

## 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