Unique Elements of Providing Effective Tribal Customer Service

Kristen Joyner, South West Transit Association
What is the goal or purpose of your transit program?
Who is your customer?
Where is your lane?

- What are you responsible for?
  - Providing rides
  - Getting people from point A to point B
  - Purveyor of Hope
    - access, health, education, safety
When is customer service important?
When is customer service important?
Why are we here?
Servant Leaders

- They listen
- They have empathy
- They heal
- They are aware
- They persuade
- They conceptualize

How do we serve?

- They have foresight
- They practice stewardship
- They have commitment
- They build community
- They embrace process

Robert K. Greenleaf
Wrap up
Mr. Perez removes his seat belt and harness. **DIFFICULT**

Riders leave shopping carts at bus stops instead of leaving them at the store. **LAZY**

Linda Loo brings a boa constrictor on the vehicle. **WEIDO**

Ben Johnson doesn’t respond to a driver’s instructions about standing behind the yellow line. **OBSTINANT**

Mrs. Lawson looks fine to me, but she claims she has a disability. **LIAR**