



FASTRAK[®] CUSTOMER SERVICE CENTER STATE OF OPERATIONS

June 9, 2021



FASTRAK CUSTOMER SERVICE CENTER



2



**Regional Account
Management**



**Customer
Service**



**Invoicing and
Enforcement**



**Financial
Management
and Reporting**



**Payment
Processing**

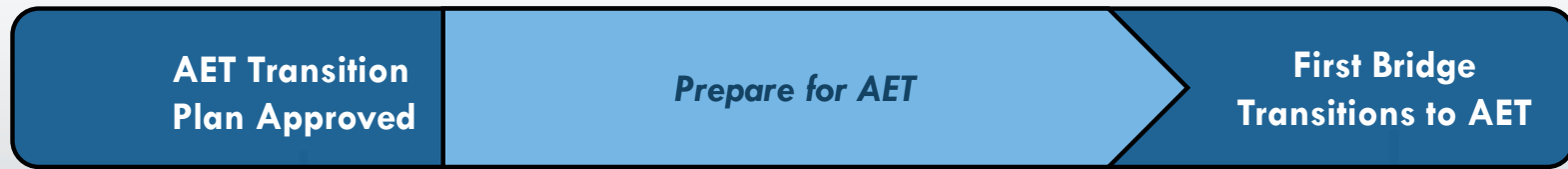


**Transponder
Inventory
Management**

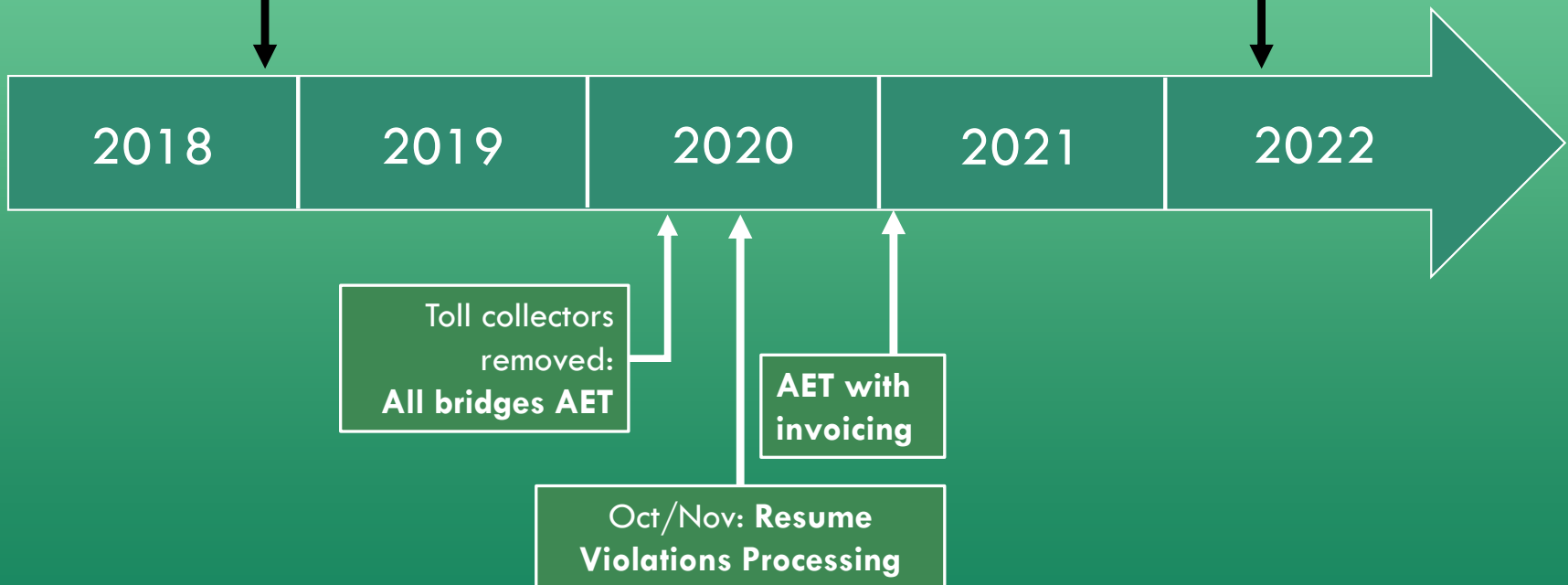


PLANNED AET CONVERSION ACCELERATED

PLANNED
conversion to
All Electronic
Tolling (AET)



