

START-UP INQUIRY PROCESS MEMO

As part of the continuous improvement plan for the Consortium, for the 2010-11 school year HWSTS will again be implementing the use of a third-party professional Contact Centre to assist with managing the telephone inquiry volume during the start up phase of operations.

During the last weeks of August and first weeks of September, the transportation offices will literally receive thousands of telephone calls; potentially overwhelming both the phone systems and staff resources. The contact centre support approach will significantly increase the number of available staff resources to receive incoming calls and reduce the frequency of callers receiving voicemail. Another benefit of this approach is that it assists the staff in prioritizing issues to expedite resolutions and responses. From a School Administrator perspective, the benefit will be that through the contact centre you will have the opportunity to clearly identify your inquiry as coming from a school to assist in prioritization.

How it works: All telephone inquiries during this start up phase are directed to the contact centre offices. Telephone operators will have resource information available to them to respond to basic inquiries (information provided by HWSTS). All inquiries beyond basic information requests are logged electronically into an electronic format that is automatically sent into the Consortium for staff to follow up. Each "issue" file contains the pertinent information including time received and responses to are prioritized during this busy time based on issue; source and receipt time. As you can appreciate, during this exceptionally busy time, safety issues are the top priority, followed by operational service issues.

What you need to do: In the event that you require assistance from the Consortium staff during the start up phase, all you need to do is call the HWSTS office at **905-523-2318 or 1-800-691-6402**. Your call will be answered initially by a trained contact centre staff member; provide them with the details pertaining to your inquiry. **PLEASE BE SURE TO DECLARE TO THE TELEPHONE OPERATOR THAT YOU ARE a SCHOOL ADMINISTRATOR / BOARD STAFF MEMBER** to ensure your issue is flagged as a priority issue. **IF THE NATURE OF YOUR CALL IS AN EMERGENCY SAFETY ISSUE, NOTIFY THE TELEPHONE OPERATOR IMMEDIATELY.**



Please refer to the prioritization table that the Contact Centre staff is using to manage the telephone inquiries below.

EMERGENCY SITUATIONS

Caller will immediately be patched through to HWSTS staff
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Student Injury
Missing Student
Motor Vehicle Accident
Extreme Student behaviour issues creating safety concerns such as fighting
Clear and immediate danger to school purpose vehicles on road (extreme weather, chemical spills etc)

PRIORITY SITUATIONS

Issue to be recorded electronically in system for HWSTS staff to respond

New Registration (recently moved, changed schools etc)
No Service Provided Yet for Eligible Students
Special Education Service Issues
School Administration Inquiry & Board Office Inquiries
Bus Stop Safety Concerns
Loading zone concerns
Students missed bus
Serious student behaviour issues
Special Circumstance one-time Student needs (broken leg, burned down house, etc.)
Traffic/Road issues (emergency closure)
Incorrect transportation arrangements provided
School Concerns around service (buses are late, early in arrival / departure)

OPERATIONAL ISSUE DEFINITIONS

Issue to be recorded electronically in system for HWSTS staff to respond

General Service Questions
Unsatisfied with bus route
Unsatisfied with ride time
Unsatisfied with stop location
Requests for changes to existing service
General student behaviour issues
General public feedback - want stops moved, traffic concerns etc.
Courtesy seat inquiries

Should you have any questions about this process, do not hesitate to contact myself or the Transportation department staff.

Sincerely,

Kent Orr, General Manager
Hamilton-Wentworth Student Transportation Services

