

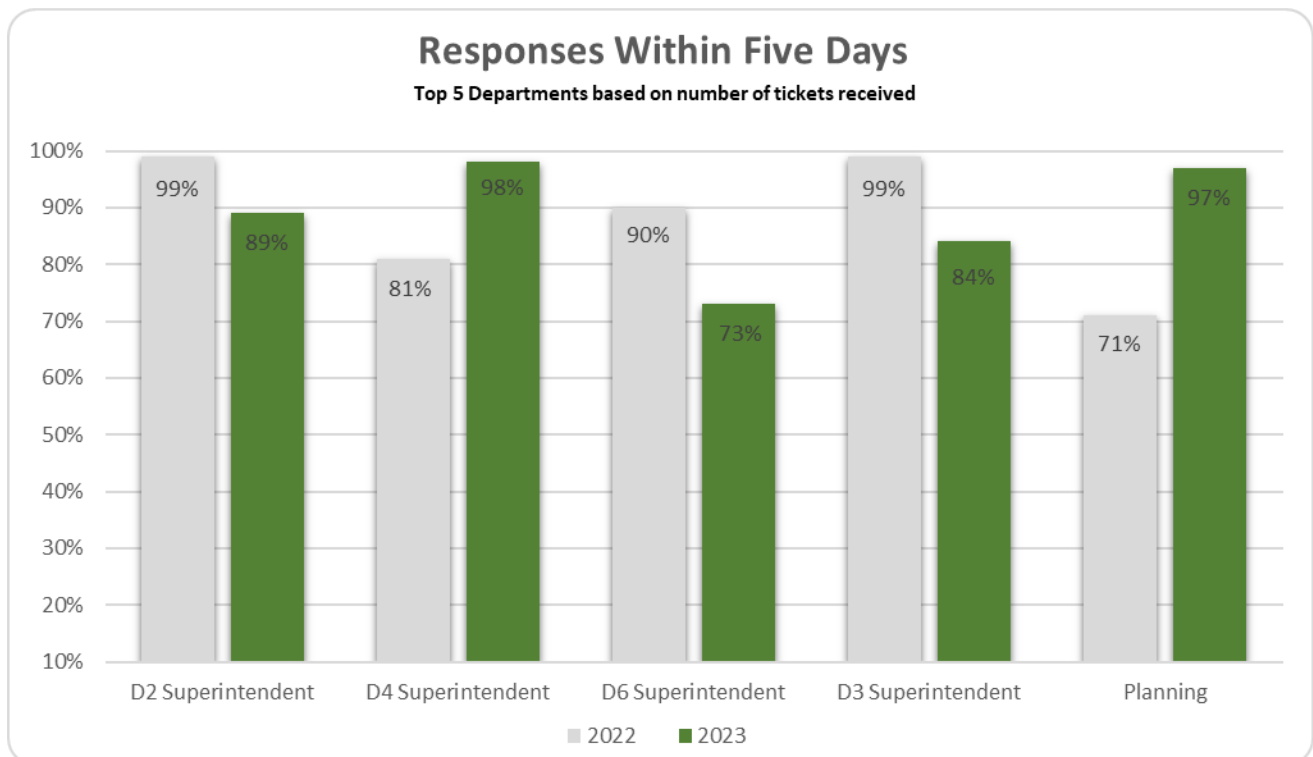
Customer Services Metrics
Customer Relations 3rd Quarter 2023

Customer Response Times - Top 5 Departments* Productivity

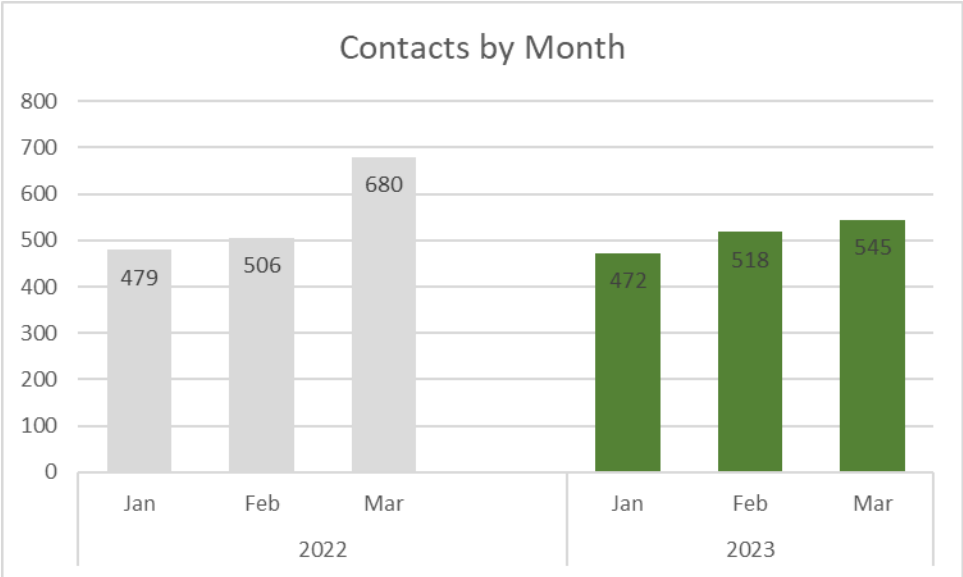
Response sent within five days: January - March

