

**Jul-24**  
**Customer Service Report**

**Call Report by Queue**

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1081	999	82	2:25	:33	8:17
Fixed/General	1451	1239	212	1:59	:35	11:53
Paratransit CQ	278	244	34	2:13	:35	7:43
Xtra Mile CQ	1264	1206	58	1:15	:44	11:05
<b>Total</b>	<b>4074</b>	<b>3688</b>	<b>386</b>	<b>1:53</b>	<b>:37</b>	<b>11:53</b>

**Customer Feedback**

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	2	16	0	18	0	0	18	0	<b>18</b>
Booking Req	0	0	27	0	27	0	0	27	0	<b>27</b>
Bus Stop	1	0	0	0	1	0	0	0	0	<b>1</b>
Driver Safety	0	0	1	0	0	1	1	0	0	<b>1</b>
Fares	0	3	6	1	0	2	3	6	0	<b>3</b>
FOI										<b>0</b>
General										<b>10</b>
No-Show	1	0	0	0	0	1	1	0	0	<b>1</b>
Office Staff	1	0	0	1	0	0	1	0	0	<b>1</b>
OTP	1	0	0	1	0	0	1	0	0	<b>1</b>
Pass-by	0	1	0	0	0	1	1	0	0	<b>1</b>
Question										<b>2</b>
Routing	2	1	7	1	9	0	1	9	0	<b>10</b>
Rudeness	1	1	0	2	0	0	2	0	0	<b>2</b>
Sales										<b>0</b>
Service Change	0	0								<b>0</b>
Ticket Order										<b>23</b>
Website			0	0	0	0				<b>0</b>
Vehicle Clean	0	0					0	0	0	<b>0</b>
<b>Total</b>	<b>6</b>	<b>6</b>	<b>14</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>15</b>	<b>0</b>	<b>101</b>

**Sources of Feedback**

Facebook	0	0%
Email	101	93%
Phone	8	7%
Twitter	0	0%
Mail	0	0%
<b>Total</b>	<b>109</b>	

**Feedback Handling Time (hours)**

First Response	9:05
Resolution	50:25