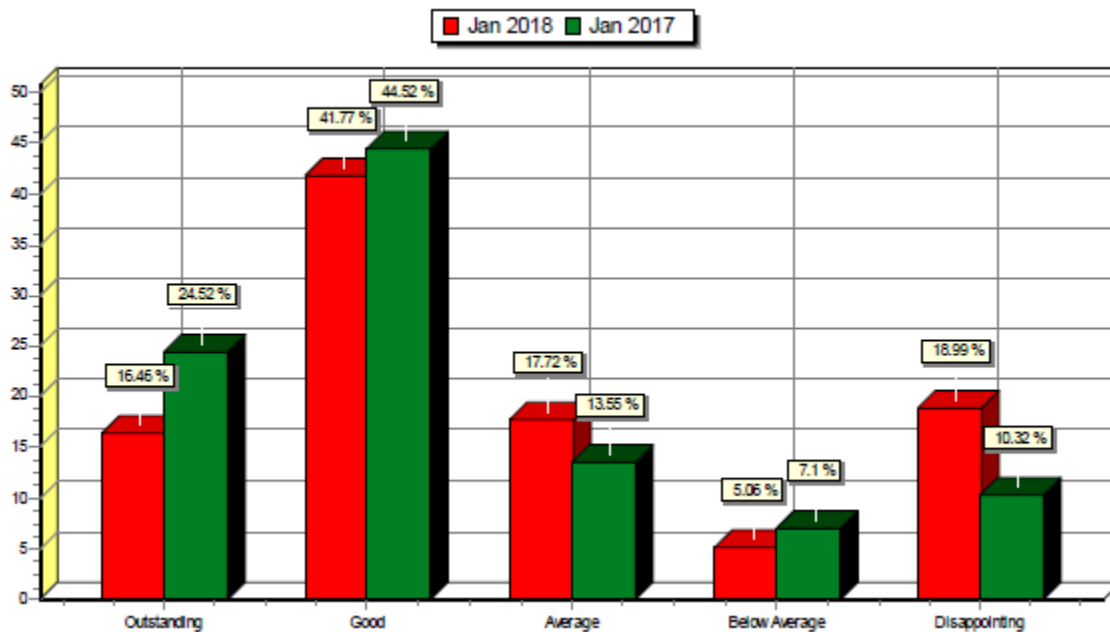


Overall Depot Experience Customer Satisfaction Report – January 2018



Above Image: Comparison of January 2018 customer depot experience with January 2017 experience

The overall Customer Satisfaction scores for January are down below the corporate goal of 70%.

2 key reasons for lower scores:

- Number of cancellations
- Delays in On-time departures

What can we do?

- Review best customer service practices regarding late departures or cancelled schedules with staff.
- Ensure depot displays (including Wi-Fi) are working at all times and accurately show the schedule information. If you see anything that needs to be corrected contact Amanda Hermann (ahermann@jeffersonlines.com).
- Clearly post any additional information for customers related to upcoming schedule changes or delays.
- Help your drivers to depart on time. Make sure departures are announced. Work with the driver to help load luggage and packages.