

BART'S CUSTOMER SERVICE PROCESS

BART Accessibility Task Force Meeting
November 21, 2024

WHERE PASSENGERS SEND COMMENTS

- Customer Service: online, email, phone
- BART Board of Directors
- Accessibility Department
- Station Agents
- BART Official app
- BART Police Watch app
- Other contacts at BART

TYPES OF REQUESTS

- Complaints
- Reports
- Questions
- Comments
- Praises
- Reasonable modifications

WHERE DO THEY GO

- Customer Service
- Accessibility Staff
- Transportation Department
- Station Planners
- BART Police
- BART Board of Directors
- Others, depending upon the communication

PROCESS

- BART uses the Salesforce system to communicate with passengers, as its Customer Service tracking program.
- Forwarded to relevant Department to reply.
 - Forwarded to other departments for information.

Thank you.
Questions.

