



SFMTA
Municipal
Transportation
Agency

Muni Customer Service Passenger Service Reports Overview

November 14, 2017
San Francisco, CA

We Want To Hear From You

Let us know how we're doing and be sure to provide the date, time, **vehicle number**, location and route of your trip when contacting 3-1-1.



☎ 311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Assistenza linguistica gratuita / 無料の言語支援 / 999 3-1-1 / Librang tulung para sa wikang Filipino / 311 3-1-1 / 311 3-1-1 / 311 3-1-1 / 311 3-1-1

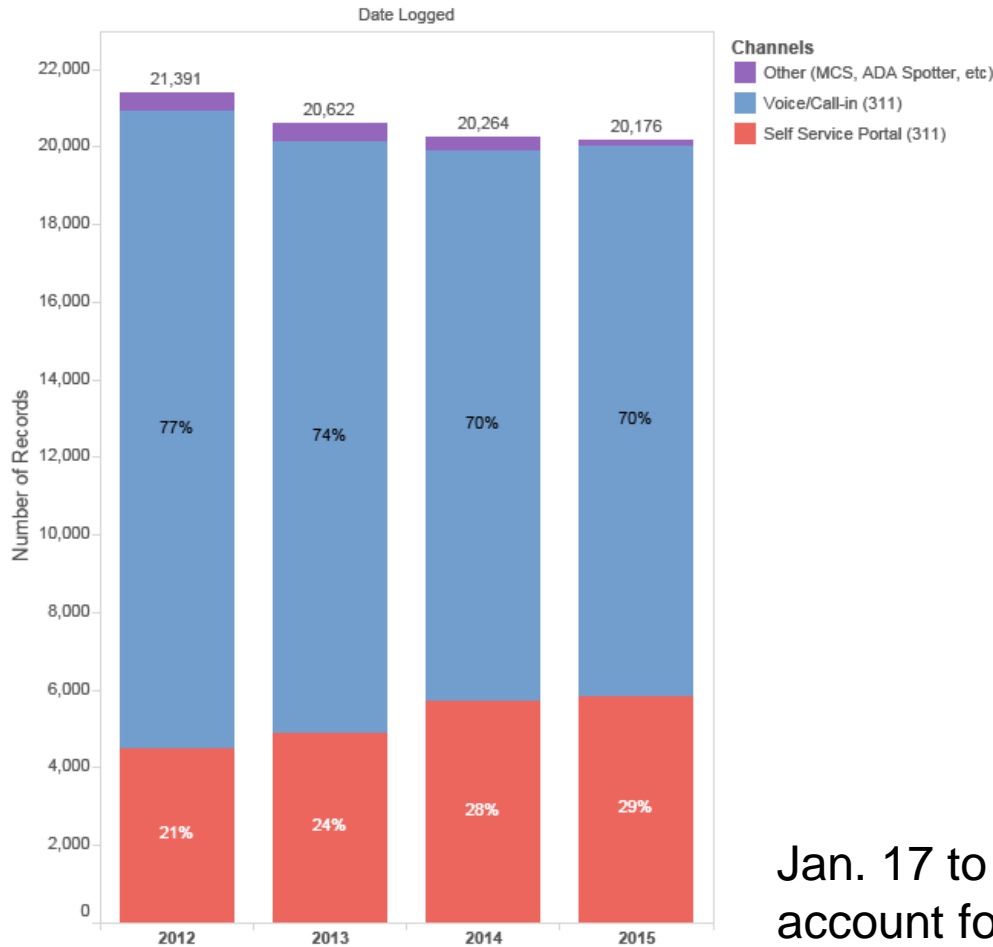


Passenger Service Reports (PSRs) are comments, suggestions, complaints and commendations about Muni products, services and employees.

