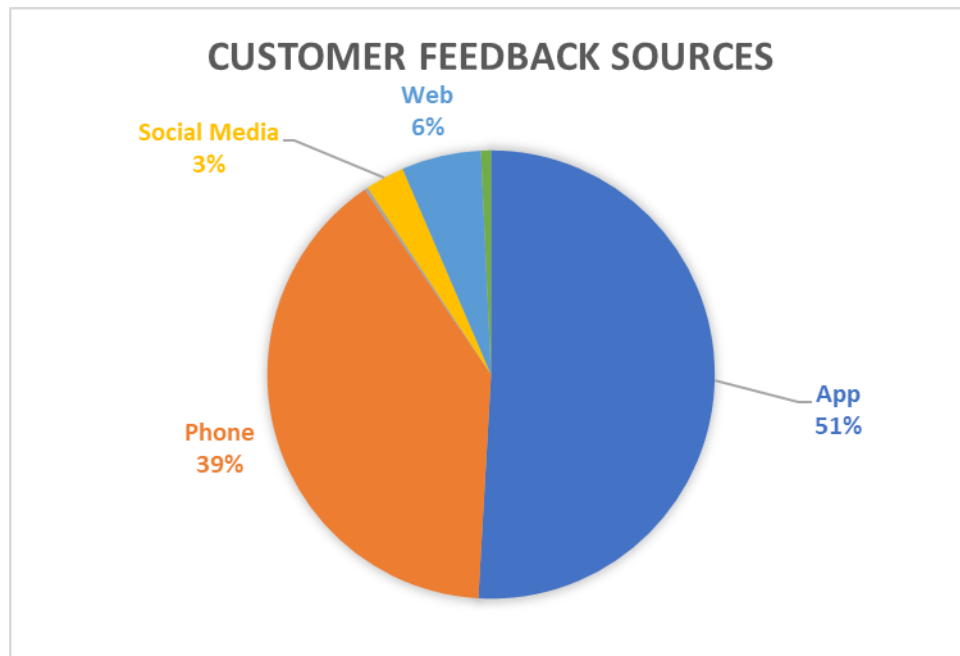
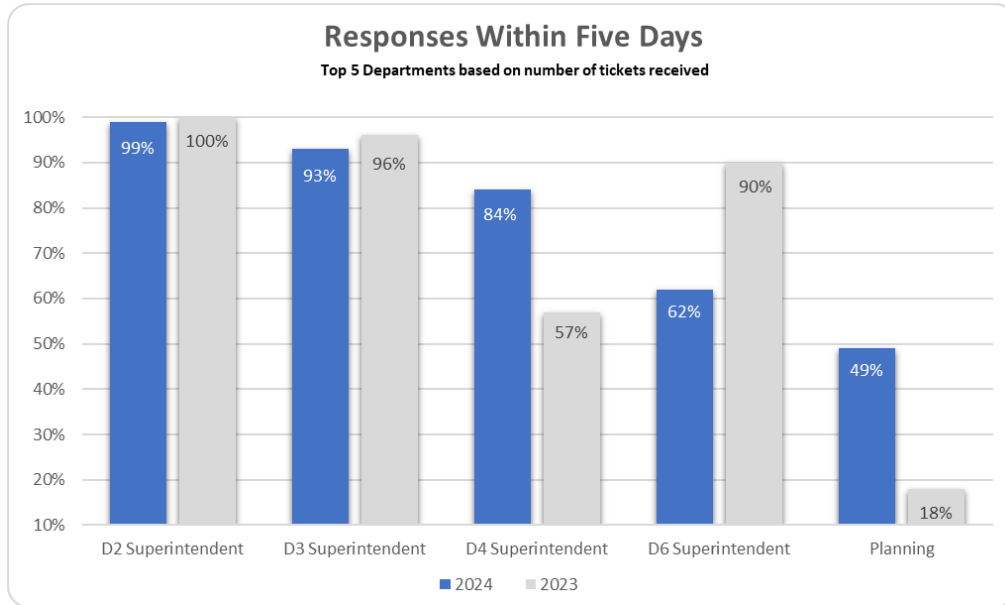
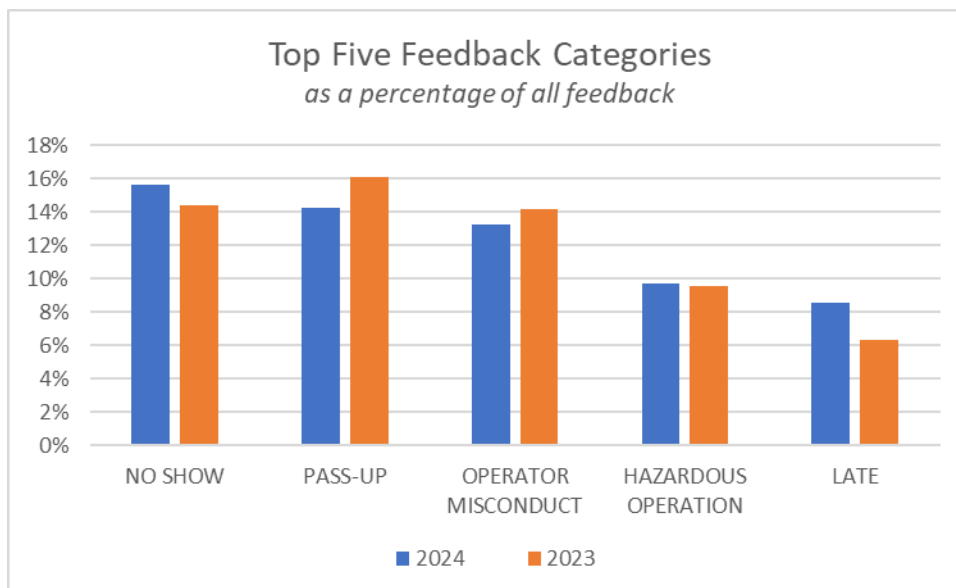
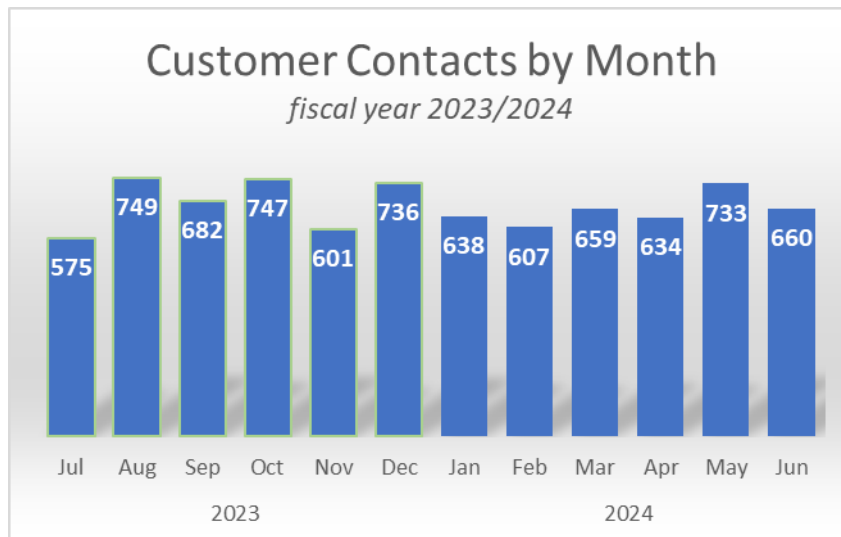
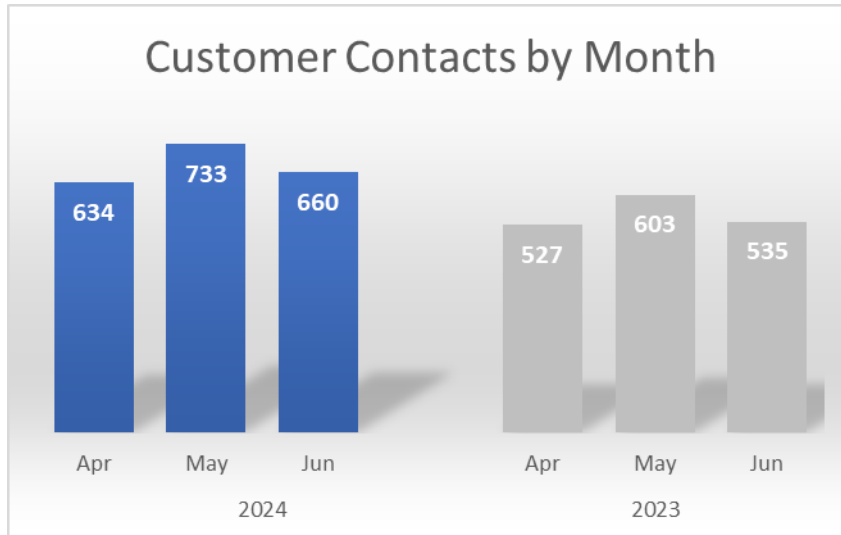


