

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
Total	4033	3519	487	1:48

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
Total	14	8	6	4	76

Sources of Feedback

Facebook	3	4%
Email	63	83%
Phone	9	12%
Twitter	1	1%
Total	76	

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
Total	3143	2870	274	1:37

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
Total	11	2	10	14	8	14	17	85

Sources of Feedback

Facebook	6	7%
Email	73	86%
Phone	5	6%
Twitter	1	1%

Total	85	
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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
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

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
Total	3095	2881	203	1:49

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
Total	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%
Total	106	

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
Total	3110	2964	139	1:57

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
Total	9	9	26	35	10	12	32	0	70

Sources of Feedback

Facebook	0	0%
Email	71	83%
Phone	15	17%
Twitter	0	0%

Mail	0	0%
Total	86	

Feedback Handling Time (hours)

First Response	3:19
Resolution	30:26

Apr-24
Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	960	860	100	1:51
Fixed/General	1087	1030	57	1:33
Paratransit CQ	249	236	13	1:52
Xtra Mile CQ	1056	998	58	1:05
Total	3352	3124	228	1:31

Customer Feedback

	Middletown	Shoreline	All	Valid	Invalid	Negative	Nuetral	Positive	Total
App	0	0	9	9	0	0	9	0	9
Booking Req	0	0	24	24	0	0	24	0	24
Driver Safety	1	2	0	2	1	3	0	0	3
Fares	0	0	3	3	0	0	3	0	3
General									24
No-Show	0	0	1	0	1	1	0	0	1
OTP	0	0	2	2	0	2	0	0	2
Pass-by	1	0	0	0	1	1	0	0	1
Question									3
Routing	0	3	6	0	2	2	6	1	2
Rudeness	1	1	0	1	1	2	0	0	2
Sales									0
Service Change	0	0							0
Ticket Order									21
Website			1	1	0				1
Vehicle Clean	0	0				0	0	0	0
Total	3	6	46	42	6	11	42	1	41

Sources of Feedback

Facebook	2	2%
Email	92	86%
Phone	12	11%

Twitter	0	0%
Mail	1	1%
Total	107	

Feedback Handling Time (hours)

First Response	39:12
Resolution	119:40

May-24 Customer Service Report

Call Report by Queue

	Inbound Calls	Answered	Abandoned	Avg Handle Time
Dial A Ride CQ	1083	988	95	2:06
Fixed/General	1195	1060	135	1:33
Paratransit CQ	217	181	95	1:47
Xtra Mile CQ	1123	1023	100	1:04
Total	3618	3252	425	1:35

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	7	0	7	0	7	0	0	7
Booking Req	0	0	17	0	17	0	0	17	0	17
Driver Safety	1	2	0	2	0	1	3	0	0	3
Fares	0	0	2	0	2	0	2	0	0	2
General										17
No-Show	0	0	2	2	0	0	2	0	0	2
OTP	0	1	2	1	0	2	3	0	0	3
Pass-by	0	1	0	1	0	0	1	0	0	1
Question										1
Routing	1	0	10	0	10	1	1	9	2	11
Rudeness	0	1	0	1	0	0	1	0	0	1
Sales										0
Service Change	0	1								1
Ticket Order										21
Website			2	0	2	0				2
Vehicle Clean	0	0					0	0	0	0
Total	2	6	42	7	38	4	20	26	2	42

Sources of Feedback

Facebook	6	7%
Email	79	87%
Phone	6	7%

Twitter	0	0%
Mail	0	0%
Total	91	

Feedback Handling Time (hours)

First Response	15:08
Resolution	62:57

Jun-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	985	909	76	2:06	:29	5:00
Fixed/General	1575	1387	188	1:45	:32	9:51
Paratransit CQ	262	218	44	2:08	:23	4:07
Xtra Mile CQ	1250	1182	68	1:15	:37	7:25
Total	4072	3696	376	1:42	:32	9:51