Muni Customer Service Overview

- Muni Customer Service Team triages and investigates customer feedback received primarily from 311 Customer Service Center
 - Service Requests
 - Passenger Service Reports
- Staff of three process more than 20,000 comments, complaints and commendations each year

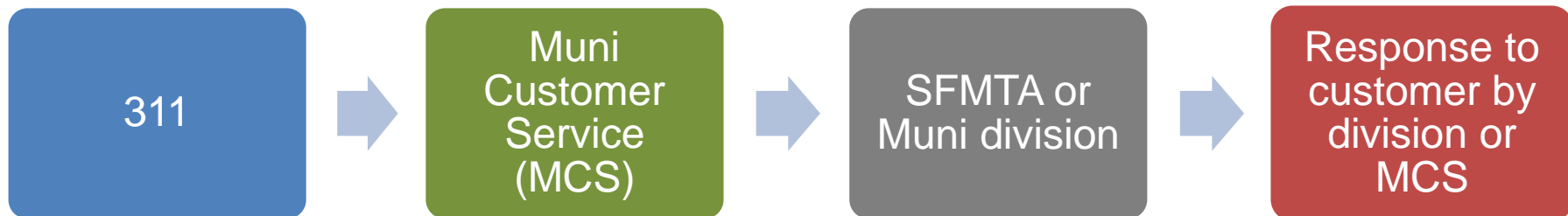
PSR Volumes by Channel



Jan. 17 to date: calls to the 311 Call Center account for approx. 75% and online web usage accounts for approximately 25% of the almost 20,000 interactions.

Passenger Service Report Process

- Customer files a service request
- Request is transferred to Trapeze database as a Passenger Service Report (PSR)
- PSR is reviewed by staff to ensure category and division is correct, obtains additional details needed to send forward.
- PSR is ready for the transit division and other divisions to further investigate and follow-up as applicable
- Customer that requests a response is contacted when appropriate
- PSR record is documented and closed out when complete
- Feedback from PSRs is also collected in aggregate format



PSR Categories

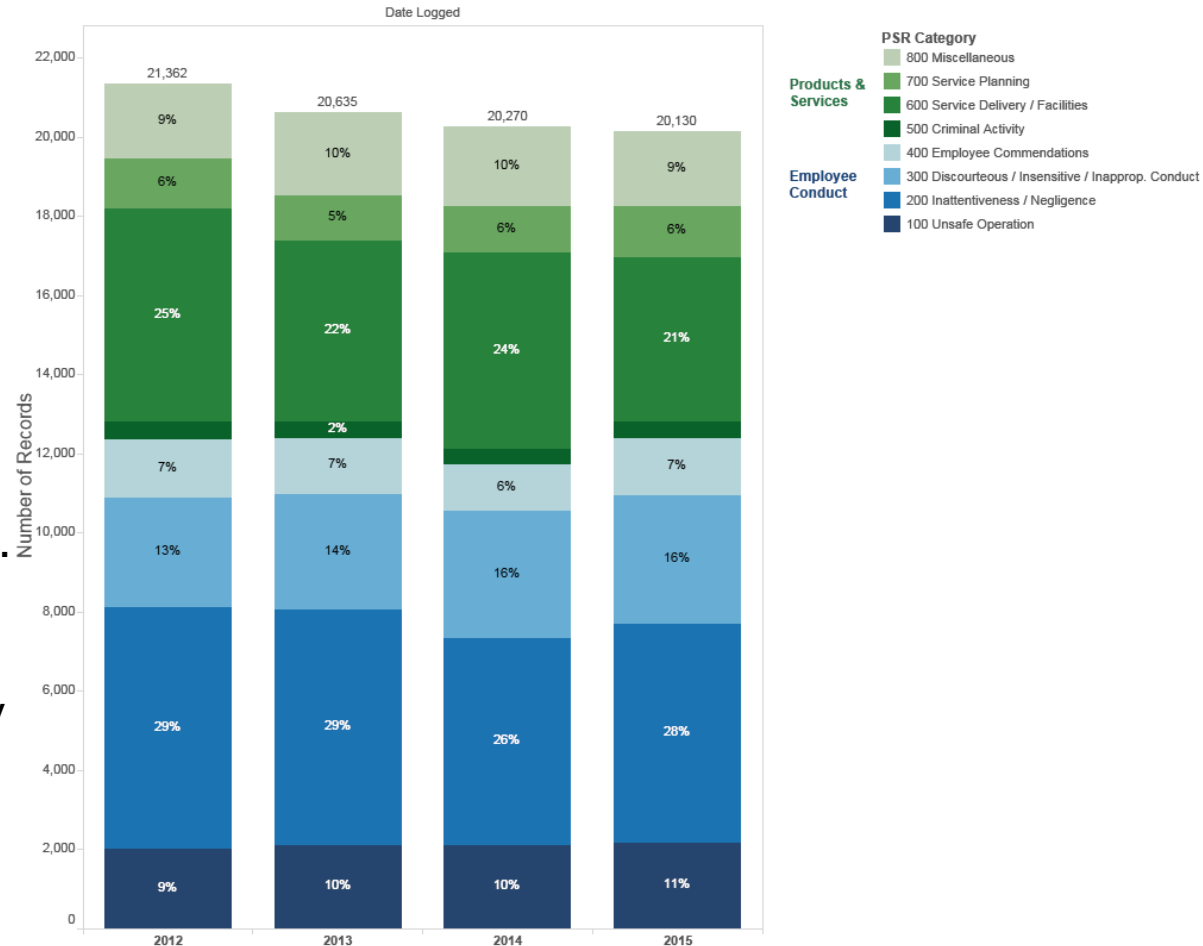
	PSR Category
Products & Services	800 Miscellaneous
	700 Service Planning
	600 Service Delivery / Facilities
	500 Criminal Activity
Employee Conduct	400 Employee Commendations
	300 Discourteous / Insensitive / Inapprop. Conduct
	200 Inattentiveness / Negligence
	100 Unsafe Operation

