Determine Service Availability with the Road Conditions Map

Agenda

Class Length: 60 minutes

Class Length: 45 minutes

00:00 – 00:10	Log into:
	• Computer
	• D3 Train
	  ○ *Link on eLearning page*
	Open:
	• Practice Road Conditions Map
	  ○ *Link on eLearning page*
		00:00 – 00:05

00:10 – 00:25	Discuss:
	• Road Conditions Map Overview
	  ○ Purpose: *indicate service availability during times of inclement weather; may include: limited towing distances, service available only to (not to) residences*
	  ○ Searching
	  ▪ Best practices: *city search; physical address search; cross street search*
	  ▪ Overlapping color areas:
	  ○ Scripts
	  ▪ General scripts
	  ▪ Specific scripts per area
	  ▪ Knowing what script to read
	• Handling Objections
	  ○ Emphasize what we CAN do
		00:05 – 00:20

00:25 – 00:35	Q&A	*00:20 – 00:25*
00:35 – 00:50	Practice	*00:25 – 00:35*
00:50 – 00:60	Review practice & final Q&A	*00:35 – 00:45*

Instructions:

1. *Enter each scenario in D3*
2. *Utilize the Road Conditions Map to determine service availability*
3. *Answer the questions regarding service availability*

#1	**Call ID:**
Member Number	
Phone Number/Type	206.412.4812 / *Cell*
Location	14225 441st Pl SE, North Bend, WA / *Res*
Vehicle	1996 Chevrolet Blazer / 4WD / Red
Triage	Flat tire – passenger rear
Tow Destination	*n/a*

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you decide what script to read?

5. Did you complete or KI the call? Why?

#2	Call ID:
Member Number	
Phone Number/Type	425.714.1591 / *Cell*
Location	Walmart Supercenter, Wenatchee
Vehicle	2001 BMW 330I / 2WD / Blue
Triage	Lockout, keys in cup holder
Tow Destination	*n/a*

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you decide what script to read?

5. Did you complete or KI the call? Why?

#3	Call ID:
Member Number	
Phone Number/Type	360.254.1546 / *Cell*
Location	WB Highway 20, Kettle Falls, WA
Vehicle	2005 Ford F-150 / 4WD / Purple
Triage	Clutch slipping when shifting
Tow Destination	Nearest AAR shop
Additional Information	Just pass the North East Wa Calvary Chapel, the Old Abandoned Highway is the next left turn

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you know what script to read?

5. Did you complete or KI the call? Why?

#4	**Call ID:**
Member Number	
Phone Number/Type	253.871.6512 / *Home*
Location	Turned right off of Jennings Rd onto Johnson Rd, south of Pullman
Vehicle	2010 Mazda 3 / 2WD / Green
Triage	Slid into a ditch
Tow Destination	*n/a*
Additional Information	Headed towards Pullman; veh is driveable

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you know what script to read?

5. Did you complete or KI the call? Why?

#5	**Call ID:**
Member Number	
Phone Number/Type	509.842.5123 / *Cell*
Location	390 Dominion View Rd, Colville / *Res*
Vehicle	2014 Acura MDX / AWD / Silver
Triage	Left lights on overnight
Tow Destination	*n/a*

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you know what script to read?

5. Did you complete or KI the call? Why?

#6	**Call ID:**
Member Number	
Phone Number/Type	425.489.4891 / *Cell*
Location	I-90 EB, about 1 mile W of Exit 54
Vehicle	1985 Adui 4000 / 2WD / Orange
Triage	Stalled while driving
Tow Destination	Home

1. What is the PTA displayed in D3?

2. What is the color status at the member's breakdown location?

3. What color script would you read to the member?

4. How did you know what script to read?

5. Did you complete or KI the call? Why?

Instructions:

1. *Enter each scenario in D3*
2. *Utilize the Road Conditions Map to determine service availability*
3. *Answer the questions regarding service availability*

#1	Call ID:
Member Number	
Phone Number/Type	206.412.4812 / *Cell*
Location	14225 441st Pl SE, North Bend, WA / *Res*
Vehicle	1996 Chevrolet Blazer / 4WD / Red
Triage	Flat tire – passenger rear
Tow Destination	*n/a*

