

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

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