How PSRs Breakdown

PSR Volume by Category Comparison

In 2015:

- 44% of PSRs were for reports of discourteous or inattentive employee conduct.
- 27% of PSRs were for service related comments such as insufficient frequency and delays/no-shows.



Passenger Service Report

Summary Dashboards

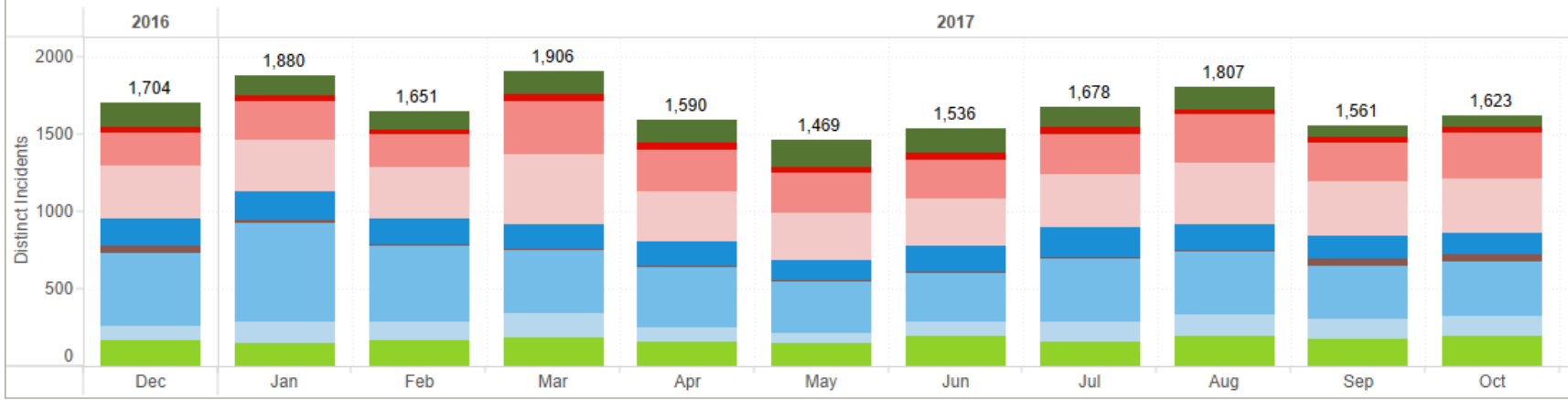

Data current as of 11/12/2017
PSRs by Category and Division
Incident Date
12/1/2016 12:00:00 /

PSR Category

- Commendation
- Criminal Activity
- Discourteous/Insensitive/Inappropriate Conduct
- Inattentiveness/Negligence
- Miscellaneous
- Not Found
- Service Delivery/Facilities
- Service Planning
- Unsafe Operations

