

Message

From: Paula Edwards [/O=GOTRANSIT/OU=POSTOFFICE/CN=RECIPIENTS/CN=PAULAE]
Sent: 9/14/2012 6:04:10 PM
Subject: FW: Call Centre Assistance with Accessibility Public Meetings Registration
Attachments: MX Accessibility Ad Metro.pdf; Contactcentre QAs - Accessibility meetings.docx
Importance: High

Silvan was just in my office telling me what a great job the contact centre team is doing in supporting the public accessibility meetings. Thanks for your support in this initiative. As always the level of professionalism and customer service the team provides is outstanding. Well done.

Thanks Paula

From: Jeffrey Short
Sent: Wednesday, September 05, 2012 10:48 AM
To: Customer Contact Management
Cc: Sarah Roger; Lisa Jones
Subject: Call Centre Assistance with Accessibility Public Meetings Registration
Importance: High

Good morning,

To follow up on my phone conversation this morning with Anil Fernandes, I am forwarding the some resource materials (attached), along with a link to the online registration form for the upcoming Accessibility Public Meetings (please see below). The attached Contact Centre Q&As document should answer most of the general registration questions from the public. The toll-free number for the call centre and URL for the online registration form were included in all promotional materials for the Public Meetings. If a customer calls in and asks one of your staff to fill out a registration form on their behalf, please ask your staff to use the online form and submit the completed form, which gets sent to accessibility@metrolinx.com. My colleague Lisa Jones and I will be tracking all completed forms that arrive in the accessibility@metrolinx.com mailbox.

Thank you for your assistance with this very important initiative.

Regards,
Jeff

From: Sarah Roger
Sent: September 4, 2012 2:23 PM
To: Laura-Gaye Moats
Cc: Jeffrey Short; Jason Allen
Subject: Using the call centre for Accessibility Public Meetings registration

Hi Laura-Gaye,

It was brought to my attention that the contact centre has started to receive calls about the accessibility public meetings and I want to ensure they have the information they need.

We are starting to run ads to promote Metrolinx's accessibility public meetings and directing the public to register online at: www.metrolinx.com/en/aboutus/accessibility/register.aspx

Should someone happen to call the contact centre and want to register, the customer contact rep can fill out the form on their behalf and submit it which gets sent to accessibility@metrolinx.com. We want to provide the public with an option to register by phone for those without internet access or uncomfortable filling out an online form.

Let me know who to work with to ensure this information reaches those who need it, I believe Anabella and Jason are out of the office.

Thanks,
Sarah

From: Sarah Roger
Sent: Monday, August 13, 2012 4:24 PM
To: Anabella Leguia-O'Neill
Cc: Jason Allen
Subject: Using the call centre for Accessibility Public Meetings registration

Hi Anabella,

I believe you are a bit in the loop about the Metrolinx Accessibility Public Meetings that are being held in the second part of September. As part of the paid advertising for the four public meetings we will be encouraging the public to register via an online form which will be available on the Metrolinx website. The purpose of the form is so we can get an idea of any accommodations the public may need such as ASL interpreters, live captioning, etc. To fully accommodate the public, I'd like to provide the option to call the contact centre to help them register for the event and have the contact centre representative fill out the online form on their behalf. Rest assured Lisa Jones and Jeff Short from PPI will manage the actual registration list.

The MX Accessibility Public Meeting Working Group has evaluated whether or not we should use Lisa's direct extension #, but decided as we will be advertising so widely it would be best to first filter the calls through the contact centre and if the questions get too technical they can be forwarded Lisa.

I can work with Jason to develop a job aid so the contact centre reps can answer questions about the event. We're hoping to start running the ad after Labour Day and the last event is on September 27 so there would only be a 3-4 week window when the calls may come in. I know that you are busy gearing up for service guarantee for the same timeframe, however I've heard the internal pilot might run in September so it may be unlikely you will receive calls from the public during that period. Paula may be better to address that.

I've attached an older version of the ad that needs to be updated, but you will see I'm offering the option to call the 1-888 # and will probably add the TTY #.

I don't anticipate the call centre receiving a large number of calls about this as this is the first time the organization is running such an event and we don't anticipate it being as well attended as the TTC's public meeting on accessibility. I believe most people will be able to fill out the online form themselves, but just want to make sure we give the call centre as an option to be as accessible as possible.

Let me know if you're ok with this approach as I know this is a Metrolinx initiative and we will be using the services of the GO contact centre. I filled Jason in on this earlier today and his main concern was to ensure there is enough time in advance to give a head's up to everyone internally and him and I can work together to ensure this happens.

Let me know if you have any questions or concerns,
Sarah

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