Department	2023		2022	
	count	percentage	count	percentage
D2 Superintendent	276	99%	244	89%
D4 Superintendent	204	81%	202	98%
D6 Superintendent	151	90%	104	73%
D3 Superintendent	95	99%	90	84%
Planning	97	71%	168	97%

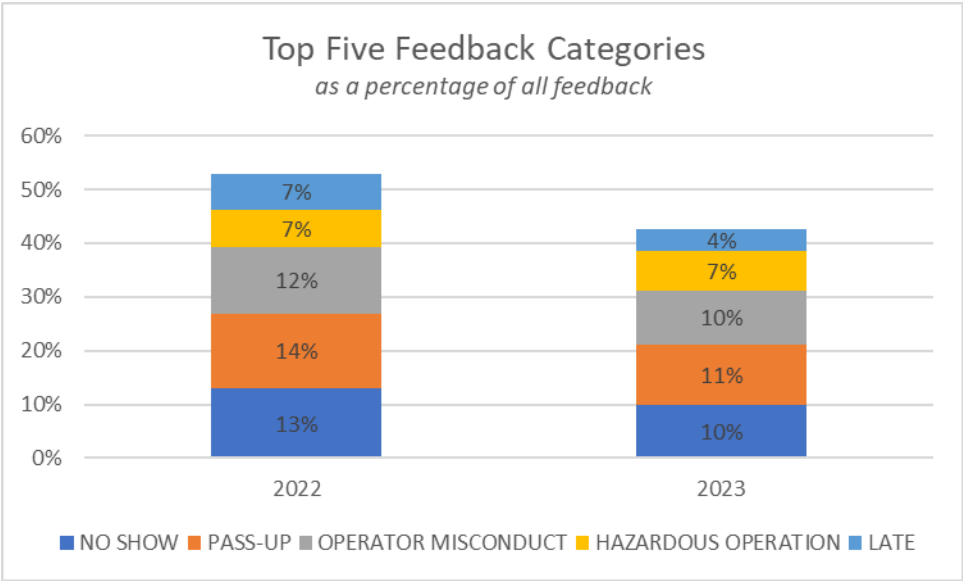
*Based on highest number of tickets received.



Customer Feedback



Reasons



Pass-Ups

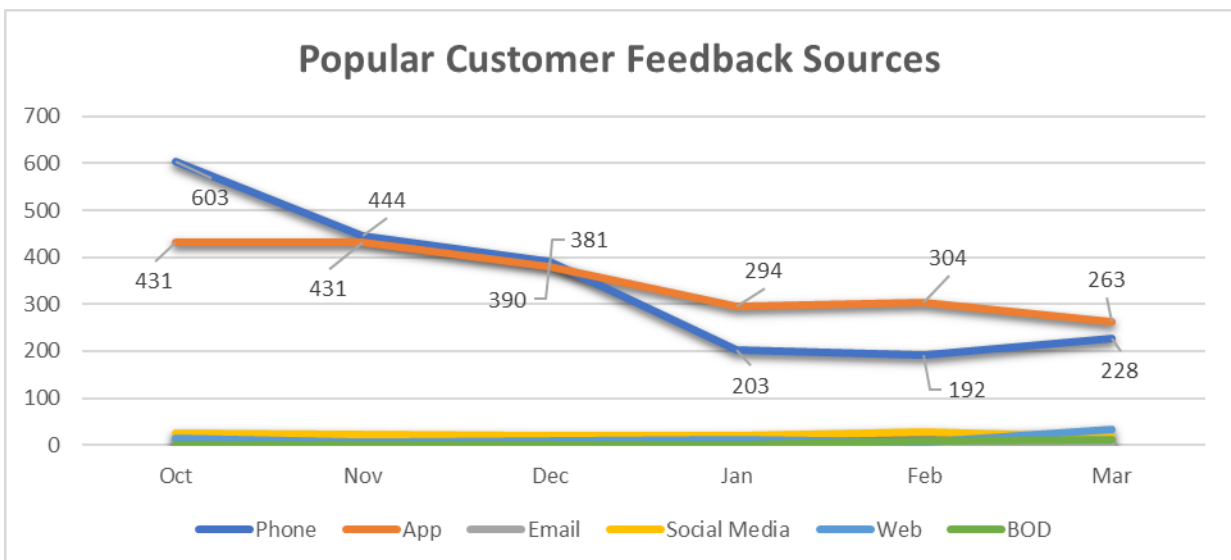
Pass-Up Complaints	
Line	count
18	21
51A	11
72M	10
21	9
F	9

No-shows

No-Show Complaints				
Division	Count		Line	Count
D4	112		V	17
D2	61		36	12
D6	35		216	7
D3	21		72M	8

Contact Sources

In the first three months of this year, customers returned to their usual habit of choosing the AC Transit app as their preferred method for submitting feedback.



All sources of Customer Feedback:

Customer Feedback Sources Jan - Mar 2023		
Mobile App	861	53%
Phone	623	38%
Social Media	63	4%
Website	51	3%
Board of Directors	21	1%
Email	1	0%