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	12	0	12	0	0	12	0	12
Booking Req	0	0	15	0	15	0	0	15	0	15
Bus Stop	1	0	0	0	0	1	1	0	0	1
Driver Safety	0	0	0	0	0	0	0	0	0	0
Fares	0	0	1	0	0	1	1	0	0	1
FOI										1
General										6
No-Show	0	0	0	0	0	0	0	0	0	0
OTP	0	2	1	1	0	2	3	0	0	3
Pass-by	0	1	0	0	0	0	0	0	0	0
Question										4
Routing	1	1	7	0	8	1	1	8	0	9
Rudeness	0	0	1	0	0	1	1	0	0	1
Sales										0
Service Change	0	0								0
Ticket Order										26
Website			0	0	0	0				0
Vehicle Clean	0	0					0	1	0	1
Total	1	4	10	1	8	5	6	8	0	80

Sources of Feedback

Facebook	1	1%
Email	76	95%
Phone	2	3%
Twitter	1	1%
Mail	0	0%
Total	80	

Feedback Handling Time (hours)

First Response	4:37
Resolution	81:54

Jul-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	1081	999	82	2:25	:33	8:17
Fixed/General	1451	1239	212	1:59	:35	11:53
Paratransit CQ	278	244	34	2:13	:35	7:43
Xtra Mile CQ	1264	1206	58	1:15	:44	11:05
Total	4074	3688	386	1:53	:37	11:53

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	2	16	0	18	0	0	18	0	18
Booking Req	0	0	27	0	27	0	0	27	0	27
Bus Stop	1	0	0	0	1	0	0	0	0	1
Driver Safety	0	0	1	0	0	1	1	0	0	1
Fares	0	3	6	1	0	2	3	6	0	3
FOI										0
General										10
No-Show	1	0	0	0	0	1	1	0	0	1
Office Staff	1	0	0	1	0	0	1	0	0	1
OTP	1	0	0	1	0	0	1	0	0	1
Pass-by	0	1	0	0	0	1	1	0	0	1
Question										2
Routing	2	1	7	1	9	0	1	9	0	10
Rudeness	1	1	0	2	0	0	2	0	0	2
Sales										0
Service Change	0	0								0
Ticket Order										23
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	6	6	14	6	9	5	11	15	0	101

Sources of Feedback

Facebook	0	0%
Email	101	93%
Phone	8	7%
Twitter	0	0%
Mail	0	0%
Total	109	

Feedback Handling Time (hours)

First Response	9:05
Resolution	50:25

Aug-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	1191	1103	88	2:23	:39	8:44
Fixed/General	1524	1355	169	2:08	:40	15:03
Paratransit CQ	274	239	35	2:37	:34	6:46
Xtra Mile CQ	1405	1343	62	1:19	:48	12:14
Total	4394	4040	354	1:58	:42	15:03

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	23	0	23	0	0	23	0	23
Booking Req	0	0	21	0	21	0	0	21	0	21
Bus Stop	2	0	1	0	0	2	0	1	0	2
Driver Safety	5	2	1	2	0	6	0	8	0	8
Fares	0	0	4	0	4	0	0	4	0	4
FOI										0
General										8
No-Show	0	0	0	0	0	0	0	0	0	0
OTP	0	1	0	1	0	0	1	0	0	1
Pass-by	1	4	0	2	0	3	5	0	0	5
Question										3
Routing	3	2	10	1	13	1	2	13	0	15
Rudeness	3	5	1	3	0	6	9	0	0	9
Sales										0
Service Change	0	0								2
Ticket Order										27
Website			0	0	0	0				0
Vehicle Clean	0	0					0	0	0	0
Total	12	14	16	9	17	16	17	25	0	128

Sources of Feedback

Facebook	5	4%
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Email	110	79%
Phone	24	17%
Twitter	1	1%
Mail	0	0%
Total	140	

Feedback Handling Time (hours)

First Response	216:20
Resolution	198:13

Sep-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	1082	973	109	2:43	:37	6:34
Fixed/General	1460	1249	211	2:23	:28	13:25
Paratransit CQ	244	212	32	2:47	:30	5:15
Xtra Mile CQ	1332	1250	82	1:18	:46	9:25
Total	4118	3684	434	2:08	:36	13:25