Division
All

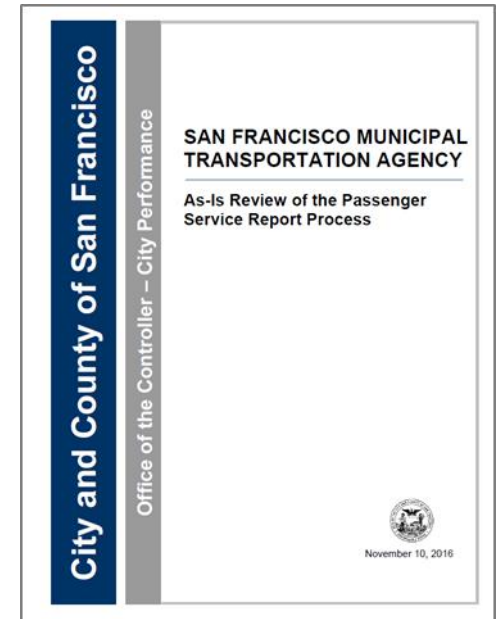
PSRs by Category



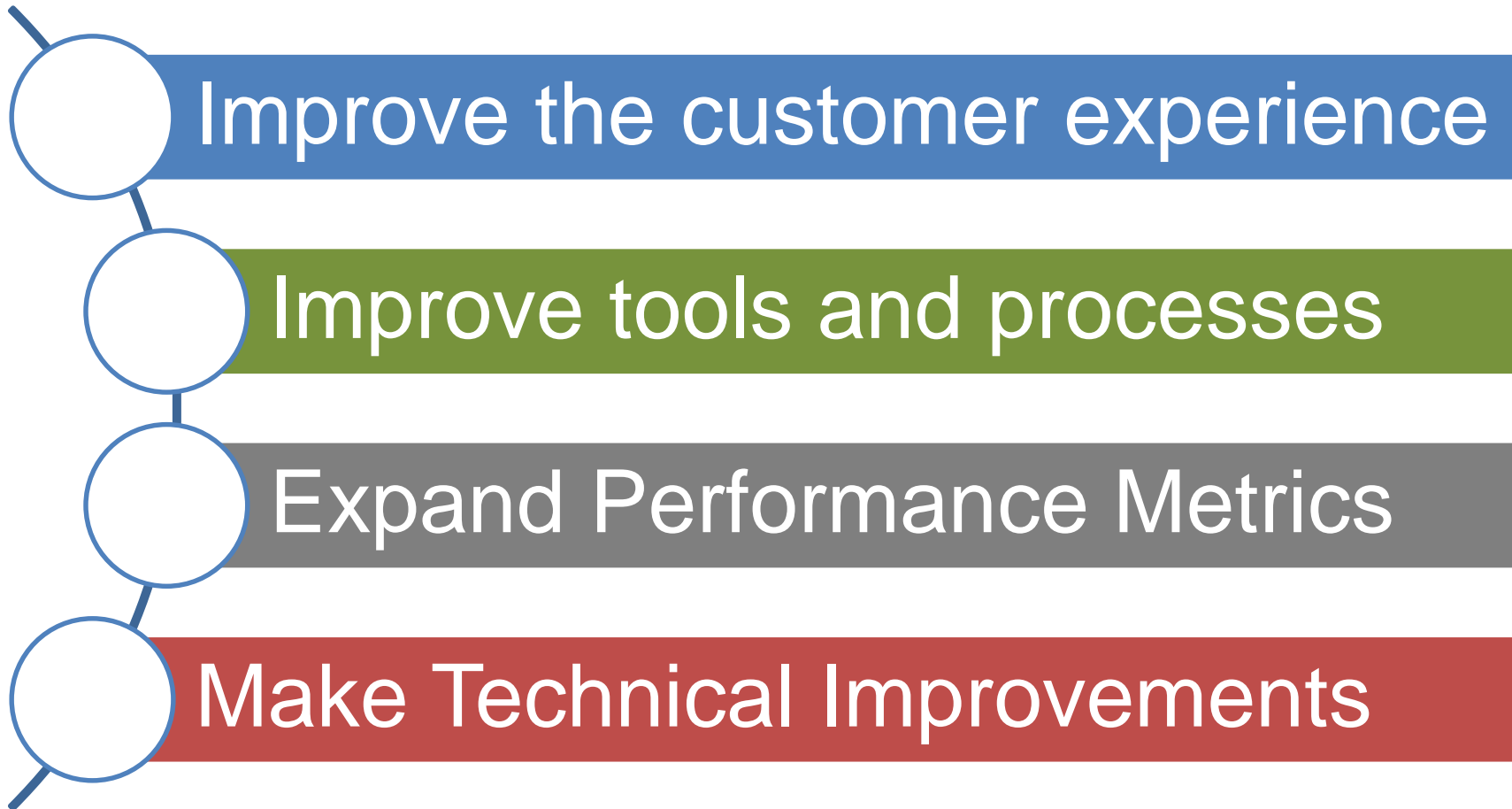
As-Is Review of PSR Process

What we learned:

