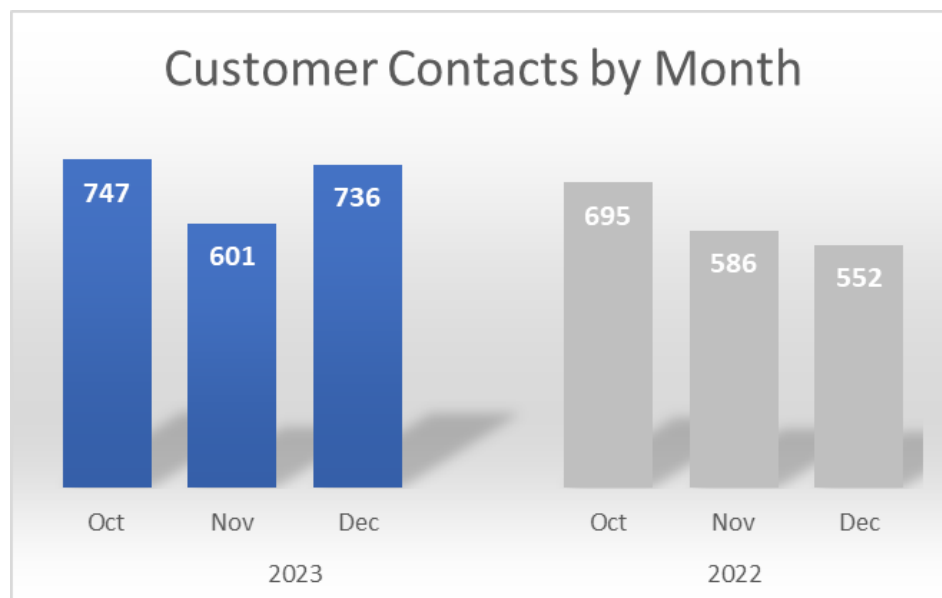
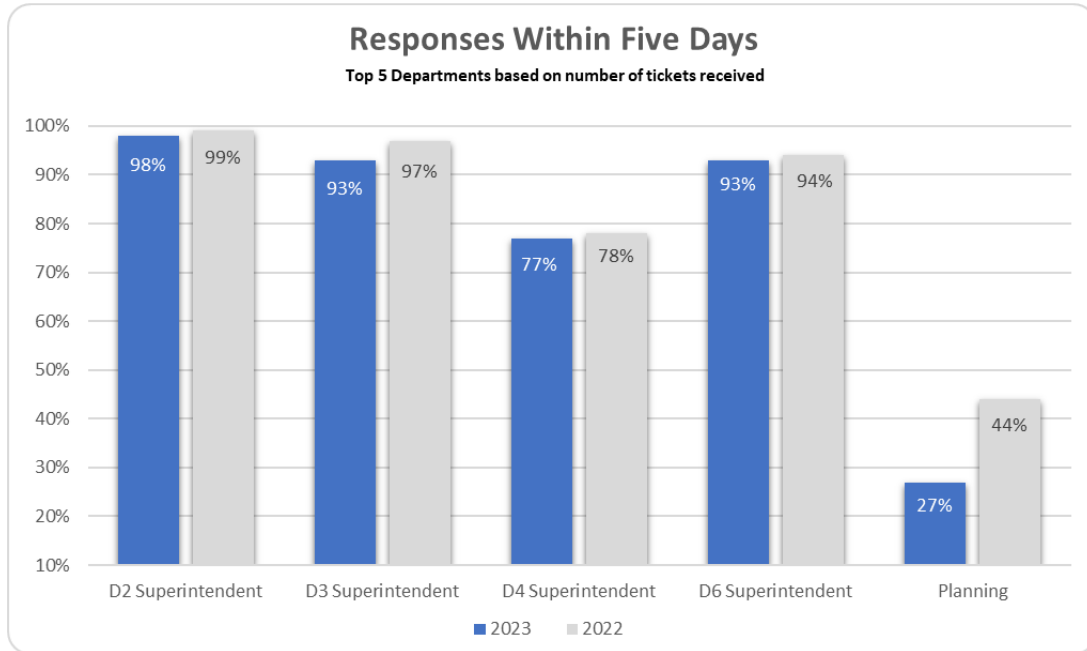
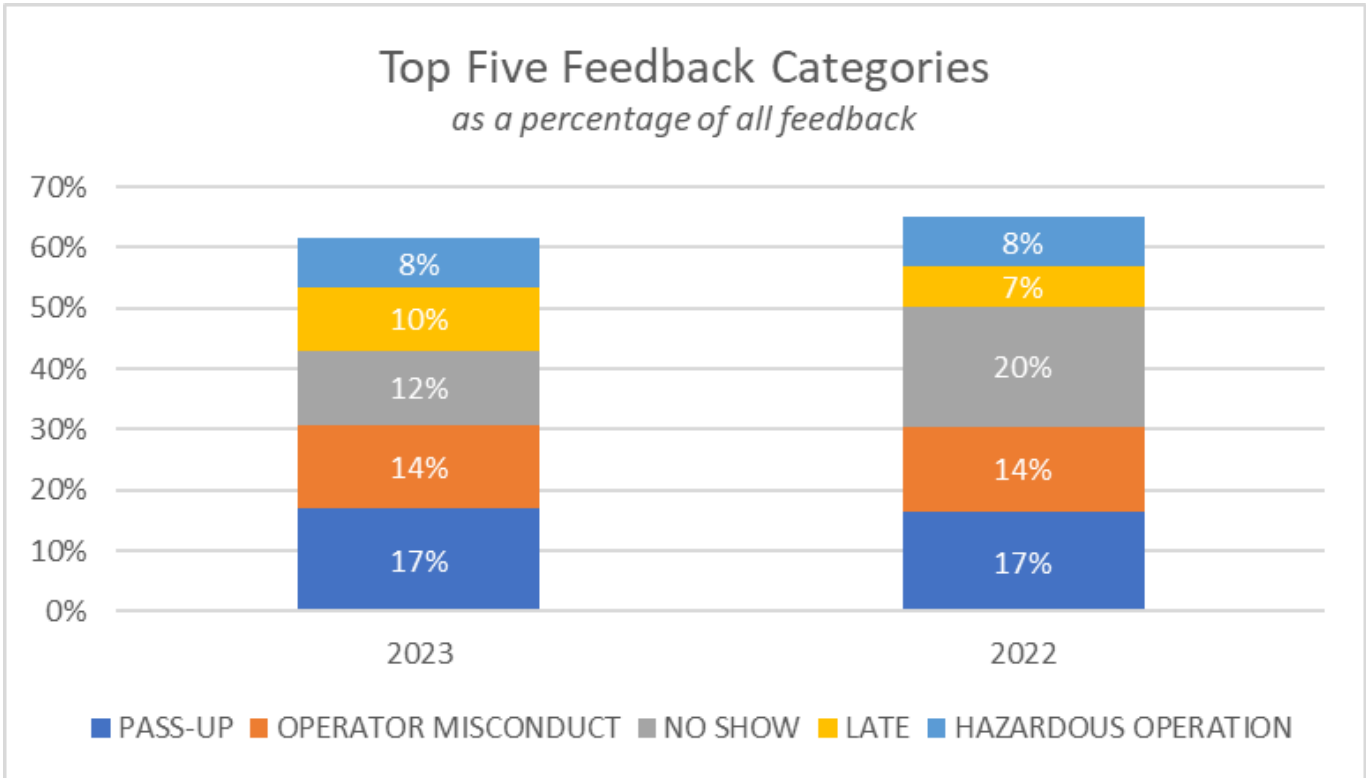


