



Unique Elements of Providing Effective Tribal Customer Service

Kristen Joyner, South West Transit Association



What is the goal or purpose of your transit program?

Who is your customer?



Where is your lane?

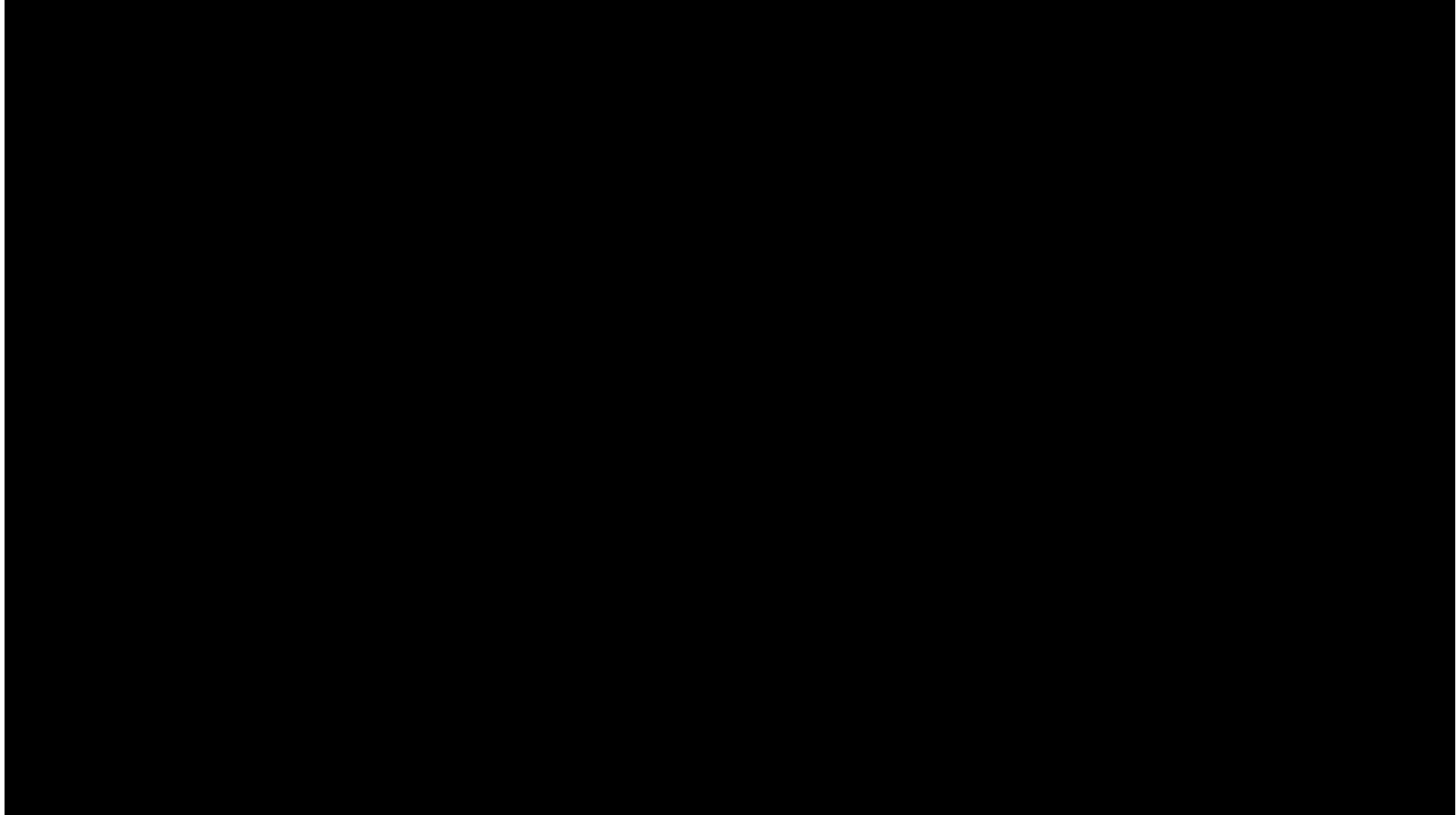
- What are you responsible for?
 - Providing rides
 - Getting people from point A to point B
 - Purveyor of Hope
 - access, health, education, safety





When is customer
service important?

When is customer service important?





Why are we here?

How do we serve?

