APPENDIX D
DART Documents

DART
Employee Recognition Programs

Great Job!
Program Administration

* All employee recognition programs are assigned to the Human Resources Employee/Labor Relations Dept.
* James Duff, HR Spec. II, is the assigned administrator for these programs.
Excellence “Extra Mile” Award

Purpose

- To provide Management a vehicle to recognize employees who have performed above and beyond the normal scope of their work.
- Team or Individually awarded.
- The divisions are provided a budget and code used to fund for this award program. Excellence Awards are not funded from an HR budget code.
Excellence “Extra Mile” Award

There are three levels of Excellence Awards:

- Platinum Award - $200 gift certificate or 16 hours paid leave
- Gold Award - $100 gift certificate or 8 hours paid leave
- Silver Award - $50 gift certificate or 4 hours paid leave
Nomination Criteria

The following criteria should be used in preparing the nomination narrative. This list is only a sample and is not intended to be all-inclusive.

- Adaptability
- Involvement
- Creativity
- Leadership
- Dependability
- Teamwork
- Initiative
Excellence “Extra Mile” Award

# Volunteers, full/part-time, temporary, and contract employees are eligible for this award. Employees who have received disciplinary or corrective actions during the quarter are ineligible during the fiscal year quarter that the action was taken.

# The nomination process is open to all Full/Part-time employees. However, all nominations and the award value must be approved by the Division Vice President.
Customer Satisfaction Index

September 2001
Customer Satisfaction Index

The Customer Satisfaction Index (CSI) is a performance indicator designed to measure customer service delivery through three feedback mechanisms including:
- Customer Satisfaction Survey
- Customer Complaints
- Quality Assessment Data

Why Index?

- Provides a global look at customer satisfaction
- Feedback provided can be used to:
  - Track agency goals
  - Track department goals
  - Assist in bonus and incentive programs
  - Incorporate into PMP process
Route Performance Index

• The Route Performance Index has been successfully implemented to monitor service delivery at a route level.

\[
\text{Actual Passenger per Trip/Standard} + \\
\text{Actual Passenger per Mile/Standard} + \\
\text{Subsidy per Passenger / Standard} \\
\text{Divided by 3 = RPI}
\]

Formula Comparisons

<table>
<thead>
<tr>
<th>RPI</th>
<th>Customer Complaints/ Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Passenger per trip/ Standard</td>
<td></td>
</tr>
<tr>
<td>Actual Passenger per Mile/Standard</td>
<td></td>
</tr>
<tr>
<td>Subsidy per Passenger/Standard</td>
<td></td>
</tr>
<tr>
<td>Combined Elements/ 3</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CSI</th>
<th>Customer Satisfaction Survey/ Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Assessment Data/ Standard</td>
<td></td>
</tr>
<tr>
<td>Combined Elements/3</td>
<td></td>
</tr>
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</table>
Critical Customer Expectations

- Safety
- Reliability
- Convenience
- Courtesy
- Cleanliness

Customer Satisfaction Index

<table>
<thead>
<tr>
<th></th>
<th>CSS</th>
<th>QA</th>
<th>CC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Convenience</td>
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<tr>
<td>Courtesy</td>
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<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Sum Divided By 3
Listening Skills
Communicate with the customer
Reflect Feelings
Summarize
Explore for information
HEART Guidelines

Hear the customer out.
Empathize with the customer.
Apologize to the customer.
Respond to the customer.
Take ownership.
Mission

To build, establish and operate a safe, efficient and effective transportation system that, within the DART service area, provides mobility, improves the quality of life and stimulates economic development.
Introduce yourself... Ask do you/Have you... Get signature for square... Call out **Bingo** when you complete row or column.

<table>
<thead>
<tr>
<th>Have blue eyes</th>
<th>Swim with dolphins</th>
<th>Like to golf</th>
<th>Have 2 children</th>
<th>Drive an imported luxury car</th>
</tr>
</thead>
<tbody>
<tr>
<td>Like old movies</td>
<td>Love cookies</td>
<td>Smoke</td>
<td>Wear glasses</td>
<td>Have on red</td>
</tr>
<tr>
<td>Exercise regularly</td>
<td>Run marathons</td>
<td>Have a vegetable garden</td>
<td>Own a pet</td>
<td>Have blond hair</td>
</tr>
<tr>
<td>Own a boat</td>
<td>Given up a habit recently</td>
<td>Love to cook</td>
<td>Can hum the Jeopardy theme</td>
<td>Born in the same month as you</td>
</tr>
<tr>
<td>Collect antiques</td>
<td>Have more than 2 children</td>
<td>Like to do crafts</td>
<td>Love to sail</td>
<td>Belong to a club</td>
</tr>
</tbody>
</table>
DART Organizational Values

At DART, we value being:

Focused on Our Customers;
Committed to Safety;
Professional;
Dedicated to Quality Performance;
Team Players;
Good Stewards of Public Funds.
The HEART of DART

Getting to the HEART of Superior Customer Service
The HEART of DART

For Superior Customer Service ask yourself:

Is it safe? Does it advance DART’s mission and vision. Does it follow the HEART guidelines? Does it meet your department’s standards?

THEN DO IT!
Vision

DART is a welcomed, integral part of our region. We provide quality service. Our innovative accomplishments benchmark DART as a transportation leader which is supported by a thriving internal environment.
Getting to the HEART of Superior Customer Service
Reflect Feelings

Explain what you think he or she is feeling.

- You are (feeling) because (reason for feeling).
- By recognizing how someone feels you can often defuse a situation when a person is upset.
Summarize

Paraphrase what you heard the customer say to check the accuracy of what you heard.

Some lead in phrases to use:

"So, in other words",

"From your viewpoint",

"Let me make sure I understand your statement"
Objectives

- To understand the Heart of Dart
- How to apply it our jobs.
- Learn good communication skills.
- Understand team work
- Understanding Darts Mission, Vision, and Organizational values.
Communication Skills

Listening Skills

Explore for Information

Ask leading questions
tell me more... explain... describe...

Ask open ended questions
who...what...when...where...how...

Use verbal trackings
hmmm...uh-huh...oh... yes...I see...
Who is the customer?
An individual with whom one must deal.
Who is the customer?