

RAD Curbside Customer Service Policy

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 A.1

CUSTOMER SERVICE OVERVIEW

Our mission

The mission of RAD Curbside is to deliver safe and dependable trash removal for the health, safety and welfare of the community, and, in alignment with community goals, increase the community's overall diversion rate by providing sustainable and scalable services for easy participation in and education about diversion and recycling.

Our commitment

In fulfilling our mission, RAD Curbside strives at all times to provide its services in a way that respects the residents of Teton County. We are also committed to providing uniform access to our services and allowing them to subscribe to the same services and in a similar way as other customers.

INTRODUCTION

Excellent customer service is the core of our business. To RAD, a quality experience is essentially a variation on: *"You want to meet the same expectations you would have if you were the customer."* Customer service is the process by which we deliver our service as well as allow customers to access services in the most efficient, cost-effective, and satisfying manner possible. Staff will be knowledgeable of service options and lend experiences that help customers make the best choices. When issues arise, customers will be provided fast, convenient resolution with a respectful, friendly and helpful attitude by following our customer interaction protocol: Be nice, Resolve issues in one interaction and resolve issues quickly.

All RAD employees are to abide by the protocol set forth in our customer service policy at all times while employed with RAD. It is the responsibility of each employee to have a copy of and follow all RAD guidelines at all times while on duty. In addition, all RAD employees have the responsibility for reporting and correcting any customer issues they are confronted with or identify to RAD.

Core Customer Service Guidelines:

"You want to meet the same expectations you would have if you were the customer."

1. Be nice
2. Resolve issues in one interaction
3. Resolve issues quickly

A. General Guidelines

A.1 Scope - RAD will be responsible for all customer services related to waste or recyclable material collections and disposal, including all billing and debt collections. Service includes delivering new containers, servicing containers, customer education, container labeling, making available and communicating container sizes, types and frequency of service or service level options, billing, and handling all calls relating to services, changes to service and missed service resolution. At all times, RAD's website, RadCurbside.com, will host information on all services provided and associated rates, diversion and responsible waste management. We will further develop the functionality and features in order to increase the method and ease of access to relevant information.

A.2 Delivery - RAD Curbside is committed to excellence in serving all customers and we will carry out our functions and responsibilities with attention to detail. RAD will maintain regular 9:00 AM to 5:00 PM MST business hours Monday through Friday and during these times provide a customer service representative to respond to public inquiries and complaints. For questions and issues, we have multiple methods of contacting our team. Customers who prefer using their phone will call 208.220.7721 and speak directly with our account manager who is responsible for both route management and bookkeeping. "Live Chat" will be available on our website Monday through Friday 9:00am to 4:30pm. Customers may also email us at info@theradrecyclers.com. Any after-hours phone messages and emails will be responded to within one business day. An all-hours emergency line will be considered. Any and all complaints are recorded via a Customer Complaint Form, investigated, remedied in a timely manner and reported quarterly to Teton County via Customer Care Quarterly Report.

A.3 Educational outreach - Efforts will provide residents service information through print advertising, direct mailers, email, social media, event sponsorships and through additional public communication channels. RAD will generally publish and include its direct email address, phone and physical location in outgoing communications. To gauge customer satisfaction and understand desired services, RAD will administer service review surveys twice per year via mail and/or online.

A.4 Communications - We will communicate with people in ways that take into account their service needs. We will train staff who communicate with customers on how to interact and communicate with people about service.

A.4 Service Information Availability

- 24-7 Service information, account management and bill pay on RadCurbside.com
- Service Information will be communicated through direct communications and public advertising channels on a regular basis: Local Newspaper, Customer Email Newsletter Campaigns, Web Ad Buys, Advertorial and/or Editorial Contribution, Social Media, Radio, Magazines Ads, Mailers, Flyers, Magnets

A.5 Customer Service Accessibility

Contact Methods and Operational Hours

- Business Hours - 9:00 AM - 5:00 PM Monday-Friday*
- Customer Contact Methods

- Walk-in Friendly Office
- Phone: 208.220.7721
- Email: Info@RadCurbside.com
- **New** - Live Chat on Website: RadCurbside.com
- Service Reminders available via text, email or calendar subscription (Opt-In)

A.5 Billing and Customer Account Management

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, e-mail or online bill pay

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Customer Account Options

- Methods of Communication
 - Electronic - Emailed Invoice / Online Account Access / Live Chat
 - Paper - Mailed Invoice
 - In Person
 - Phone
- Customer Billing Options
 - Invoicing: Monthly, Quarterly, Annually
 - Payment Methods: Cash(in office only), Local Check, Credit Card, PayPal
 - Payment Options:
 - Recurring Payment-setup via online, mail, phone, or in person
 - One-time Online Bill Pay
 - One-time Offline Bill Pay - mail, phone, or in person

A.6 Feedback Process

The ultimate goal of RAD Curbside is to meet and surpass customer expectations while serving customers with waste and recycling collection services. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way RAD Curbside provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, feedback card, survey. All feedback will be directed to the Customer Service Manager. Customers can expect to hear back in one business day.

From time to time we may send customers a survey to evaluate our performance and ensure that service is meeting the needs of the community.

A.7 Inquiry and Issue Resolution

- All customer inquiries or issues will be documented in the RAD customer database
- For inquiries:
 - Information will be provided and inquiry will be resolved
- For issues:
 - Complaint forms are filled out and the issue is investigated
 - Work orders are generated and assigned to a RAD team member for resolution
 - Work order, notes and issue resolution are documented in the customer account
 - Missed pickups will be addressed by:
 - Having a route truck return to service the customer as soon as feasible
 - or -
 - Taking additional volume the following service day if return service is declined

A.8 Records and Reporting

Quarterly Reporting and Record Provision

- Written and recorded complaints can be included in the quarterly reporting

Records

- Maintain records to report performance
- Number of subscribers per service option
- Total quantity of material collected, transferred, recycled, processed and/or disposed through each program and service
- Evaluate past and expected progress towards achieving the County's diversion goals and objectives.
- Determine needs for adjustments to the program.
- Facilities, equipment and personnel used equipment maintenance and repair.

Reporting

- Annual and Quarterly Reports
- Number of subscribers by service type as of the last day of preceding quarter
- Tons transported at the designated disposal/processing facility
- Summary of service complaints for preceding quarter based on a complaint log.
- Narrative summary of problems encountered with recommended actions by the Contractor or County
- Other information or reports that the County may reasonably request or require.

A.9 Modifications to this or other policies

We are committed to developing customer service policies that respect our customers. Therefore, no changes will be made to this policy before considering the impact of any changes.

A.10 Questions about this policy

This policy exists to achieve service excellence. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Customer Service Manager of RAD Curbside.