

Jan-25
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1157	1010	147	1:59	:35	7:07
Fixed/General	1138	1004	134	1:46	:28	9:03
Paratransit CQ	134	134	17	2:22	:30	3:19
Xtra Mile CQ	1663	1548	115	1:03	:50	7:42
Total	4092	3696	413	1:33	:39	9:03

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App			12	0	12	0	0	12	0	12
Booking Req										15
Bus Stop	0	0	0	0	0	0	0	0	0	0
Credit Decline										19
Driver Safety	1	1	0	1	0	1	2	0	0	2
Fares	0	0	3	0	3	0	0	3	0	3
FOI										0
General										13
Newsletter Reg										3
No-Show	1	1	1	1	0	2	3	0	0	3
Office Staff	2	0	0	1	0	1	2	0	0	2
OTP	1	1	1	1	0	2	3	0	0	3
Pass-by	5	0	0	1	0	4	5	0	0	5
Question										1
Modification										0
Routing	0	0	2	0	2	0	0	2	0	2
Rudeness	4	1	1	3	0	3	6	0	0	6
Sales										0
Service Change	0	0								0
Tap Red Fare										10
Ticket Order										17
Website			0	0	0	0				0
Vehicle Clean										0
Total	14	4	8	8	5	13	21	5	0	116

Sources of Feedback

Facebook	1	1%
Email	96	83%
Phone	18	16%
Twitter	0	0%
Mail	0	0%
Total	115	

Feedback Handling Time (hours)

First Response	46:47
Resolution	86:07

Feb-25
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1109	962	147	2:06	:36	15:04
Fixed/General	1342	1182	160	1:45	:27	12:52
Paratransit CQ	217	201	16	2:27	:27	7:53
Xtra Mile CQ	1439	1365	74	1:11	:43	7:09
Total	4107	3710	397	1:40	:35	15:04

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App			4	0	4	0	0	4	0	4
Booking Req										19
Bus Stop	0	0	0	0	0	0	0	0	0	0
Credit Decline										27
Driver Safety	2	1	0	2	0	1	3	0	0	3
Fares	2	2	14	0	13	1	1	13	0	14
FOI										0
General										4
Newsletter Reg										1
No-Show	0	0	1	0	0	1	1	0	0	1
Office Staff	1	0	2	0	0	3	3	0	0	3
OTP	1	2	2	2	0	3	5	0	0	5
Pass-by	1	1	1	0	0	3	3	0	0	3
Question										0
Modification										0
Routing	1	1	1	1	1	1	1	1	1	3
Rudeness	4	0	1	3	0	2	3	0	2	5
Sales										0
Service Change	0	0								0
Tap Red Fare										7
Ticket Order										22
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	7	22	8	14	15	20	14	3	121

Sources of Feedback

Facebook	7	6%
Email	97	81%
Phone	15	13%
Twitter	0	0%
Mail	1	1%
Total	120	

Feedback Handling Time (hours)

First Response	15:32
Resolution	45:11

Mar-25
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1060	922	138	2:26	:34	6:36
Fixed/General	1378	1258	120	1:47	:23	6:11
Paratransit CQ	190	175	15	2:16	:31	4:27
Xtra Mile CQ	1729	1641	88	1:09	:45	9:32
Total	4357	3996	361	1:41	:34	9:32

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App			4	0	4	0	0	4	0	4
Booking Req										27
Bus Stop	1	0	0	0	0	1	1	0	0	1
Credit Decline										32
Driver Safety										0
Fares										0
FOI										0
General										4
Newsletter Reg										1
No-Show										0
Office Staff										0
OTP										0
Pass-by										0
Question										0
Modification										0
Routing										0
Rudeness										0
Sales										0
Service Change	0	0								0
Tap Red Fare										7
Ticket Order										22
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	0	0	0	0	0	0	0	0	0	98

Sources of Feedback

Facebook	2	1%
Email	119	83%
Phone	21	15%
Twitter	1	1%
Mail	1	1%
Total	144	

Feedback Handling Time (hours)

First Response	10:02
Resolution	40:19

Apr-25
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time	Avg Wait Time	Longest Wait Time
Dial A Ride CQ	1088	974	114	1:54	:34	5:22
Fixed/General	1417	1236	181	1:41	:28	15:04
Paratransit CQ	193	184	9	2:04	:26	2:25
Xtra Mile CQ	1767	1671	96	1:07	:47	9:56
Total	4465	4065	400	1:31	:37	15:04

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App			4	0	4	0	0	4	0	4
Booking Req										19
Bus Stop	0	0	0	0	0	0	0	0	0	0
Credit Decline										27
Driver Safety	2	1	0	2	0	1	3	0	0	3
Fares	2	2	14	0	13	1	1	13	0	14
FOI										0
General										4
Newsletter Reg										1
No-Show	0	0	1	0	0	1	1	0	0	1
Office Staff	1	0	2	0	0	3	3	0	0	3
OTP	1	2	2	2	0	3	5	0	0	5
Pass-by	1	1	1	0	0	3	3	0	0	3
Question										0
Modification										0
Routing	1	1	1	1	1	1	1	1	1	3
Rudeness	4	0	1	3	0	2	3	0	2	5
Sales										0
Service Change	0	0								0
Tap Red Fare										7
Ticket Order										22
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	7	22	8	14	15	20	14	3	121

Sources of Feedback

Facebook		#DIV/0!
Email		#DIV/0!
Phone		#DIV/0!
Twitter		#DIV/0!
Mail		#DIV/0!
Total	0	

Feedback Handling Time (hours)

First Response	
Resolution	