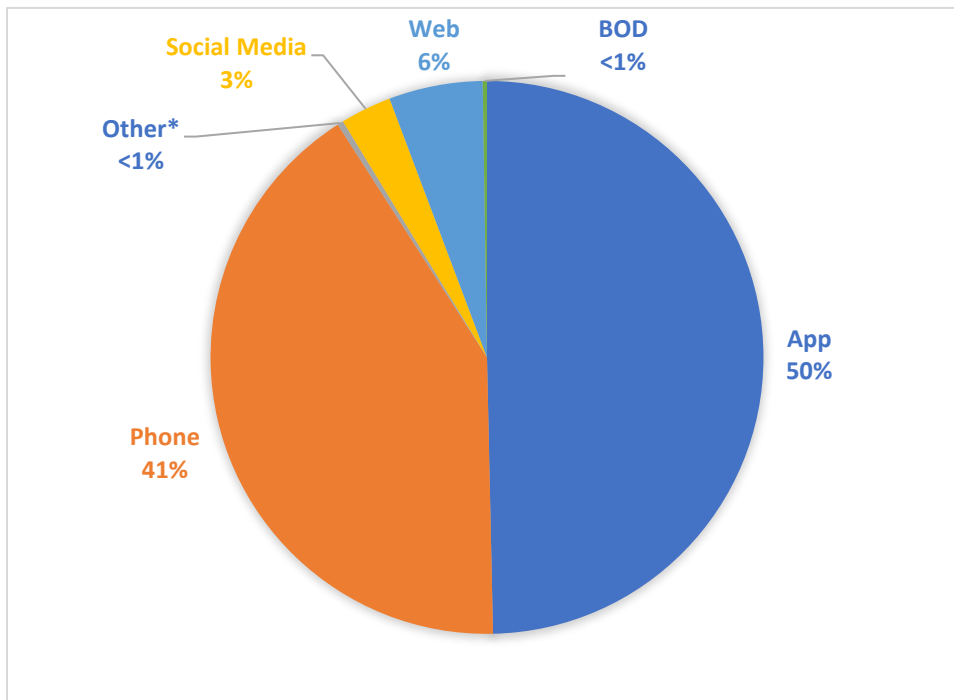
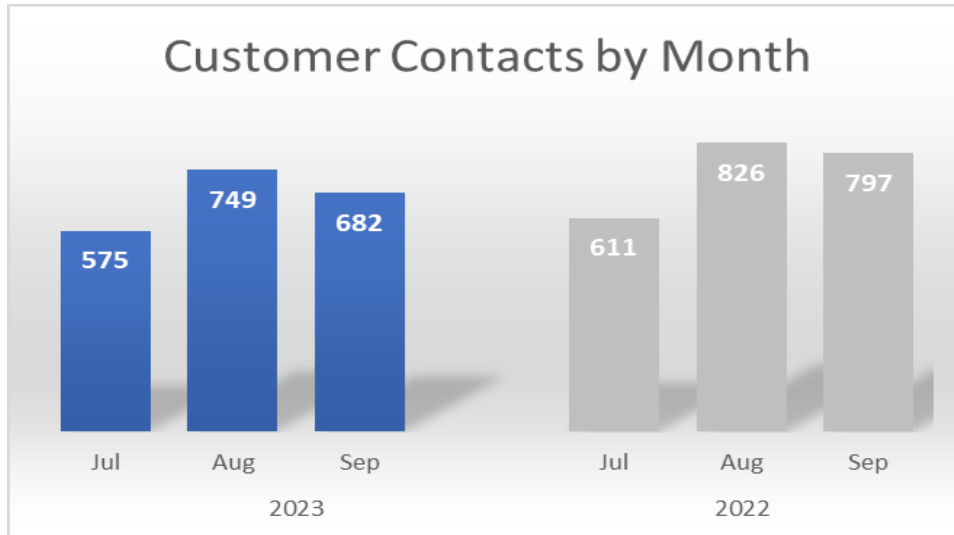
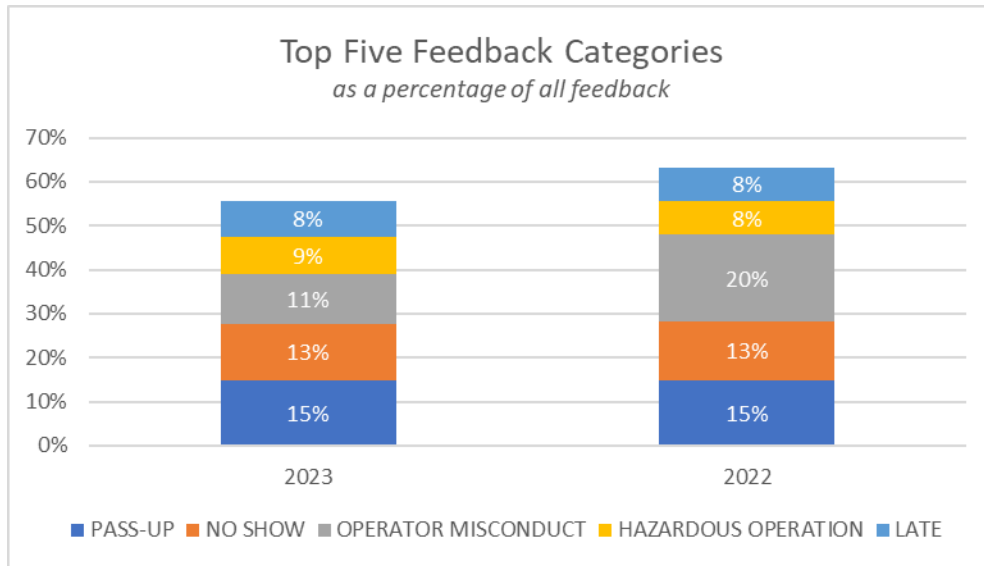


