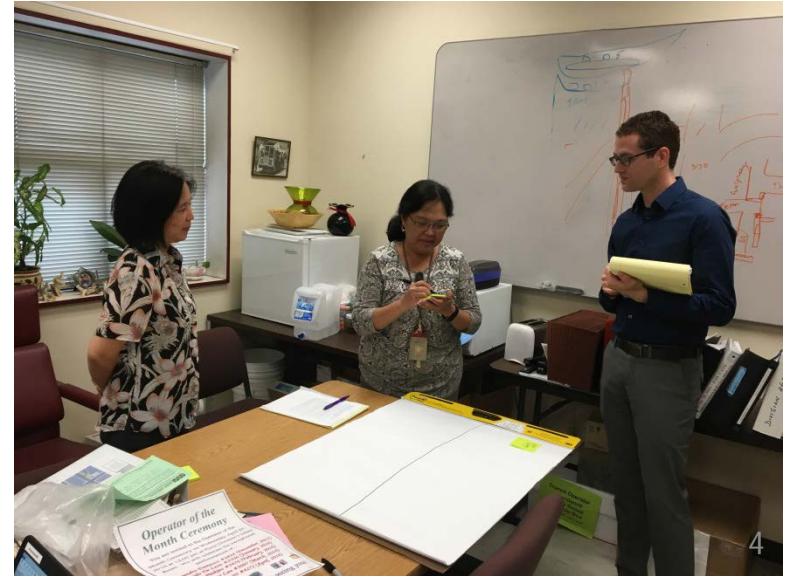
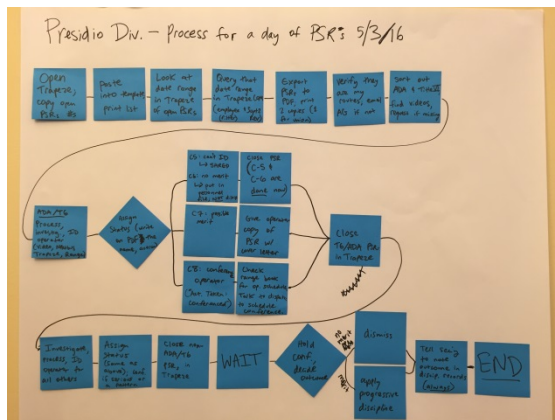
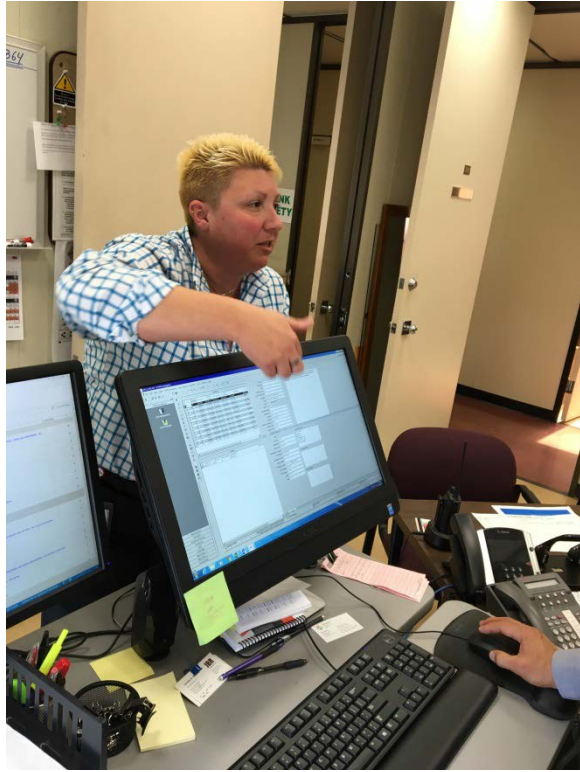
- Make PSRs more actionable and easier to use and process

