

**Dec-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	1077	935	142	2:11	:31	15:04
Fixed/General	1487	1306	181	1:34	:24	15:04
Paratransit CQ	165	151	14	2:22	:29	4:42
Xtra Mile CQ	1545	1442	103	1:06	:48	15:18
Total	4274	3834	440	1:34	:35	15:18

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	31	0	31	0	0	31	0	31
Booking Req	0	0	22	0	22	0	0	22	0	22
Bus Stop	0	0	0	0	0	0	0	0	0	0
Driver Safety	2	2	0	1	0	3	4	0	0	4
Fares	1	1	1	0	2	1	1	2	0	3
FOI										0
General										11
No-Show	0	1	0	0	0	1	1	0	0	1
Office Staff	0	0	0	0	0	0	0	0	0	0
OTP	1	1	2	0	0	4	4	0	0	4
Pass-by	4	0	0	0	0	4	4	0	0	4
Question										2
Modification										2
Routing	0	1	1	0	1	1	1	1	0	2
Rudeness	4	2	0	1	0	5	6	0	0	6
Sales										0
Service Change	0	0								0
Ticket Order										15
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	8	4	2	3	19	21	3	0	107

Sources of Feedback

Facebook	1	1%
Email	86	80%
Phone	19	18%
Twitter	1	1%
Mail	0	0%
Total	107	

Feedback Handling Time (hours)

First Response	23:25
Resolution	62:31