

Customer Service - Policies and Procedures

Answering Phones

Incoming calls will display differently depending on the intended organization.

- If “ICT” answer “Indianapolis Cultural Trail, how can I help you?”
- If “PBS” answer “Pacers Bikeshare, how can I help you?”

Call Forwarding:

You will only need to forward/un-forward calls for our customer service line 317-653-1947.

It is important that calls overnight are going to our call center 303-231-6650 so you must forward calls to this number if you are the last one to leave for the day.

<https://uc-portal.brighthouse.com/auth/login/>

Username: 3176531947

Password: feb0915

Call forwarding is always on you just need to change the number it routes to.

- -Office/shop: 6001
- -Tech cell: 317-775-1694
- -Call center: 303-231-6650

Explanation of System:

Info to get from caller:

- i. First and Last Name:
- ii. Phone:
- iii. Bike number:
- iv. Technical issue:

All 250 bikes are available 365 days a year, from 5:00AM - midnight. Summer Hours (May - September) are 5:00AM - 3:00AM

Check out a bike using your credit card at any station kiosk. You may purchase a 24-Hour Pass online or at any station kiosk. Annual Memberships can only be purchased online.

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Your Pass gives you access to a bike for unlimited 30-minute trips for the duration of the Pass.

If you keep a bike out longer than 30-minutes at a time, extra usage fees kick in. To avoid usage fees, keep all your trips under 30 minutes.

(Usage fees: \$2 for first additional thirty minutes and \$4 for every additional thirty minutes)

Billing Questions

This is our **most common call**. Listen to their complaints, explain you understand they may not have understood. Explain Usage Fees and most importantly *why* we do it this way. (Keep the bikes in constant rotation through the system and available to anyone.)

Our **Refund Policy** is as follows for first time users: **50% of usage fees with a maximum of \$15**. So if a user was charged \$50, they won't be charged \$25, they will still only be charged \$15. If they don't understand why we can't refund it all or are belligerent, offer to give them the email address of the Customer Service Manager, Dan to discuss further (dremington@indyculturaltrail.org). Many will be happy with 50% but we want *everyone* happy. **Let Dan (Customer Service Manager)** take care of the especially difficult customers. That's not your job.

Stiff Dock

This is an ongoing issue that will subside with time. The docks are new and need "broken in." This means not all bike dock if users don't shove them in hard enough and don't come out if users don't pull hard enough. This is our **second most frequent issue** behind billing calls. Resolving this starts by doing some mental problem solving. Do they still have a bike checked out under their name? Tell them not to be shy, really yank on it!/dock it like you mean it! The dock will beep three times when the bike has been successfully docked, allowing them to get another bike. Make sure they aren't charged for a trip exceeding thirty minutes if they just didn't dock correctly.

Membership Questions

Many users will just call before checking out a bike to make sure they understand how it works, or to see if they can use it for just 30 minutes. Its important to know how to explain the pricing of the system (see above.)

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If an Annual Member calls and says their Card is getting a Card Read error at the station, make sure they know they need to use it directly at the dock by pressing the silver button and holding the card on the dock until it beeps and flashes green.

Day Pass users will ask how to check out another bike without being charged. It's important to know the steps on the screen to do this to guide them through. [English. Check out a bike. "Would you like to buy a day pass?" No. Swipe card they used to purchase day pass. Choose a bike.

Station Down/Screen Frozen

If station is not responding to tapping with the finger, restart it from the Admin site. If station is listed as Unresponsive on Admin site, try restarting on Admin site. If this doesn't work, the station will need to be reset in the field. Instruct the user to go to a nearby station.

Dock Signals:

Green: Lock releases, check out bike!

Orange: There is a problem with the member's account/card. (Look it up)

Red: The dock is broken or bike is locked for maintenance.

Other Issues

Damaged bike:

[Get bike number and location] Lock down bike. Select "Edit" for bike, select "Not available for Rental"

[Create Bike Ticket, send to Bike Techs, dispatch to Tech Cell if applicable]

Stations are full:

[Find out location, direct to nearby station with empty docks]

[Instruct them how to add 15 minute time credit to trip at kiosk] ("More Options" Button-"Full Station")

[Tell them about B Cycle App]

In an accident:

Have you called 911? Please don't attempt to ride the bike if it is damaged, I will contact our Operations team immediately and direct them to your location to retrieve the bike. Can you tell me where you are? Can you tell the four number code that is printed on your bike frame near the left pedal?"

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No bikes at a station:

I apologize for the inconvenience, I will contact our operations team immediately and direct them to your location with extra bikes. Can you tell me the station where you are located? [Inform them of other nearby stations] On the kiosk it will tell you nearby stations that have bikes available.”

[Tell them about B Cycle App]

Lost Items:

Find out most recent bike they were on by looking up their account. Call user that used it right after them or dispatch Tech to check the bike.

Found Items:

Tell user they can bring by the item to 132 W Walnut St.

If calls are for a member of ICT Inc. or Pacers Bikeshare administration regarding advertising, landscaping, sales, administration, etc, determine who the caller would like to speak with and forward to the appropriate user’s extension. For all general callers that don’t know who they need to speak with, forward to Dan’s phone.

Want to reserve a bike/use a bike all day:

“Pacers Bikeshare is a system designed to promote the constant use and turnover of bikes for short journeys. The pricing system encourages short trips. However, you can use the bike all day but know that you will incur usage fees.

There are other options downtown for bike rental that allow you to reserve a bike and use it all day.

We encourage you to contact a local bike rental retailer if you need to use a bike for longer periods of time.”

Wheel Fun Rentals in White River State Park

(317) 767-5072

(317) 730-2290

Bicycle Garage Indy Downtown (242 E. Market St., Ste. 101)

(317) 612-3099

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Customer Service Tech Daily Task List

Check and respond to Operations emails

Review trips and check 4:30am check ins, adjust those with reference. Contact those without reference.

Answer Line 1 as Pacers Bikeshare

Answer Line 2 as Indianapolis Cultural Trail

Dispatch issues to in-field Tech or to Dan as needed (via email unless urgent)

Log all calls in Customer Service call log

If call volume is low perform bike maintenance

Customer Service Refund Policies

Usage Fees: 50% reduction up to \$15 unless disputed, then forward to Dan.

Membership fee: We do not refund membership fees if they are used or purchased accidentally. If disputed, forward to Dan.

4:30 check ins: Full refund unless a reference is available. If contacted with no answer, reduce trip to 150 minutes and make adjustment note.