Our Approach & Progress

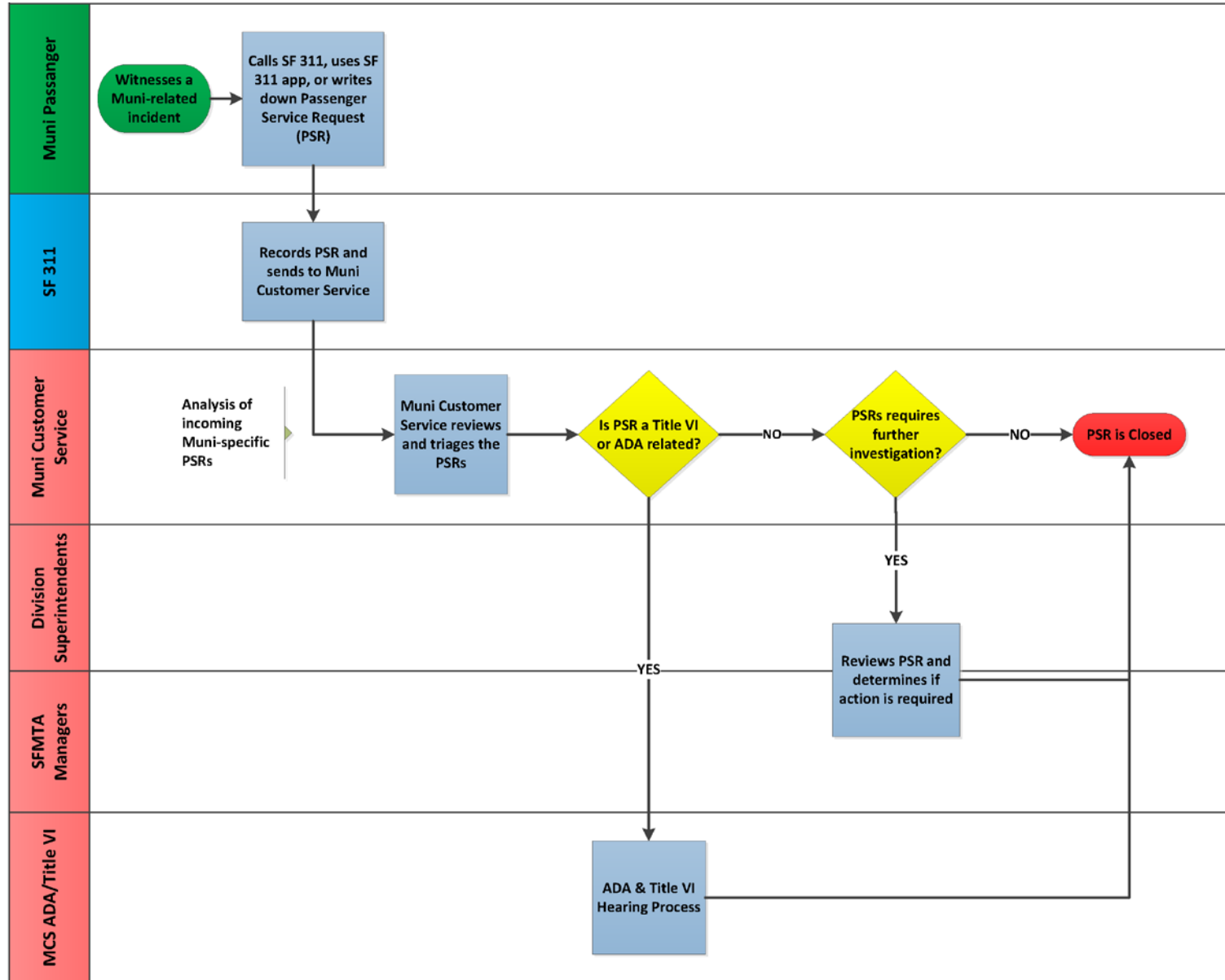
- Interviews
- Data analysis
- Workday observations
- Working sessions
- Business Process Mapping