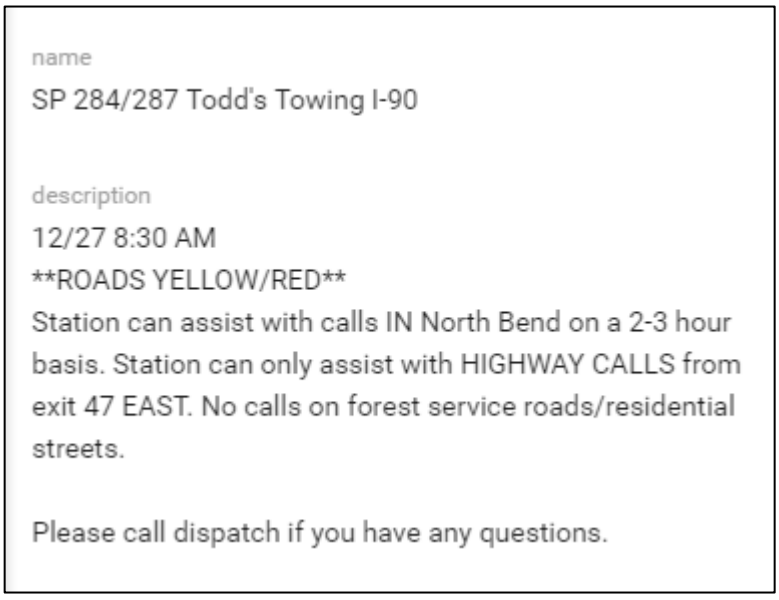
1. What is the PTA displayed in D3?
   Red=800 (worst case scenario)

2. What is the color status at the member's breakdown location?
   Yellow

3. What color script would you read to the member?
   Black

4. How did you decide what script to read?
   Details provided indicate no calls on residential streets

5. Did you complete or KI the call? Why?
   KI – member at residence



name

SP 284/287 Todd's Towing I-90

description

12/27 8:30 AM
ROADS YELLOW/RED
Station can assist with calls IN North Bend on a 2-3 hour basis. Station can only assist with HIGHWAY CALLS from exit 47 EAST. No calls on forest service roads/residential streets.

Please call dispatch if you have any questions.

#2	Call ID:
Member Number	
Phone Number/Type	425.714.1591 / *Cell*
Location	Walmart Supercenter, Wenatchee
Vehicle	2001 BMW 330I / 2WD / Blue
Triage	Lockout, keys in cup holder
Tow Destination	*n/a*

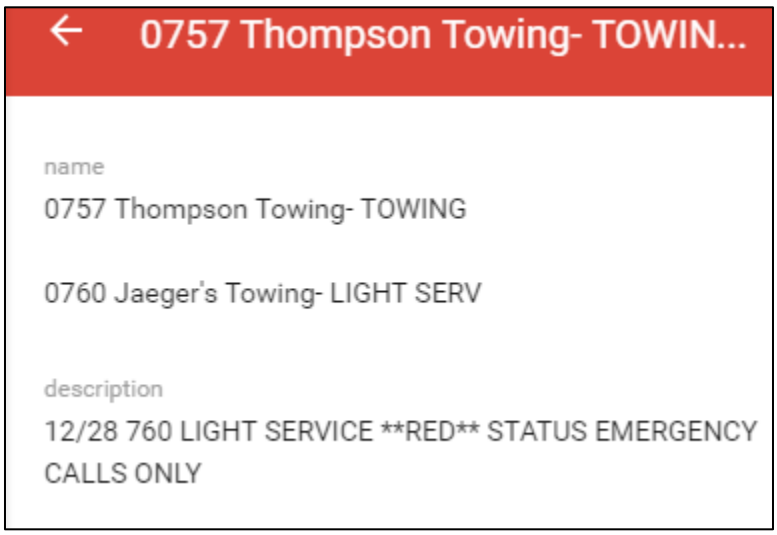
1. What is the PTA displayed in D3?
   Red=800

2. What is the color status at the member's breakdown location?
   Red

3. What color script would you read to the member?
   If 760 Jaeger's Towing, Roads Red

4. How did you decide what script to read?
   Details indicate 760 is doing light service only

5. Did you complete or KI the call? Why?



#3	Call ID:
Member Number	
Phone Number/Type	360.254.1546 / *Cell*
Location	WB Highway 20, Kettle Falls, WA
Vehicle	2005 Ford F-150 / 4WD / Purple
Triage	Clutch slipping when shifting
Tow Destination	Nearest AAR shop
Additional Information	Just pass the North East Wa Calvary Chapel, the Old Abandoned Highway is the next left turn

