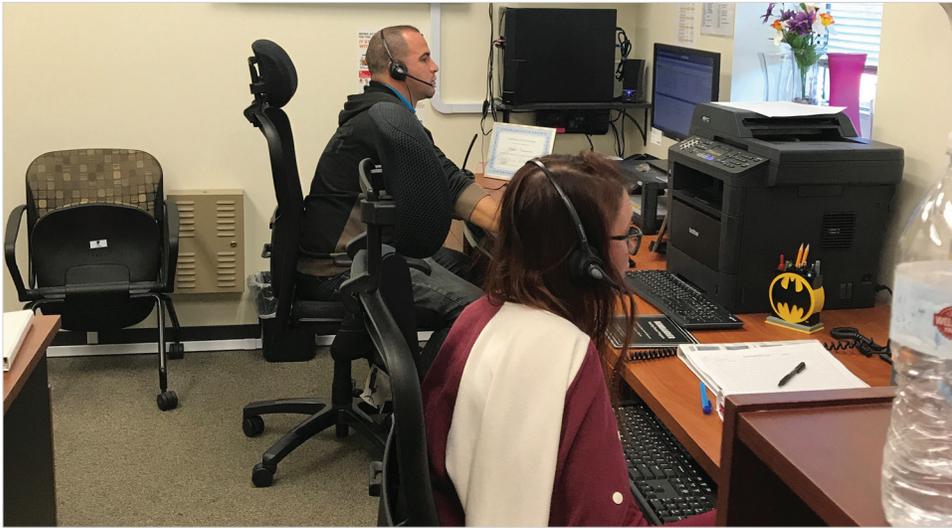




# ON TRACK

SUNRAIL NEWS & INFORMATION FOR CENTRAL FLORIDA'S BUSINESS COMMUNITY

ISSUE 21 • SEPTEMBER 2017



## Customer Care

Ana Lopez of Lake Mary panicked after she and her family de-boarded a SunRail train this summer. Her uncle realized that he had left his wallet on-board, while he watched the train roll away. "We didn't know what to do," claimed Ana in an email to SunRail. Fortunately, she called SunRail's customer service team the next day, and to her surprise, "They had it...thank goodness."

SunRail's customer service call center operates Monday-Friday from 5:30 a.m.-9:30 p.m., providing a host of service information and assistance to our customers. A lost item, such as the Lopez' family wallet, is just one example of the type of calls customer service receives. The majority of calls are regarding schedules, fares, lost & found, SunCards, account management and equipment issues on the platforms.

The customer service team stays very busy. Between January - August of this year alone, they answered 12,041 calls, averaging 1,505 per month. The majority of our calls are concerning the schedules and fares, with only 1% recorded as complaints. Many calls reinforce SunRail's excellent customer service on-board, on-platform and in the customer service center. "Our standard is to provide our customers with the best possible customer experience," says Linda Nesbitt, SunRail's Customer Service Manager. "We provide assistance in English, Spanish and Portuguese."

With Central Florida's diverse population, the multi-lingual assistance has proven to be an important asset in assisting our variety of customers. SunRail's call center is also responsible for broadcasting public notification alerts regarding train delays or suspensions via text messaging, Twitter, and [www.SunRail.com](http://www.SunRail.com).

To sign up for SunRail's text message alerts, please text **SUNRAIL** to **31996**.

@RideSunRail | /RideSunRail | #RideSunRail

## DID YOU KNOW?

Children ages 6 and under ride free on SunRail...and boy, do they love trains!

## FAST FACTS

Over 2,000 riders used Choo Choo to the Zoo this summer. This campaign provided a 24-passenger shuttle to transport SunRail riders to the Central Florida Zoo & Botanical Gardens between June 1<sup>st</sup>-Sept. 1<sup>st</sup> in partnership with the Zoo, The City of Sanford and the Sanford CRA.

## GET IN TOUCH:

For more information on how you can help your employees commute with SunRail, email [info@SunRail.com](mailto:info@SunRail.com) or visit [SunRail.com/SunRail-For-Business](http://SunRail.com/SunRail-For-Business)

