



Report to – Windsor Accessibility Advisory Committee

2017 Transit Windsor Customer Service Requests (CSR) on Accessibility

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BACKGROUND:

Transit Windsor, along with all city departments, keeps a log of all customer concerns, complaints, compliments and suggestions into the City 311 Customer Service Request (CSR) logging system. Whether a customer calls 311 or Transit Windsor, the same computerized system is used to document all calls. The system then forwards the CSR to a Transit Windsor manager for investigation and follow up. The Transit Windsor response is also logged into the system and the customer receives a call back with regards to their initial call or email.

In the summer of 2017, it was suggested that the documented transit CSRs on accessibility be forwarded to the Windsor Accessibility Advisory Committee for review. At that time, a review of how accessibility complaints were received and documented was analyzed and a number of recommendations were made for changes to be implemented on January 1, 2018. This would involve a change during intake to identify if the feedback is accessibility related, regardless of the complaint type i.e. Schedule, Passenger Bypass, Driver etc. (Changes were not implemented mid-year as this would have affected the data integrity for 2017). This should provide for better reporting around transit accessibility issues.

DISCUSSION:

In 2017, Transit Windsor received a total of 1197 Customer Service Requests in comparison to 1061 for the same period in 2016. Of that number, 15 were recorded under the category of accessibility. In addition to the 15, a review was completed of other categories to see if there were accessibility components to a call or email. A total of 97 other CSRs were completed which indicated that the issue included a component of a person with a disability (noting that there may not have been an accessibility component to the CSR). The above number is what prompted the review in the fall of 2017 to aid in capturing any accessibility related CSRs. Effective January 1, 2018, one of the prompt questions at the beginning of the intake asks the question of whether the CSR is related to an accessibility issue. By asking this question, Transit Windsor will have a better indication of accessibility related CSRs.

The 2017 CSR breakdown under the category of Accessibility is as follows:

- 8 wheelchair related CSRs (bypassed because the bus was full, the ramp was not working, or 2 wheelchairs were already on board)
- Bus stop related issue
- Concerns regarding new bus stop signs
- Request for availability of bus schedules in other formats
- 2 regarding Stop Announcement System (one complaint and one compliment)
- Bench request due to disability
- No air conditioning on bus affecting a disability

Other accessibility components (i.e. caller was disabled, or the issue could affect a disability) within the CSR include:

Bus Shelter Issue	1	Request for new shelter
Bus Stop Issue	7	New bus stop locations concerns
Driver Complaint	52	Various complaints including driving practices, rudeness, passenger conflicts, late buses, transfer issues (many of these included a passenger with a disability but not all)
Driver Compliment	8	Kindness by driver for persons with disabilities, assisting passengers with disabilities
General Complaint	19	Service complaint, late or missing buses, mechanical related complaints
General Compliment	1	Service compliment for customer service
New Service Suggestion	3	Cameras on buses, ramp issues
Passenger Bypassed	4	Full bus bypassing
Route Complaint	1	Transfer point issue
Route Suggestion	1	Suggestion for route change

CONCLUSION:

Once a CSR has been received by Transit Windsor it is investigated by a department supervisor and properly addressed. A response is made to the caller to inform them that the issue has been investigated and addressed. The response is recorded in the CSR system and closed. As stated in the background, a revised intake system will allow Transit Windsor to better acknowledge Accessibility related CSRs in 2018. Transit Windsor will complete quarterly reports to WAAC throughout the coming year and will continue to evaluate the recording process.