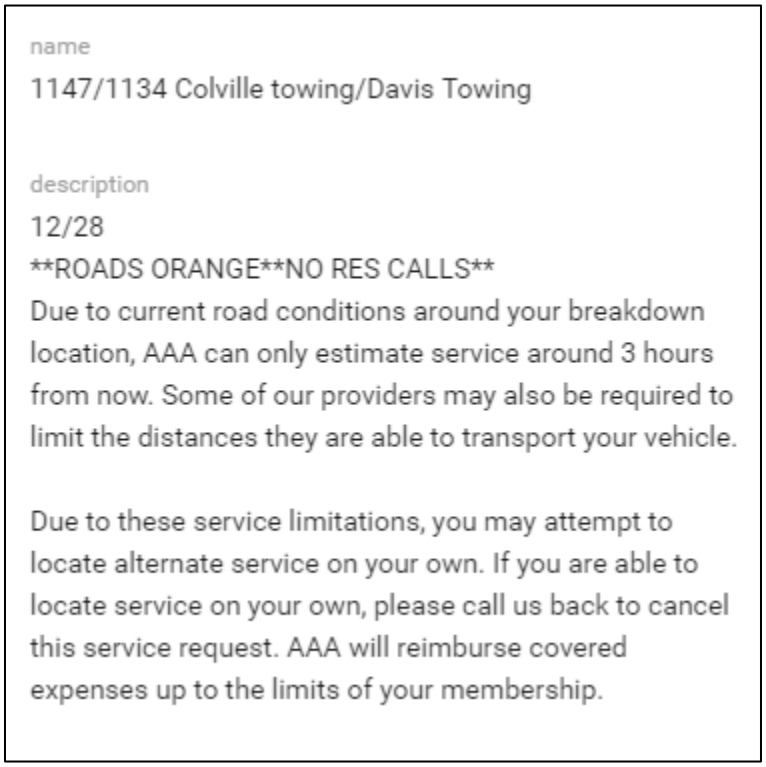
1. What is the PTA displayed in D3?
   Orange=700

2. What is the color status at the member's breakdown location?
   Orange

3. What color script would you read to the member?
   Roads orange

4. How did you know what script to read?
   Displayed in details

5. Did you complete or KI the call? Why?
   Complete, member on roadside



name

1147/1134 Colville towing/Davis Towing

description

12/28
ROADS ORANGENO RES CALLS**
Due to current road conditions around your breakdown location, AAA can only estimate service around 3 hours from now. Some of our providers may also be required to limit the distances they are able to transport your vehicle.

Due to these service limitations, you may attempt to locate alternate service on your own. If you are able to locate service on your own, please call us back to cancel this service request. AAA will reimburse covered expenses up to the limits of your membership.

#4	Call ID:
Member Number	
Phone Number/Type	253.871.6512 / *Home*
Location	Turned right off of Jennings Rd onto Johnson Rd, south of Pullman
Vehicle	2010 Mazda 3 / 2WD / Green
Triage	Slid into a ditch
Tow Destination	*n/a*
Additional Information	Headed towards Pullman; veh is driveable

