

Customer Feedback IndustrySafe

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Citizens Advisory Committee

Alexis Salandanan
CSR2

What is IndustrySafe?

- * IndustrySafe is a Safety Management Software used as a consumer report tool.
- * Its function is to record, respond and track customer comments.
- * IndustrySafe handles reports for the District's bus, rail, and paratransit divisions.

Points of Contact

- * The customers typically submit feedback to the District through one of the following avenues:
 - * Comment Card
 - * Email (including online Feedback Form)
 - * Letter
 - * Phone
 - * Social Media
 - * Walk-in

Consumer Reports

- * Any feedback received by the District is logged as a consumer report.
- * These reports can vary in topic and nature, i.e. complaints, compliments, service requests, etc.
- * Customer reports received through this system is one way to identify issues and make improvements on an ongoing basis.

Some Statistics

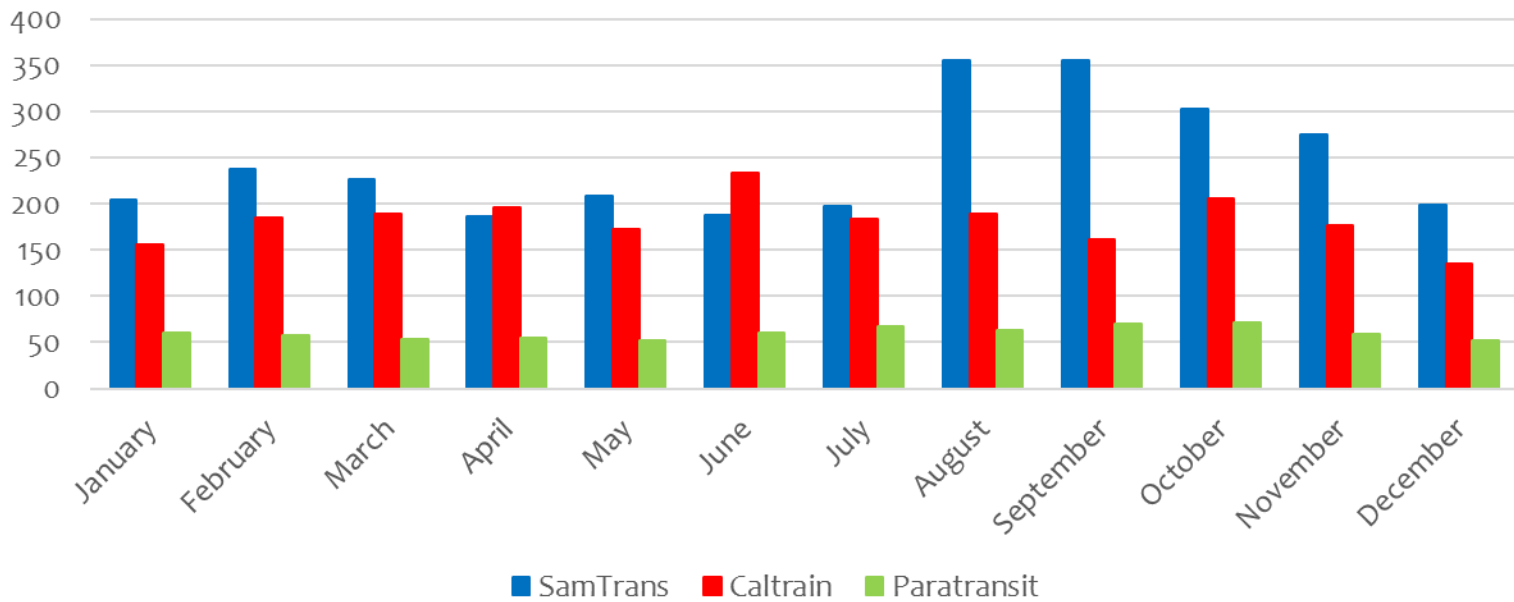
Report Numbers for 2019

- * Total Reports: 5833
 - * SamTrans
 - * Total: 2932
 - * Peak Month: August and September at 355
 - * Caltrain
 - * Total: 2182
 - * Peak Month: October at 205
 - * Paratransit
 - * Total: 719
 - * Peak Month: October at 71

