

## 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            |
| <b>Total</b>   | <b>4033</b>   | <b>3519</b> | <b>487</b> | <b>1:48</b>     |

### 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         |
| <b>Total</b>   | <b>14</b>  | <b>8</b>  | <b>6</b> | <b>4</b> | <b>76</b> |

### Sources of Feedback

|              |           |     |
|--------------|-----------|-----|
| Facebook     | 3         | 4%  |
| Email        | 63        | 83% |
| Phone        | 9         | 12% |
| Twitter      | 1         | 1%  |
| <b>Total</b> | <b>76</b> |     |

### 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            |
| <b>Total</b>   | <b>3143</b>   | <b>2870</b> | <b>274</b> | <b>1:37</b>     |

**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     |
| <b>Total</b>   | 11         | 2         | 10   | 14    | 8       | 14       | 17      | 85    |

**Sources of Feedback**

|              |           |     |
|--------------|-----------|-----|
| Facebook     | 6         | 7%  |
| Email        | 73        | 86% |
| Phone        | 5         | 6%  |
| Twitter      | 1         | 1%  |
| <b>Total</b> | <b>85</b> |     |

**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            |
| <b>Total</b>   | <b>3269</b>   | <b>3031</b> | <b>256</b> | <b>1:45</b>     |

**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     |
| <b>Total</b>   | 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%  |
| <b>Total</b> | <b>100</b> |     |

**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            |
| <b>Total</b>   | <b>3095</b>   | <b>2881</b> | <b>203</b> | <b>1:49</b>     |

### 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     |
| <b>Total</b>   | 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%  |
| <b>Total</b> | <b>106</b> |     |

### 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            |
| <b>Total</b>   | <b>3110</b>   | <b>2964</b> | <b>139</b> | <b>1:57</b>     |

**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         |
| <b>Total</b>   | <b>9</b>   | <b>9</b>  | <b>26</b> | <b>35</b> | <b>10</b> | <b>12</b> | <b>32</b> | <b>0</b> | <b>70</b> |

**Sources of Feedback**

|              |           |     |
|--------------|-----------|-----|
| Facebook     | 0         | 0%  |
| Email        | 71        | 83% |
| Phone        | 15        | 17% |
| Twitter      | 0         | 0%  |
| Mail         | 0         | 0%  |
| <b>Total</b> | <b>86</b> |     |

**Feedback Handling Time (hours)**

|                |       |
|----------------|-------|
| First Response | 3:19  |
| Resolution     | 30:26 |

**November 2023  
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   |               |          |           |                 |
| <b>Total</b>   | <b>0</b>      | <b>0</b> | <b>0</b>  |                 |

**Customer Feedback**

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

**Sources of Feedback**

|              |          |      |
|--------------|----------|------|
| Facebook     |          | 0%   |
| Email        |          | 0%   |
| Phone        |          | 0%   |
| Twitter      |          | 0%   |
| Mail         | 1        | 100% |
| <b>Total</b> | <b>1</b> |      |

**Feedback Handling Time (hours)**

|                |       |
|----------------|-------|
| First Response | 24:32 |
| Resolution     |       |