- PSRs follow multiple, complex processes
- Over 10,000 hours each year to process and investigate PSRs (20,000 per year)
- Staff efforts focused on backend processes unseen by customers
- Response to customers needs to be more comprehensive
- Customers prefer online options
 - Yet, majority of PSRs (70%+) are called in by phone to 311



Four Areas for Opportunities

- 
- 1 Improve the customer experience
 - 2 Improve tools and processes
 - 3 Expand Performance Metrics
 - 4 Make Technical Improvements

Opportunities: Process Improvements

- Improved investigation notes in the Trapeze database
- Closing incomplete PSRs – instead increase efforts on customer communication
- Improved dashboards and trend reports – under development
- Creation of an internal knowledge base site

Muni Customer Service Knowledge Base

This Knowledge Base is an internal repository for all PSR-related information



Knowledge Base
Muni Customer Service

The banner features a blue background with a white diagonal stripe. On the left, there are four white icons representing different transit modes: a bus, a trolleybus, a light rail train, and a streetcar. On the right, a photograph of a white Muni bus with 'SAN FRANCISCO' on its destination sign and the number '123' and '8647' on its front is shown driving on a road. The bus is partially obscured by the blue background.

Quick Links

-  Policies
-  MCS Resources
-  Contact Information
-  Feedback or Updates?

Muni Customer Service Knowledge Base

PSR Resources

Click on the boxes below for customer response scripts and background resources.

<h3>Unsafe Operations</h3> <p>100s</p> <ul style="list-style-type: none"> Running red lights Speeding DUI Using mobile phones / radio Eating, drinking, smoking Collisions Fall on board And other careless or reckless operations 	<h3>Inattentiveness Negligence</h3> <p>200s</p> <p>Failing to enforce or follow rules including</p> <ul style="list-style-type: none"> Pass-ups Ignored stop requests Announcements Schedule adherence Kneeling bus Accommodating service animals Unauthorized stops General distraction from duty 	<h3>Discourteous / Inappropriate</h3> <p>300s</p> <ul style="list-style-type: none"> Discourtesy to customers Operator altercation Fare/Transfer/POP disputes Mishandling funds Refusing vehicle as terminal shelter General unprofessional conduct/appearance
<h3>Criminal Activity</h3> <p>500s</p> <ul style="list-style-type: none"> Non-operator altercation Larceny Theft Fare evasion 	<h3>Service Delivery Facilities</h3> <p>600s</p> <ul style="list-style-type: none"> Delays Bunching No-shows Switchbacks 	

Includes descriptions of PSR types, processing instructions, links to resources, contact information, and more.

MCS Resources

The links below include external resources and information on how to process PSRs at Muni Customer Service. If any changes or updates need to be made to this page, please send us feedback by clicking on the "Feedback or Updates?" link to your right. Descriptions of each resource are included at the bottom of this page.





External Resources:

1. [NextBus Reports](#) (login required)
2. [TrapezeCOM Report](#) (login required)
3. [Operations Central Control Log](#)
4. [Video Surveillance Program \(VSP\) SharePoint Log](#) (login required)
5. [311 Customer Relations Management Support](#)
6. [TRANSTAT PSR Reporting Dashboard](#) (login required)
7. [SFMTA Transit Bulletins](#)

MCS PSR Processing:

1. [Customer Response Templates](#)
2. [Discourtesy Processing Guidelines](#)
3. [Video Pull Criteria and Other Guidance](#)
4. [Third Party PSR Processing Guidelines](#)
5. [How to Close Out a PSR in Trapeze](#)
6. [311 Follow Up Questions](#)
7. [Batching Instructions](#)

Quick Links

-  [Return to Homepage](#)
-  [Feedback or Updates?](#)
-  [Policies](#)
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Last updated:

10/19/2017 5:17 PM

Contact Information

Muni Customer Service Team

Phone: 415-701-5640 or 5649

E-mail: MuniCustomerService@sfmta.com



Questions?