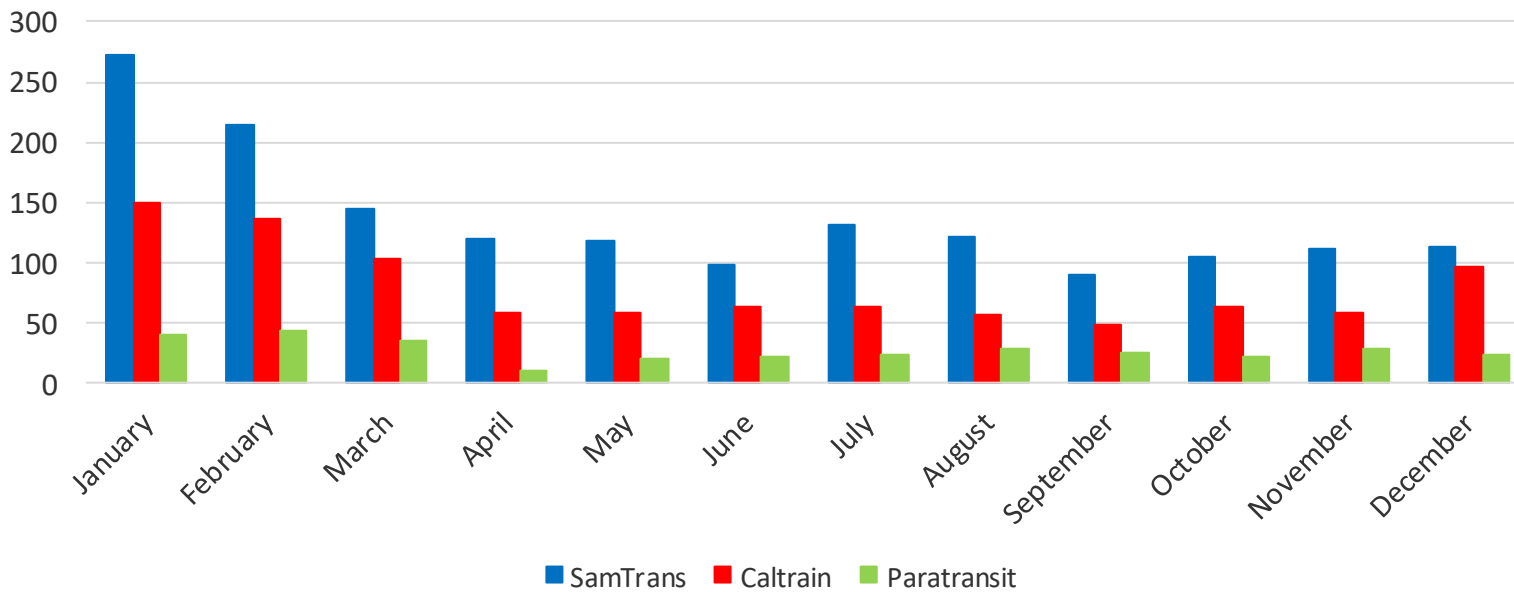
Report Numbers for 2020

- * Total Reports: 2927
 - * SamTrans
 - * Total: 1639
 - * Peak Month: January at 272
 - * Caltrain
 - * Total: 958
 - * Peak Month: January at 149
 - * Paratransit
 - * Total: 330
 - * Peak Month: February at 44

Customer Reports 2019



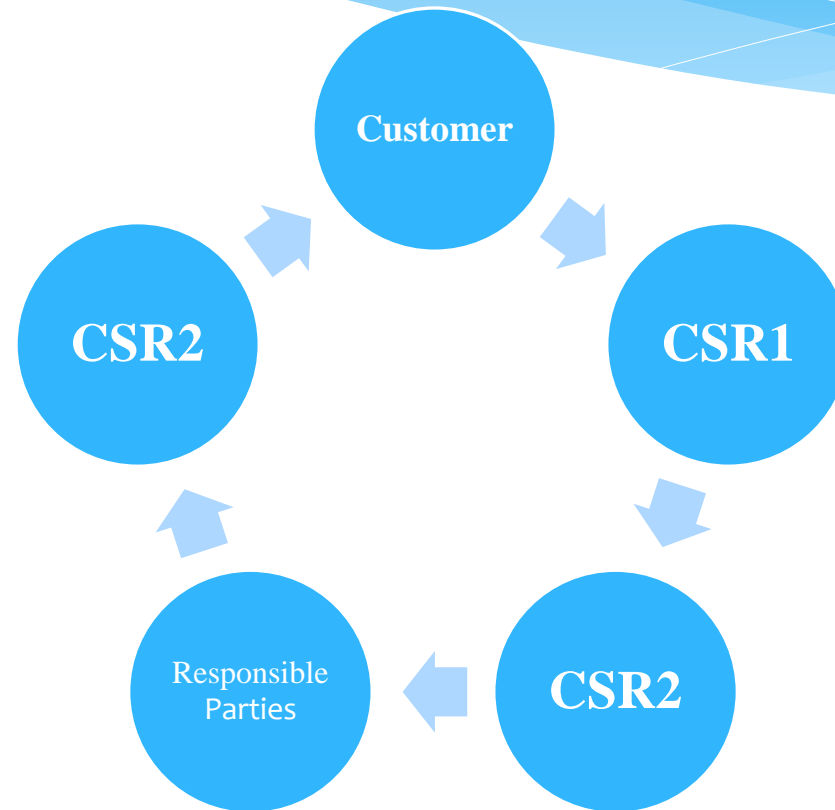
Customer Reports 2020



Roles and Timelines

Day 1-2	Day 2-8	Day 9-10
<ul style="list-style-type: none"> - CSR1 identifies salient points of issue and ensures necessary information is collected for resolution 	<ul style="list-style-type: none"> - Responsible parties receive and record referred report 	<ul style="list-style-type: none"> - CSR2 periodically checks to see if report is resolved or if more information is needed for resolution
<ul style="list-style-type: none"> - CSR1 inputs information into IndustrySafe 	<ul style="list-style-type: none"> - Responsible parties conduct a thorough investigation on reported incident or request 	<ul style="list-style-type: none"> - CSR2 contacts customer with response once resolution is determined
<ul style="list-style-type: none"> - CSR1 contacts additional personnel as necessary (e.g. Transit Police, Crossing Arms) 	<ul style="list-style-type: none"> - Responsible parties requests additional information if necessary in order to complete investigation 	<ul style="list-style-type: none"> - CSR2 closes report
<ul style="list-style-type: none"> - CSR2 reviews and logs report for trending and follow-up 	<ul style="list-style-type: none"> - Responsible parties provide detailed response on resolution 	
<ul style="list-style-type: none"> - CSR2 forwards report to responsible parties for investigation 		

Report Cycle



Questions?