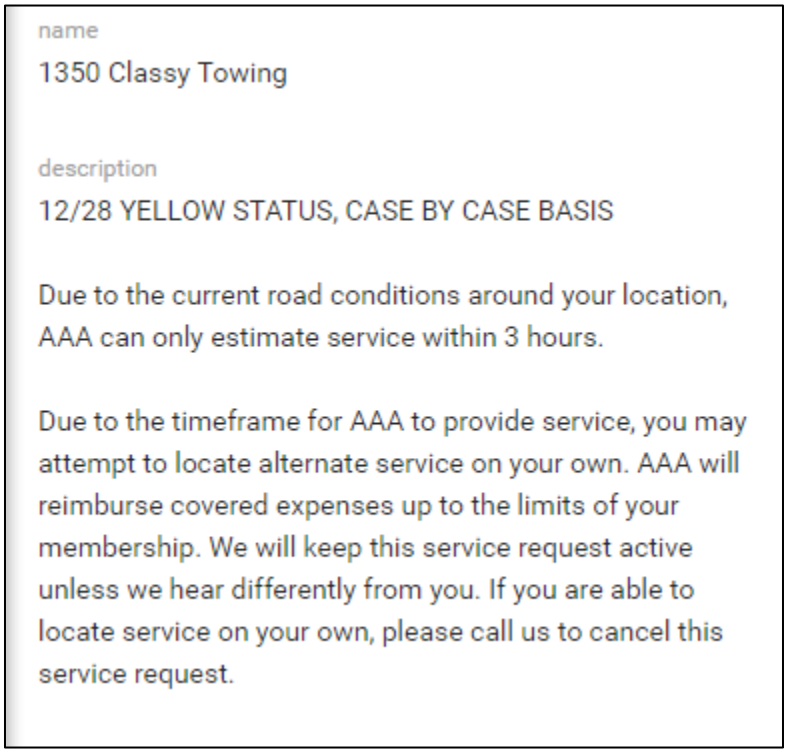
1. What is the PTA displayed in D3?
   Yellow=600

2. What is the color status at the member's breakdown location?
   Yellow

3. What color script would you read to the member?
   Roads yellow

4. How did you know what script to read?
   Displayed in details

5. Did you complete or KI the call? Why?
   Complete, member on roadside


name
1350 Classy Towing

description
12/28 YELLOW STATUS, CASE BY CASE BASIS

Due to the current road conditions around your location, AAA can only estimate service within 3 hours.

Due to the timeframe for AAA to provide service, you may attempt to locate alternate service on your own. AAA will reimburse covered expenses up to the limits of your membership. We will keep this service request active unless we hear differently from you. If you are able to locate service on your own, please call us to cancel this service request.

#5	Call ID:
Member Number	
Phone Number/Type	509.842.5123 / *Cell*
Location	390 Dominion View Rd, Colville / *Res*
Vehicle	2014 Acura MDX / AWD / Silver
Triage	Left lights on overnight
Tow Destination	*n/a*

1. What is the PTA displayed in D3?
   Orange=700

2. What is the color status at the member's breakdown location?
   Orange

3. What color script would you read to the member?
   Residence orange

4. How did you know what script to read?
   Displayed in details

5. Did you complete or KI the call? Why?
   KI, member at residence

name
1147/1134 Colville towing/Davis Towing

description
12/28
ROADS ORANGENO RES CALLS**
Due to current road conditions around your breakdown location, AAA can only estimate service around 3 hours from now. Some of our providers may also be required to limit the distances they are able to transport your vehicle.

Due to these service limitations, you may attempt to locate alternate service on your own. If you are able to locate service on your own, please call us back to cancel this service request. AAA will reimburse covered expenses up to the limits of your membership.

#6	Call ID:
Member Number	
Phone Number/Type	425.489.4891 / *Cell*
Location	I-90 EB, about 1 mile W of Exit 54
Vehicle	1985 Adui 4000 / 2WD / Orange
Triage	Stalled while driving
Tow Destination	Home

1. What is the PTA displayed in D3?
   Red=800 (worst case scenario)

2. What is the color status at the member's breakdown location?
   Red

3. What color script would you read to the member?
   Roads red

4. How did you know what script to read?
   Details provided indicate highway calls OK from Exit 47 East

5. Did you complete or KI the call? Why?
   Complete, as member is on the highway

name
0284 Todd's Towing

description
12/27 8:30 AM
ROADS YELLOW/RED
Station can assist with calls IN North Bend on a 2-3 hour basis. Station can only assist with HIGHWAY CALLS from exit 47 EAST. No calls on forest service roads/residential streets.

Please call dispatch if you have any questions.

