

**November 2023
Customer Service Report**

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	1177	1040	132	2:36
Fixed/General	1409	1253	149	1:21
Paratransit CQ	186	160	24	2:07
Xtra Mile CQ	1261	1066	182	1:30
Total	4033	3519	487	1:48

Customer Feedback

	Middletown	Shoreline	Valid	Invalid	Total
Driver	2	1	3	0	3
Driver Safety	2	1	2	1	3
FOI					2
General					2
OTP	1	2	1	2	3
Question					47
Routing	8	3	0	0	11
Rudeness	1	0	0	1	1
Sales					3
Service Change	0	1			1
Total	14	8	6	4	76

Sources of Feedback

Facebook	3	4%
Email	63	83%
Phone	9	12%
Twitter	1	1%
Total	76	

Feedback Handling Time (hours)

First Response	12:22
Resolution	42:12

Dec-23
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	916	832	83	2:10
Fixed/General	1165	1061	104	1:29
Paratransit CQ	173	154	20	1:51
Xtra Mile CQ	889	823	67	1:10
Total	3143	2870	274	1:37

Customer Feedback

	Middletown	Shoreline	Both	Valid	Invalid	Negative	Nuetral	Total
App	0	1	0	1	0	0	1	1
Booking Req	0	0	8	8	0	0	8	8
Driver Safety	1	1	0	0	2	2	0	2
Fares	2	0	2	3	1	3	1	4
General								2
No-Show	0	0	2	0	2	2	0	2
OTP	0	0	1	0	1	1	0	1
Pass-by	1	0	0	0	1	1	0	1
Question								51
Routing	4	0	5	9	0	2	7	9
Rudeness	3	0	0	2	1	3	0	3
Sales								0
Service Change	0	1						1
Ticket Order								0
Vehicle Clean	0	0						0
Total	11	2	10	14	8	14	17	85

Sources of Feedback

Facebook	6	7%
Email	73	86%
Phone	5	6%
Twitter	1	1%
Total	85	

Feedback Handling Time (hours)

First Response	27:41
Resolution	45:42

Jan-24
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	985	927	66	2:30
Fixed/General	1136	1024	116	1:28
Paratransit CQ	220	215	7	1:48
Xtra Mile CQ	928	865	67	1:17
Total	3269	3031	256	1:45

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Total
App	0	6	0	6	0	6	0	6
Booking Req	0	0	7	7	0	0	7	7
Driver Safety	1	1	0	0	2	2	0	2
Fares	0	0	5	5	0	1	4	5
General								2
No-Show	0	1	0	0	1	1	0	1
OTP	1	2	0	1	2	3	0	3
Pass-by	0	0	0	0	0	0	0	0
Question								4
Routing	5	2	0	5	2	4	3	7
Rudeness	7	1	0	2	6	8	0	8
Sales								7
Service Change	0	1						1
Ticket Order								8
Vehicle Clean	0	0				0	0	0
Total	14	8	5	13	13	25	14	40

Sources of Feedback

Facebook	2	2%
Email	83	83%
Phone	14	14%
Twitter	0	0%
Mail	1	1%
Total	100	

Feedback Handling Time (hours)

First Response	24:32
Resolution	86:13

Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	889	777	105	2:30
Fixed/General	1074	1010	61	1:33
Paratransit CQ	236	229	7	2:10
Xtra Mile CQ	896	865	30	1:24
Total	3095	2881	203	1:49

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Total
App	0	0	4	4	0	0	4	4
Booking Req	0	0	12	12	0	0	12	12
Driver Safety	0	0	0	0	0	0	0	0
Fares	0	0	3	3	0	0	3	3
General								9
No-Show	0	0	0	0	0	0	0	0
OTP	0	0	1	1	0	1	0	1
Pass-by	0	1	0	0	1	1	0	1
Question								3
Routing	0	1	3	3	1	1	3	4
Rudeness	0	0	0	0	0	0	0	0
Sales								0
Service Change	0	0						0
Ticket Order								8
Vehicle Clean	0	0				0	0	0
Total	0	2	23	23	2	3	22	45

Sources of Feedback

Facebook	3	3%
Email	95	90%
Phone	5	5%
Twitter	3	3%
Mail	0	0%
Total	106	

Feedback Handling Time (hours)

First Response	25:41
Resolution	80:40

Mar-24
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	920	860	58	2:29
Fixed/General	1026	975	48	1:48
Paratransit CQ	233	226	7	2:34
Xtra Mile CQ	931	903	26	1:26
Total	3110	2964	139	1:57

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Positive	Total
App	1	3	4	8	0	0	8	0	8
Booking Req	0	0	12	12	0	0	12	0	12
Driver Safety	1	0	0	0	1	1	0	0	1
Fares	1	1	6	7	2	2	6	0	9
General									6
No-Show	0	0	0	0	0	0	0	0	0
OTP	0	1	1	2	0	2	0	0	2
Pass-by	1	3	0	0	4	4	0	0	4
Routing	2	1	2	5	0	0	5	0	5
Rudeness	3	0	0	0	3	3	0	0	3
Sales									1
Service Change	0	0							0
Ticket Order									18
Vehicle Clean	0	0				0	0	0	0
Website			1	1	0	0	1	0	1
Total	9	9	26	35	10	12	32	0	70

Sources of Feedback

Facebook	0	0%
Email	71	83%
Phone	15	17%
Twitter	0	0%
Mail	0	0%
Total	86	

Feedback Handling Time (hours)

