Services Provided by the Regional Call Center:

1) Customer Service Representatives - Hire and train (initial and on-going) customer service representatives (CSR's) in order to prepare them to handle all Call Center duties consistent with performance standards.
2) Trip planning – CSR's will provide informed assistance to customers in planning transit trips. Bus and paratransit service information will also be kept current in the publicly accessible website at www.GoTriangle.org.
3) Schedule information – CSR's will provide customers with information about current schedules and upcoming schedule changes for each Party's bus and paratransit system.
4) Real-time bus status – CSR's will inform customers of incidents and delays in response to questions about the status of bus locations. CSR's will rely on local agency dispatchers or real-time information systems to provide current and accurate information about incidents and delays.
5) Bus fares and policies – CSR's will answer customer questions about local and regional bus fares and passes, purchasing options, and all other policies of each participating agency (such as, prohibited behavior on-board buses).
6) Complaints/commendations – CSR's will attempt to address customer complaints while on the phone. They will record all customer complaints or commendations (whether successfully addressed on the phone or not) as they are received and will forward them to designated staff at the appropriate agency.
7) Lost and Found – Customers will be able to connect with the designated contacts at each agency for Lost and Found information.
8) Paratransit information and applications – CRS's will provide customers with information about each participating agency's paratransit services and eligibility criteria. They will also send out paratransit eligibility applications to customers.
9) Rideshare information and matching – CRS's will provide information about carpooling and vanpooling in the Triangle and assist customers with on-line ride matching requests.
10) Emergency Ride Home information – CSR's will provide customers with information about the regional Emergency Ride Home program, and will send out brochures or registration forms upon request.
11) On-line pass sales processing – CSR's will process purchases from the GoTriangle.org on-line store.
12) Mailing informational brochures – CSR's will mail route brochures and other informational brochures to customers upon request.