Customer Relations and Call Center Metrics (Attachment 2)

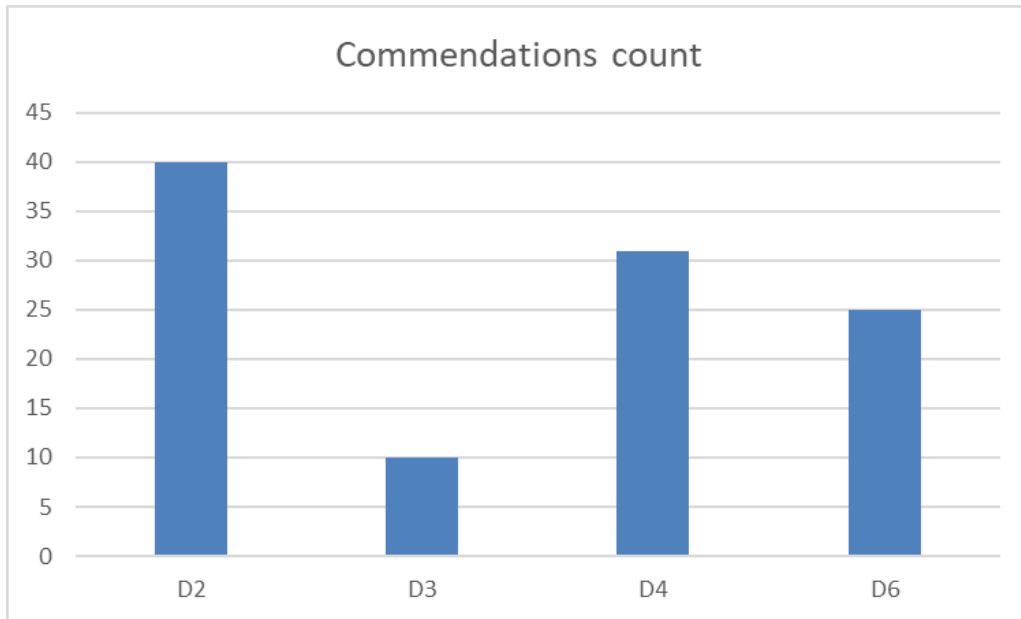
October – December 2023 (2nd Quarter FY24)





Pass-Up Complaints	
Line	count
33	21
12	16
72R	14
57	13
72	13

No-Show Complaints			
Total per Division		Lines with most	
Division 2	91	57	13
Division 3	34	71	11
Division 4	80	45	9
Division 6	60	629	4



Call Center Agent Feedback



Kebriana Williams

Dec 11, 2023 at 5:31 PM



Fremont BART Station bus stops are all turned upside down. She was utterly helpful. My bus did, the 232 did not show up, but Ms. Kebriana was so pleasant and helpful. Thank you.



Ginger Malkuch

Dec 14, 2023 at 3:52 AM



So patient and gave me confidence I was traveling on Bart to Palo Alto she explained everything very carefully you don't find help like that much very appropriate



Kimberly Tolbert

Dec 18, 2023 at 11:42 AM



She was very helpful on what bus I needed to get to my destination. Very professional pleasant and accurate.