### Customer Relations and Call Center Metrics (Attachment 2)

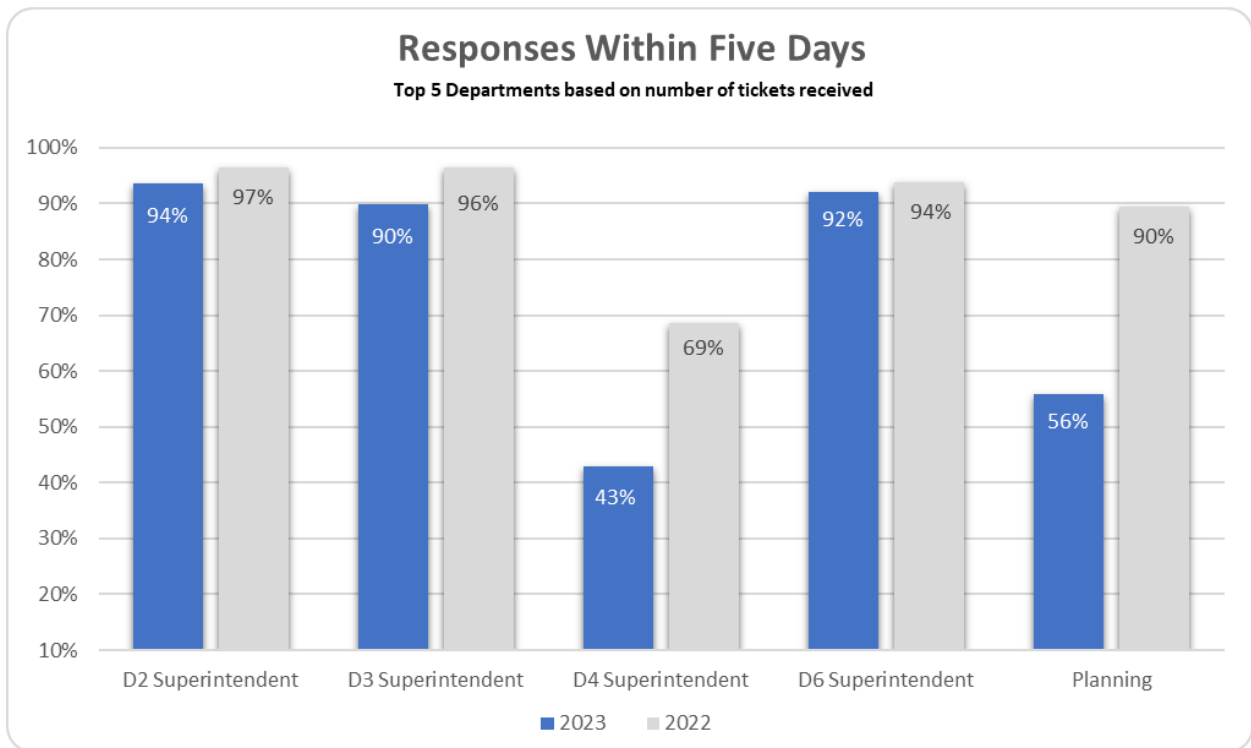
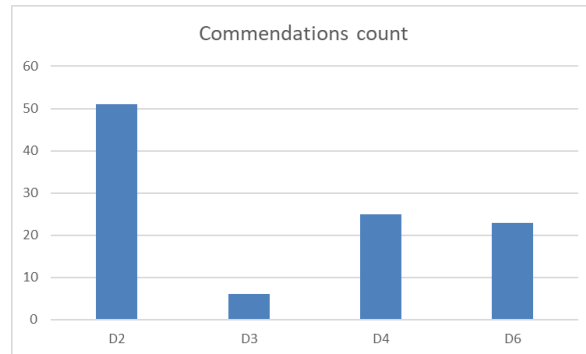
July – September 2023 (3rd Quarter FY23)





Pass-Up Complaints	
Line	count
72	15
18	15
40	15
33	12
51A	11

No-Show Complaints			
Total per Division		Lines with most	
Division 2	80	57	13
Division 3	53	71	11
Division 4	58	45	9
Division 6	31	629	4





Brandie Johnson

Jul 13, 2023 at 10:22 PM



she took extra time to lookup bus stop locations and check departure times and to write up incident report that the driver was late arriving at bus stop ID 50608 to be reviewed and hopefully corrected asap by the management team at AC transit



Wende Pettaway

Jul 19, 2023 at 2:54 PM



I chose this rating because Wende was very helpful and efficient. She seemed really knowledgeable and intentional with her conversation. She also had a very soothing and even tone of voice. I wish I was able to get help from more associates that gave service as well as she does.