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	17	0	17	0
Booking Req	0	0	30	0	30	0
Bus Stop	6	1	0	3	4	0
Driver Safety	4	0	1	4	0	1
Fares	3	2	2	2	3	2
FOI						
General						
No-Show	0	0	0	0	0	0
OTP	0	0	5	5	0	0
Pass-by	1	0	0	0	0	1
Question						
Routing	1	1	5	0	7	0
Rudeness	4	2	0	4	0	2
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	1	0				
Total	13	5	13	15	10	6

Sources of Feedback

Facebook	0	0%
Email	87	72%
Phone	34	28%
Twitter	0	0%
Mail	0	0%
Total	121	

Feedback Handling Time (hours)

First Response	59:14
Resolution	108:21

Negative	Nuetral	Positive	Total
0	17	0	17
0	30	0	30
5	2	0	7
5	0	0	5
3	4	0	7
			0
			14
0	0	0	0
5	0	0	5
1	0	0	1
			3
0	7	0	7
6	0	0	6
			1
			0
			16
			0
1	0	0	1
20	11	0	120

**Oct-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	1243	1160	83	2:35	:28	7:14
Fixed/General	1370	1252	118	2:05	:23	15:04
Paratransit CQ	284	257	27	2:15	:27	4:42
Xtra Mile CQ	1597	1523	74	1:14	:43	13:22
Total	4494	4192	302	1:55	:32	15:04

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid	Negative	Nuetral	Positive	Total
App	0	0	24	0	24	0	0	24	0	24
Booking Req	0	0	26	0	26	0	0	26	0	26
Bus Stop	0	1	0	0	0	1	1	0	0	1
Driver Safety	3	0	0	2	0	1	3	0	0	3
Fares	1	2	3		5	1	1	5	0	6
FOI										0
General										13
No-Show	1	0	0	0	1	0	0	1	0	1
OTP	3	3	1	4	0	3	7	0	0	7
Pass-by	6	3	0	5	0	4	9	0	0	9
Question										2
Routing	4	1	3	4	3	1	4	3	0	8
Rudeness	2	1	1	1	0	3	4	0	0	4
Sales										0
Service Change	0	0								0
Ticket Order										21
Website			0	0	0	0				0
Vehicle Clean	1	0					0	0	0	0
Total	20	10	8	16	9	13	28	9	0	125

Sources of Feedback

Facebook	2	2%
Email	89	71%
Phone	33	26%
Twitter	1	1%
Mail	0	0%
Total	125	

Feedback Handling Time (hours)

First Response	59:14
Resolution	108:21

Oct-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	1126	970	156	2:17	:27	6:48
Fixed/General	1463	1334	129	1:45	:20	9:56
Paratransit CQ	222	181	41	2:09	:22	3:14
Xtra Mile CQ	1534	1434	100	1:12	:45	8:14
Total	4345	3919	426	1:42	:31	9:56

Customer Feedback

	Middletown	Shoreline	All	Valid	Nuetral	Invalid
App	0	0	17	0	17	0
Booking Req	0	0	30	0	30	0
Bus Stop	6	1	0	3	4	0
Driver Safety	4	0	1	4	0	1
Fares	3	2	2	2	3	2
FOI						
General						
No-Show	0	0	0	0	0	0
OTP	0	0	5	5	0	0
Pass-by	1	0	0	0	0	1
Question						
Routing	1	1	5	0	7	0
Rudeness	4	2	0	4	0	2
Sales						
Service Change	0	0				
Ticket Order						
Website			0	0	0	0
Vehicle Clean	1	0				
Total	13	5	13	15	10	6

Sources of Feedback

Facebook	0	0%
Email	87	72%
Phone	34	28%
Twitter	0	0%
Mail	0	0%
Total	121	

Feedback Handling Time (hours)

First Response	59:14
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Resolution	108:21
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Nov
entered

Negative	Nuetral	Positive	Total
0	17	0	17
0	30	0	30
5	2	0	7
5	0	0	5
3	4	0	7
			0
			14
0	0	0	0
5	0	0	5
1	0	0	1
			3
0	7	0	7
6	0	0	6
			1
			0
			16
			0
1	0	0	1
20	11	0	120