First Response	3:19
Resolution	30:26

Apr-24
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	960	860	100	1:51
Fixed/General	1087	1030	57	1:33
Paratransit CQ	249	236	13	1:52
Xtra Mile CQ	1056	998	58	1:05
Total	3352	3124	228	1:31

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Positive	Total
App	0	0	9	9	0	0	9	0	9
Booking Req	0	0	24	24	0	0	24	0	24
Driver Safety	1	2	0	2	1	3	0	0	3
Fares	0	0	3	3	0	0	3	0	3
General									24
No-Show	0	0	1	0	1	1	0	0	1
OTP	0	0	2	2	0	2	0	0	2
Pass-by	1	0	0	0	1	1	0	0	1
Question									3
Routing	0	3	6	0	2	2	6	1	2
Rudeness	1	1	0	1	1	2	0	0	2
Sales									0
Service Change	0	0							0
Ticket Order									21
Website			1	1	0				1
Vehicle Clean	0	0				0	0	0	0
Total	3	6	46	42	6	11	42	1	41

Sources of Feedback

Facebook	2	2%
Email	92	86%
Phone	12	11%
Twitter	0	0%
Mail	1	1%
Total	107	

Feedback Handling Time (hours)

First Response	39:12
Resolution	119:40

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	1083	988	95	2:06
Fixed/General	1195	1060	135	1:33
Paratransit CQ	217	181	95	1:47
Xtra Mile CQ	1123	1023	100	1:04
Total	3618	3252	425	1:35

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	7	0	7	0
Booking Req	0	0	17	0	17	0
Driver Safety	1	2	0	2	0	1
Fares	0	0	2	0	2	0
General						
No-Show	0	0	2	2	0	0
OTP	0	1	2	1	0	2
Pass-by	0	1	0	1	0	0
Question						
Routing	1	0	10	0	10	1
Rudeness	0	1	0	1	0	0
Sales						
Service Change	0	1				
Ticket Order						
Website			2	0	2	0
Vehicle Clean	0	0				
Total	2	6	42	7	38	4

Sources of Feedback

Facebook	6	7%
Email	79	87%
Phone	6	7%
Twitter	0	0%
Mail	0	0%
Total	91	

Feedback Handling Time (hours)

First Response	15:08
Resolution	62:57

Negative	Nuetral	Positive	Total
7	0	0	7
0	17	0	17
3	0	0	3
2	0	0	2
			17
2	0	0	2
3	0	0	3
1	0	0	1
			1
1	9	2	11
1	0	0	1
			0
			1
			21
			2
0	0	0	0
20	26	2	42

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ				
Fixed/General				
Paratransit CQ				
Xtra Mile CQ				
Total	0	0	0	

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	0	0	0	0
Booking Req	0	0	0	0	0	0
Driver Safety	0	0	0	0	0	0
Fares	0	0	0	0	0	0
General						
No-Show	0	0	0	0	0	0
OTP	0	0	0	0	0	0
Pass-by	0	0	0	0	0	0
Question						
Routing	0	0	0	0	0	0
Rudeness	0	0	0	0	0	0
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	0	0				
Total	0	0	0	0	0	0

Sources of Feedback

Facebook		0%
Email		0%
Phone		0%
Twitter		0%
Mail	1	100%
Total	1	

Feedback Handling Time (hours)

First Response	24:32
Resolution	

Negative	Nuetral	Positive	Total
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
			0
0	0	0	0
0	0	0	0
			0
			0
0	0	0	0
0	0	0	0

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ				
Fixed/General				
Paratransit CQ				
Xtra Mile CQ				
Total	0	0	0	

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	0	0	0	0
Booking Req	0	0	0	0	0	0
Driver Safety	0	0	0	0	0	0
Fares	0	0	0	0	0	0
General						
No-Show	0	0	0	0	0	0
OTP	0	0	0	0	0	0
Pass-by	0	0	0	0	0	0
Question						
Routing	0	0	0	0	0	0
Rudeness	0	0	0	0	0	0
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	0	0				
Total	0	0	0	0	0	0

Sources of Feedback

Facebook		0%
Email		0%
Phone		0%
Twitter		0%
Mail	1	100%
Total	1	

Feedback Handling Time (hours)

First Response	24:32
Resolution	

Negative	Nuetral	Positive	Total
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
			0
0	0	0	0
0	0	0	0
			0
			0
0	0	0	0
0	0	0	0

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ				
Fixed/General				
Paratransit CQ				
Xtra Mile CQ				
Total	0	0	0	

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	0	0	0	0
Booking Req	0	0	0	0	0	0
Driver Safety	0	0	0	0	0	0
Fares	0	0	0	0	0	0
General						
No-Show	0	0	0	0	0	0
OTP	0	0	0	0	0	0
Pass-by	0	0	0	0	0	0
Question						
Routing	0	0	0	0	0	0
Rudeness	0	0	0	0	0	0
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	0	0				
Total	0	0	0	0	0	0

Sources of Feedback

Facebook		0%
Email		0%
Phone		0%
Twitter		0%
Mail	1	100%
Total	1	

Feedback Handling Time (hours)

First Response	24:32
Resolution	

Negative	Nuetral	Positive	Total
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
			0
0	0	0	0
0	0	0	0
			0
			0
0	0	0	0
0	0	0	0