Servant Leaders

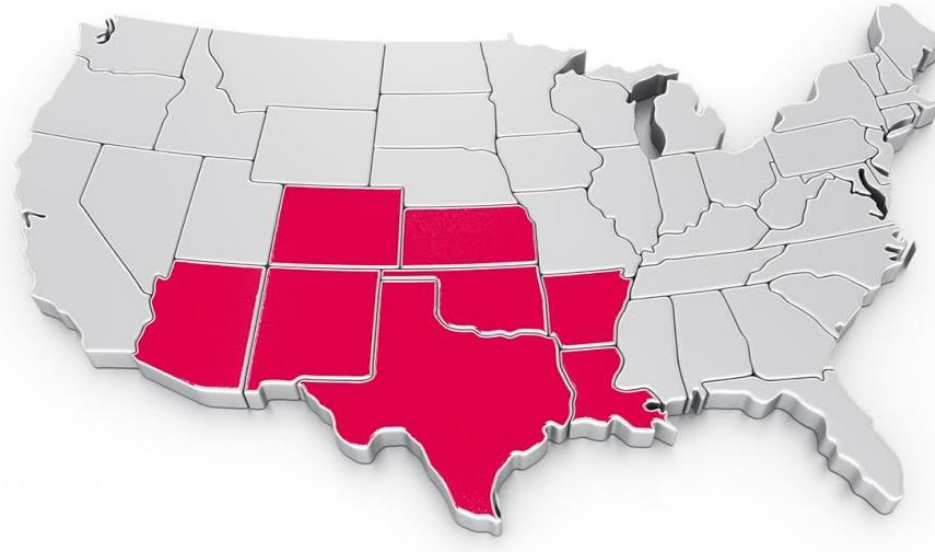
- They listen
- They have empathy
- They heal
- They are aware
- They persuade
- They conceptualize



- They have foresight
- They practice stewardship
- They have commitment
- They build community
- They embrace process

Wrap up





Presented by
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"Honoring All American Female Veterans"

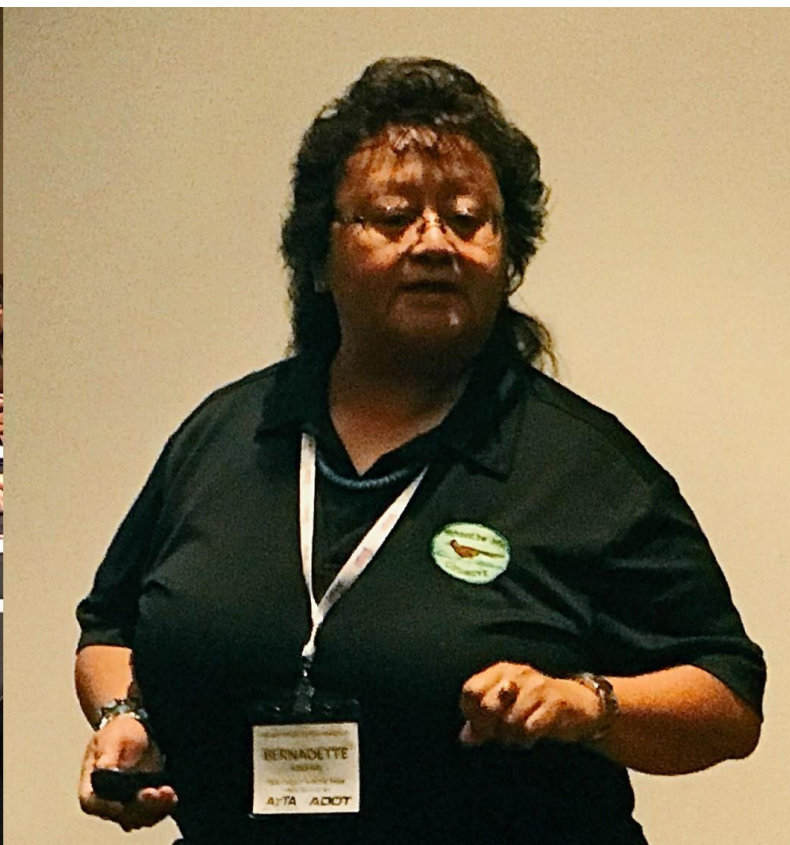
San Carlos Apache Tribe
PUBLIC TRANSIT
Nnee Bich'o Nii Service
928-475-5011 Ext. 246

SAN CARLOS MARKET PLACE
LAUNDRY | CONVENIENCE STORE | SERVICE STATION
FULL LAUNDRY SERVICE
COINED LAUNDRY
CATERING
FUEL
FOOD
ATM

COMING SOON!
Apache Blands
Coffee Shop







Mr. Perez
removes his seat
belt and harness.

DIFFICULT

Riders leave
shopping carts at
bus stops instead
of leaving them
at the store.

LAZY

Linda Loo brings a
boa constrictor on
the vehicle. **WEIDO**

Ben Johnson doesn't
respond to a driver's
instructions about
standing behind the
yellow line.

OBSTINANT

Mrs. Lawson looks
fine to me, but she
claims she has a
disability. **LIAR**