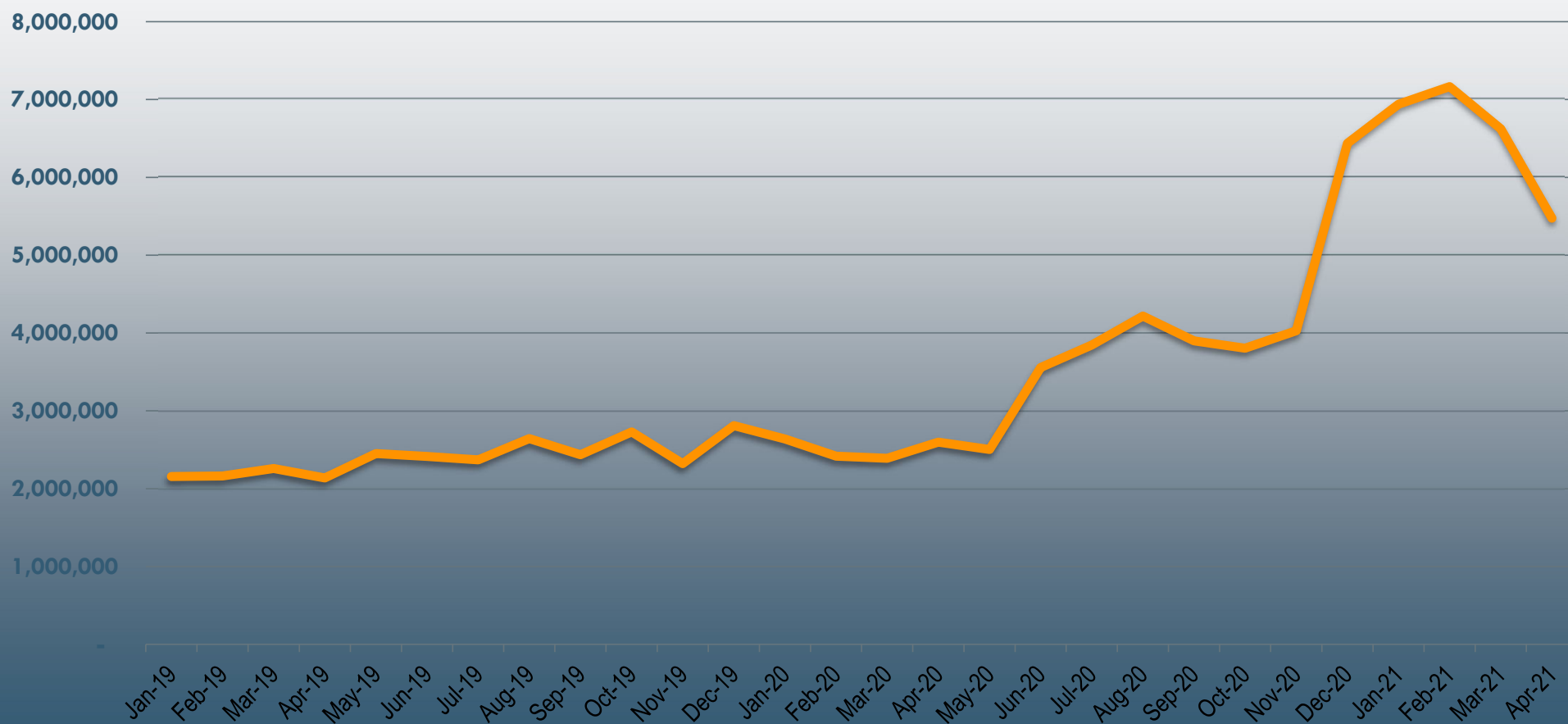
ACTUAL
Accelerated
AET due to
COVID





OUTBOUND MAIL VOLUMES SURGED IN 2021

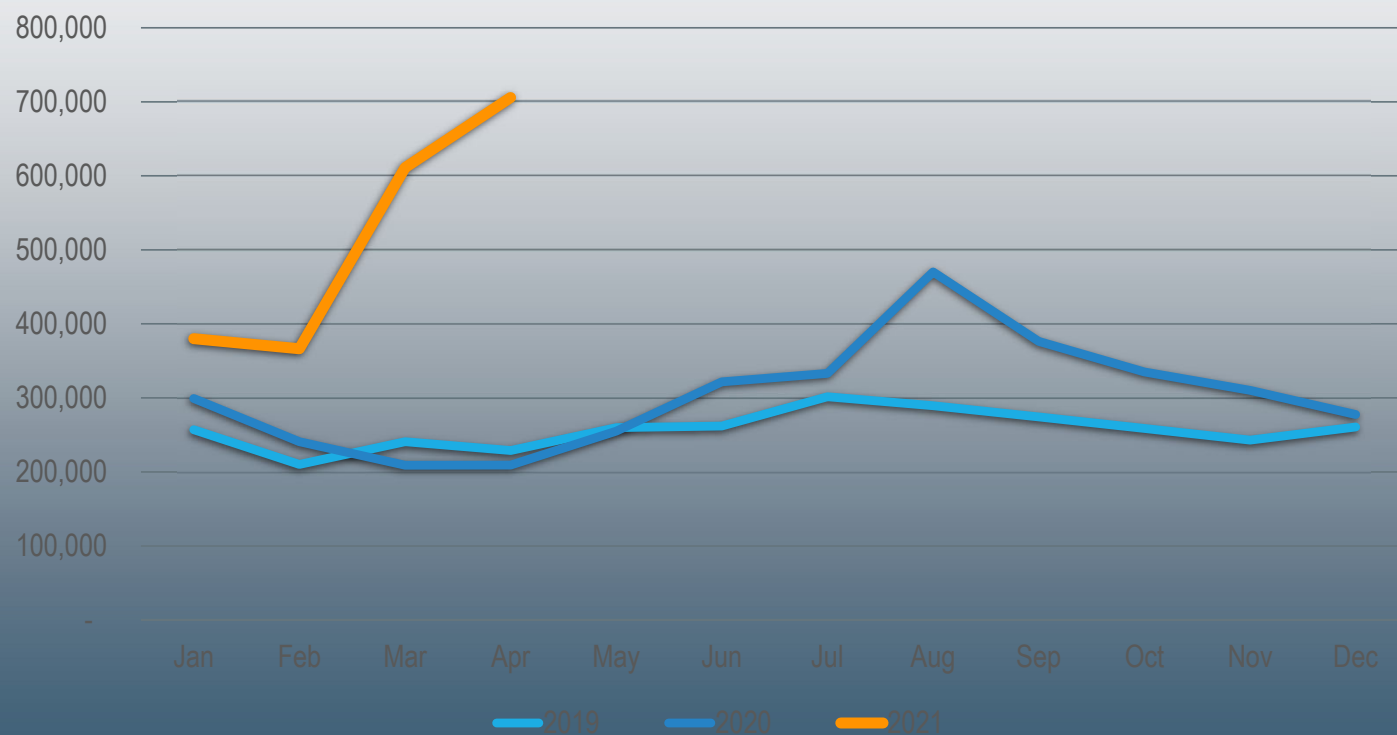
Outbound Mail Volume





CUSTOMER CONTACTS: CALL VOLUME TRENDS

Call Volume



Average Speed of Answer

- 2019 = 0:42
- 2020 = 3:19
- 2021 = 21:02

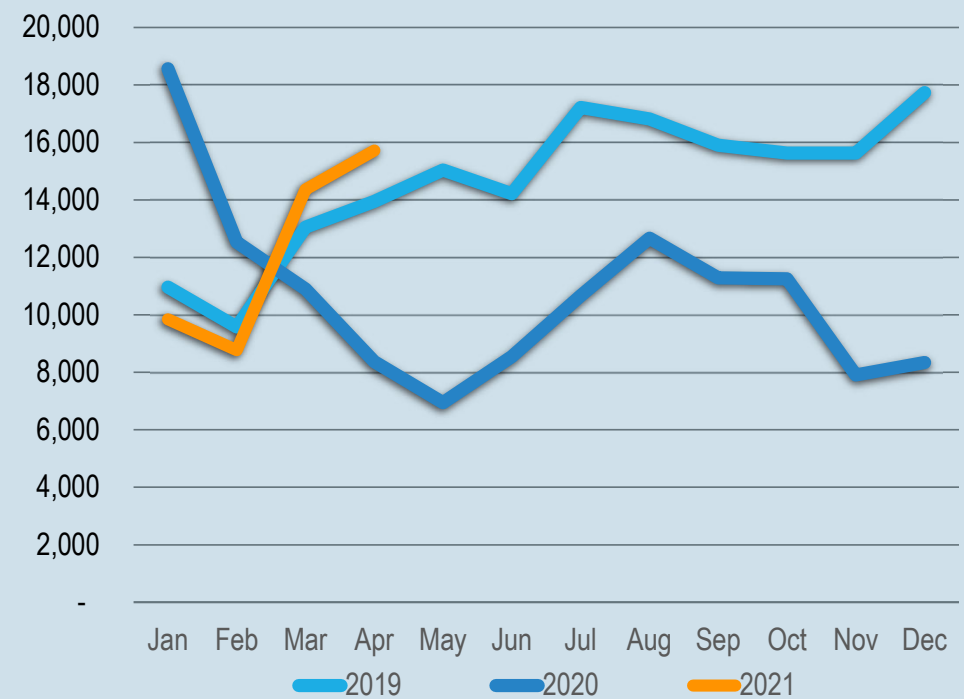


CUSTOMER CONTACTS: EMAIL AND CHAT VOLUME TRENDS

Email Volume



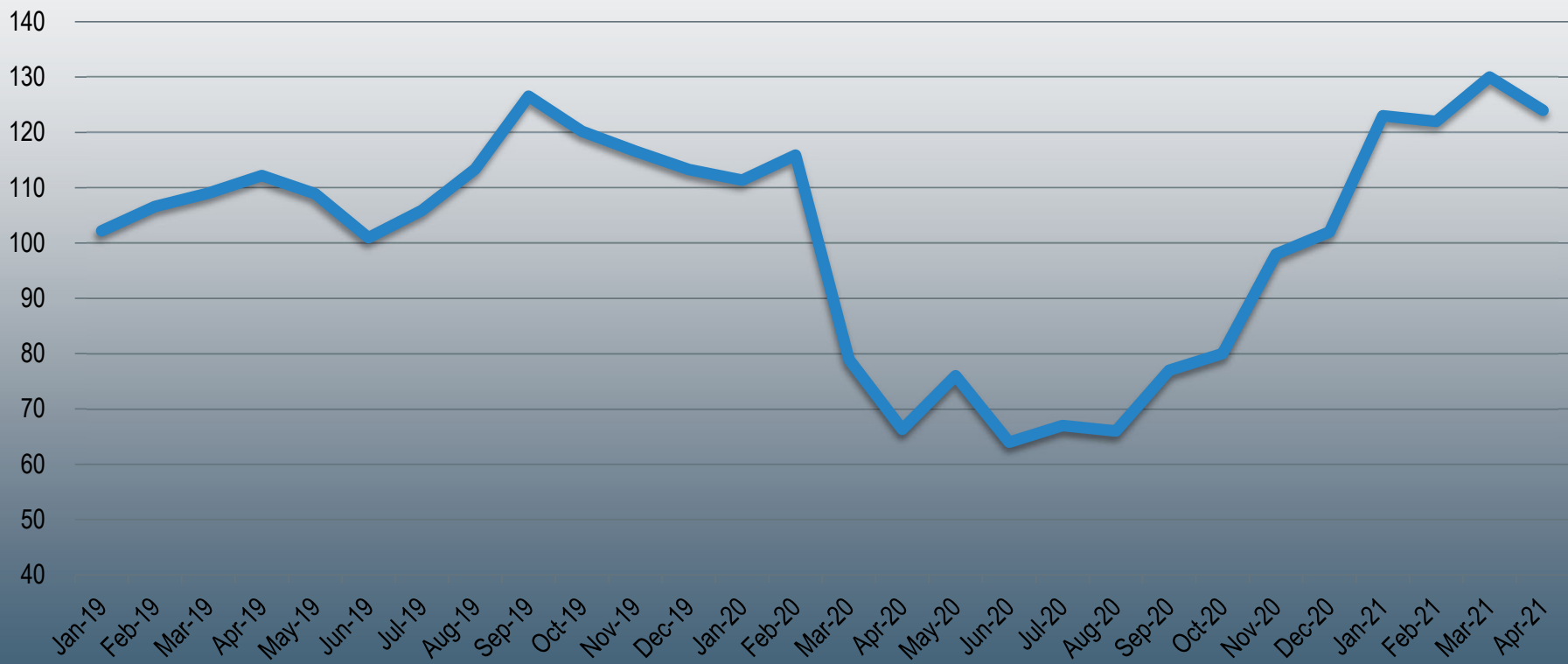
Chat Requests





CALL CENTER STAFFING TRENDS

Average Daily Number of Staff Answering Calls



STAFFING CHALLENGES

HURDLES



- **Pandemic – 14 months**
- **Government Assistance**
- **Onsite Space**

APPROACH



- **Multiple Sites –**
Work from Home, San Antonio,
New Hampshire, Austin
- **Employee Incentives –**
Attendance Bonuses, Food,
Gift Cards, Work from Home

CUSTOMER SATISFACTION 2021

	PHONE	Customer Satisfaction: 80% Issue Resolved on First Contact: 73%	
	EMAIL	Customer Satisfaction: 62% Issue Resolved on First Contact: 44%	
	CHAT	Customer Satisfaction: 91% Issue Resolved on First Contact: 84%	

IMPROVEMENT STRATEGIES

Active Management

- Departmental focus
- Root cause analysis
- Progress updates

Continual Improvement Projects

- Call duration
- Staffing levels
- Contact center attendance
- Employee engagement to reduce attrition
- Customer satisfaction
- Issue resolution on first contact

