

TTSD is pleased to announce to Customers the following Service Improvements:

Customer Service Enhancements:

Improved Call Center Procedures:

- TTSD has improved its employee training tools for handling incoming customer phone calls. This includes identifying the purpose of each phone call and each customer's individual service needs. The training and materials are geared towards matching each customer with the best service options and resolving individual customer issues.
- TTSD has established regular reviews between management of and individual customer service representatives (CSR's), focusing on the best ways to improve call quality and overall customer satisfaction.
- Incoming calls are now being tracked by the specific nature of each call to identify and steer customer service resources towards resolving the most commonly occurring types of customer issues.
- TTSD has employed artificial intelligence analytics to evaluate phone calls for customer satisfaction and identify unresolved issues (while safeguarding customer privacy and security).

Online customer accounts – TTSD has increased outreach efforts designed to make customers aware of their ability to create a personal online account, allowing them to enroll in online payments, providing them with service event visibility and the option to opt-in to e-mail service notifications.

TTSD has established a new Online Support feature whereby customers may submit issues and complaints -- including billing issues and missed pickup/service issues -- for company review:

- The tool can be accessed from TTSD's website: **waste101.com, under the "Support" tab.**
- When customers submit an issue using this tool, the company is committed to reviewing each submission for resolution as soon as possible (or, in situations requiring operational company review, providing updates re: the status of the company's review until completed).
- This tool is just another avenue for customers to submit concerns -- customers can still call the company and speak to a representative directly at: **(530) 583-7800.**

Additional website enhancements:

- TTSD has updated its website to meet current industry standards for full functional use across different device types and ADA compliance.
- A posting of preliminary customer FAQ's on TTSD's website has begun, with the FAQs split to reflect the various programs and service offerings available in different jurisdictions.

Social Media: TTSD has recently launched a social media presence to increase customer outreach and awareness of the various service offerings, company activities and programs available across the different areas that TTSD serves.

Increased Customer Service Staffing:

While we transition through the changes described above and the improvements start to take effect, TTSD has increased customer service representative (CSR) staffing levels to field incoming phone calls and address those customer issues requiring human interface, with as little wait as possible.

Route Operations:

When our drivers service each location, they record the amount of garbage and recycling collected. To help ensure the ongoing quality of service, TTSD has implemented the following:

- Real-time GPS has been deployed on TTSD's collection vehicles, providing visibility to when collection vehicles are present at service locations.
- TTSD has hired a full-time route auditor to review and monitor materials collected on-route, including the material types and amounts recorded.

These tools have proved successful in both improving driver performance and in reducing and resolving individual customer service situations.

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