## Customer Relations and Call Center Metrics (Attachment 2)

April-June 2024 (4<sup>th</sup> Quarter FY24)





No-Show Complaints								
Line	O	21	51A	NL	45	F	OX	P
Count	25	21	18	13	13	12	11	10

**Call Center reviews**

**Ginger Malkuch**

Apr 29, 2024 at 7:30 PM

★★★★★ I'm on ACT bases now since my car was stolen. Fortunately, ACT has series of 5'digit "Stop ID's" for estimating bus arrival times - and they can be reached in combo with 511 from anywhere.Ginger helped me locate the "real time" feature where all these numbers are listed right next to their stop addresses.

Rewards Lunch

? Multiple Choice What was the reason for your call today?

Travel/Trip Planning

Show details ▾

**Betty Hughes**

May 31, 2024 at 8:26 AM

★★★★★ Her advice was correct and she was warm and friendly. Great help!

Rewards Lunch

? Multiple Choice What was the reason for your call today?

Feedback (commendation, complaint,suggestions)

Show details ▾

**Brandie Johnson**

Jun 28, 2024 at 9:57 PM

★★★★★ She was able to tell me another bus was coming in 1 minute since the Piedmont to SF was late and did not arrive at 7:41 am.

Rewards Lunch

? Multiple Choice What was the reason for your call today?

Feedback (commendation, complaint,suggestions)