

Customer Service Improvements

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Customer Service Improvements

- Defining Outstanding Customer Service
- Improving Customer Service in Public Transportation
- Organizational Strategy



Defining Outstanding Customer Service

- United Airline



Defining Outstanding Customer Service

- Universal definition: service that exceeds your customer's expectations
- Five ways to provide outstanding customer service
 - Educate your employees
 - Seek opinions from your customers
 - Treat your best customers better
 - Admit mistakes, then make them right
 - Say “Thank you”

Improving Customer Service in Public Transportation

- Empowering front line employees to better address customer concerns
- Recruit employees with a strong customer focus
- Constantly communicate the company expectations



Organizational Strategy

VISION



A leading provider of transportation options delivering innovative and high-performing services within a multi-modal network that transforms the social, environmental and economic well-being of the diverse communities we serve.

MISSION



Dedicated to connecting communities and moving people... making everyday life better.

VALUES



- Consider "Customer First" in Decision Making
- Operate with Integrity
- Be Open to New Ideas and Continuous Improvement
- Be Proactive
- Cultivate Employee Potential

Organizational Strategy



Organizational Strategy



Organizational Strategy



Thank you!

**“Customers will forget what you said,
Forget what you did,
But customers will never forget
how you made them feel.”**

-Maya Angelou