Determine Service Availability with the Road Conditions Map

Takeaways

Key Things to Remember

1. Road Conditions Map
    a. Search options:
        i. Breakdown City, State
        ii. Physical Address, City, State
    b. When the map is clicked at the member's breakdown location, the corresponding script for the area will display
2. PTA's
    a. These PTA's in D3 indicate there may be limited service availability:
        i. 600 = Yellow
        ii. **700 = Orange**
        iii. **800 = Red**
        iv. 900 = Black
3. Service Limitations
    a. Based upon the member's breakdown location
    b. Limitations may include:
        i. Limited towing distance
        ii. No service if the member is at a residence
        iii. Light service only
        iv. Tows only
    c. Limitations may not effect a service provider's entire area
4. Handling Objections
    a. Tell the member what we *CAN* do
        i. Getting a call entered will allow us to assign it to a service provider and get service to them.
        ii. If they find their own service before we get there, they can cancel their service request.
5. ***ENCOURAGE TEXTING*** when the member is using a cell phone
    a. Most cell phone plans include texting, so there shouldn't be any extra cost to the member
    b. Leaves our members feeling *IN CONTROL* of their service, instead of a phone call where they are entirely dependent on someone calling them
    c. Many Service Providers are on Service Tracker, making it easy to *SEE* when their service is on its way
    d. If the member decides to cancel, Service Tracker makes that easy as well!



Road Conditions Map

- Purpose
    - Provide details on service availability during an inclement weather event or times of high call volumes that may result from inclement weather.
- Service limitations may include
    - Limited towing distances
    - Service not available at residences
    - Light service only
    - Tows only
- Who Decides?
    - Dispatch works with the SP to determine service availability
    - Dispatch has a process to update the PTA and Road Conditions Map
    - Trust the Map! If it indicates (or doesn't) a service delay, use the scripting on the map to appropriately inform the member
- Scripts
    - General scripts are located at the top of the map
        - Review the difference between Residence and Roadside scripting
        - *Demo: click shape > review script*
    - Scripting may be adjusted based upon a SP's specific availability
        - *Demo: click colored area > review script*
- Search Options
    - Breakdown City, State
        - *Demo: Pullman, WA*
    - Physical Address, City, State
        - *Demo: 2611 Harrison Ave, Olympia, WA*
- Areas with Multiple Colors
    - Portions of a SP's area may have less service available than the majority of the area
        - Search for the member's breakdown location
            - *Demo: Sudden Valley, WA*
            - *Demo: click area > review scripting*
        - Indicates that Sudden Valley is in Black Status while the rest of the area is in Yellow Status
        - PTA'S are set to worst case scenario
            - PTA in D3 = 900 = Black Status
            - This should be you visual clue that you should check the Road Conditions Map for service availability
- Areas with Multiple Providers
    - Multiple providers service several areas
    - If the sidebar isn't displaying the information for the SP assigned to your call, use the list on the left to locate the correct SP & script
        - *Demo: expand SP list > review SP's in Vancouver area w/overlapping territory*

Entering a Call in D3

- PTA displays after entering:
  - Breakdown location
  - Vehicle information
  - Triage
- If the PTA is set to 600 or more, a script should display reminding you to check the map
  - If a script doesn't display, *TRUST THE PTA and CHECK THE MAP*
- Actions to take:
  - Ask to place the member on hold
    - "It looks like there may be some service limitations in your area. May I place you on hold for a moment while I research that for you?"
  - Search for the member's breakdown location on the Road Conditions Map
  - Based upon the script provided, advise the member of the service limitations and:
    - Complete the call
    - KI the call

Handling Objections

The key to remember is emphasizing what *CAN* be done.

- 3+ hour wait time:
  - "Getting the call entered allows us to attempt to get help to you. If you are able to find service on your own in the meantime, you can always cancel the service call with us."
  - "If you are unable to wait, I can gather all of your information now. Then, when you're ready, gives us a callback to activate your service call"
- No service available
  - Orange/Red status: Residence *Member at residence, emergency calls only*
    - "During these situations we reserve our resources for members who are stuck in an unsafe location, like on the side of the road."
  - Black status
    - "

Other Notes

- If the member is on a cell, always encourage text updates!
  - Allows the member to feel more in control of their service, by knowing when service will arrive
  - Many stations are on Service Tracker, providing accurate time of arrival information via a GPS enabled map.
- *Demo: Service Tracker images*
- Encourage TEXTING over a phone call!
  - More accurate with Service Tracker
    - Shows an accurate ETA based upon the service truck's GPS
    - Leaves the member feeling IN CONTROL of their service
    - If the member needs to cancel, they don't need to call back! They can just click the link and cancel right from their phone
  - Phone calls mean the service provider has to PULL OVER to call the member
    - Just because it's a "15 minute" phone call doesn't mean the driver is 15+ minutes away
    - Often the driver will arrive in less than the callback time and will find the member isn't at the vehicle