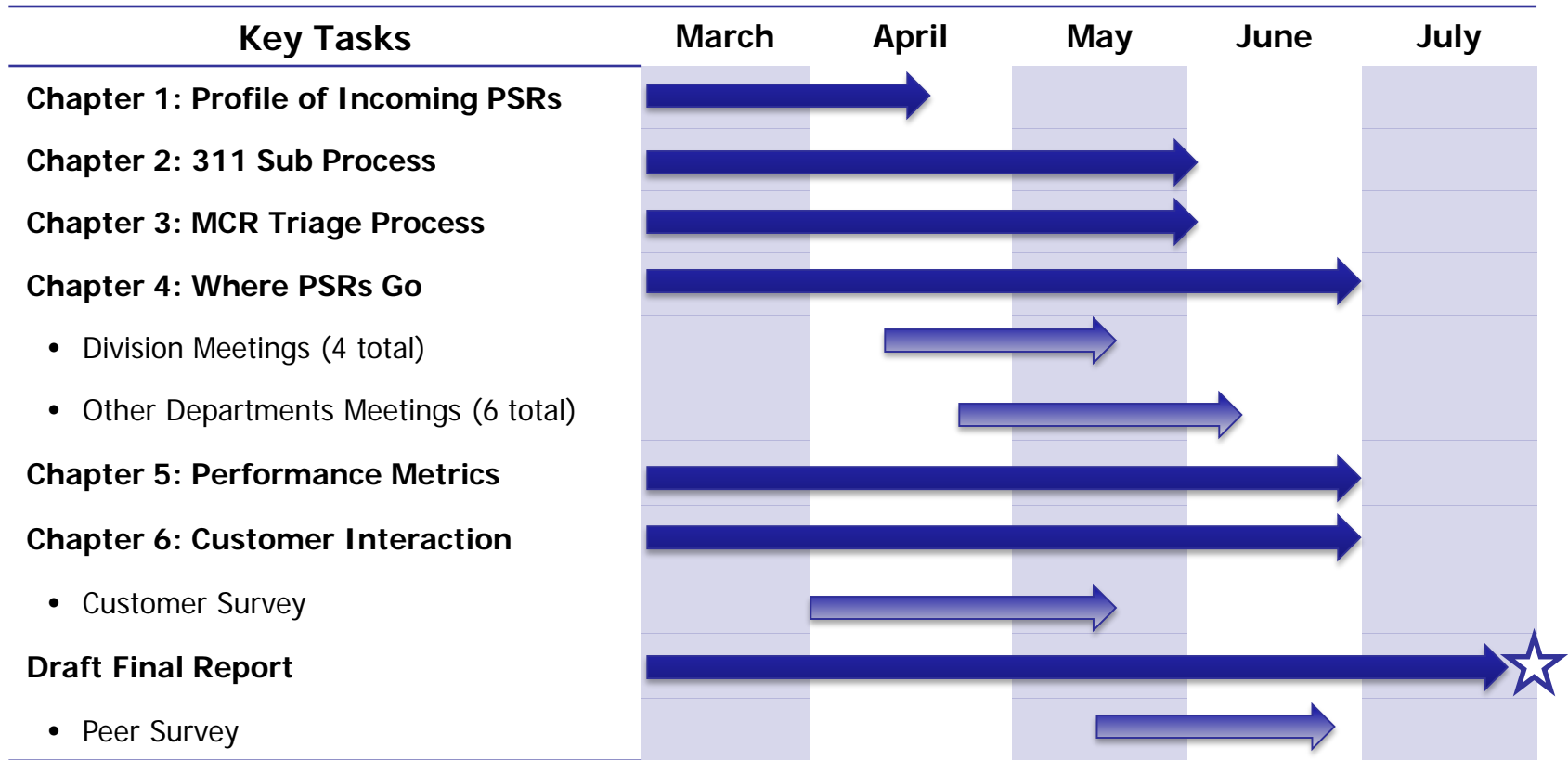
Observations & Process Mapping



Overall Business Process Map



Report Overview and Timeline



Contact Info

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