

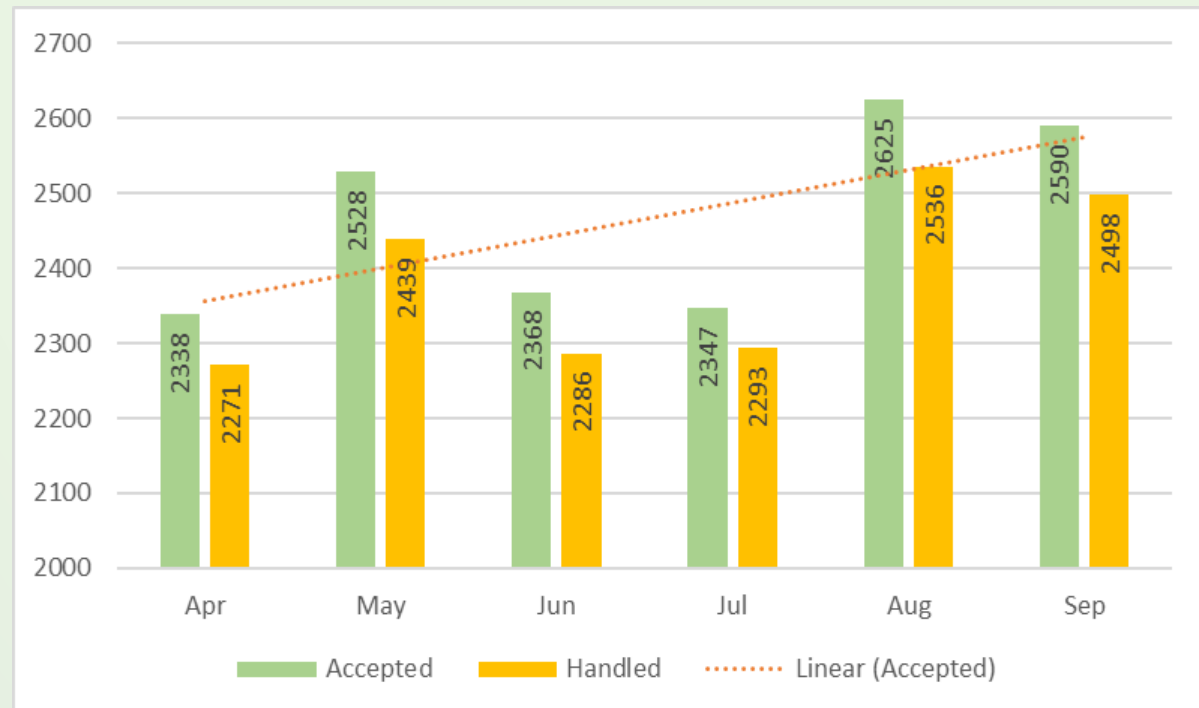
SR 24-579 Item 5.D.

Customer Services Update

Q1: July-September 2024

Call Volumes

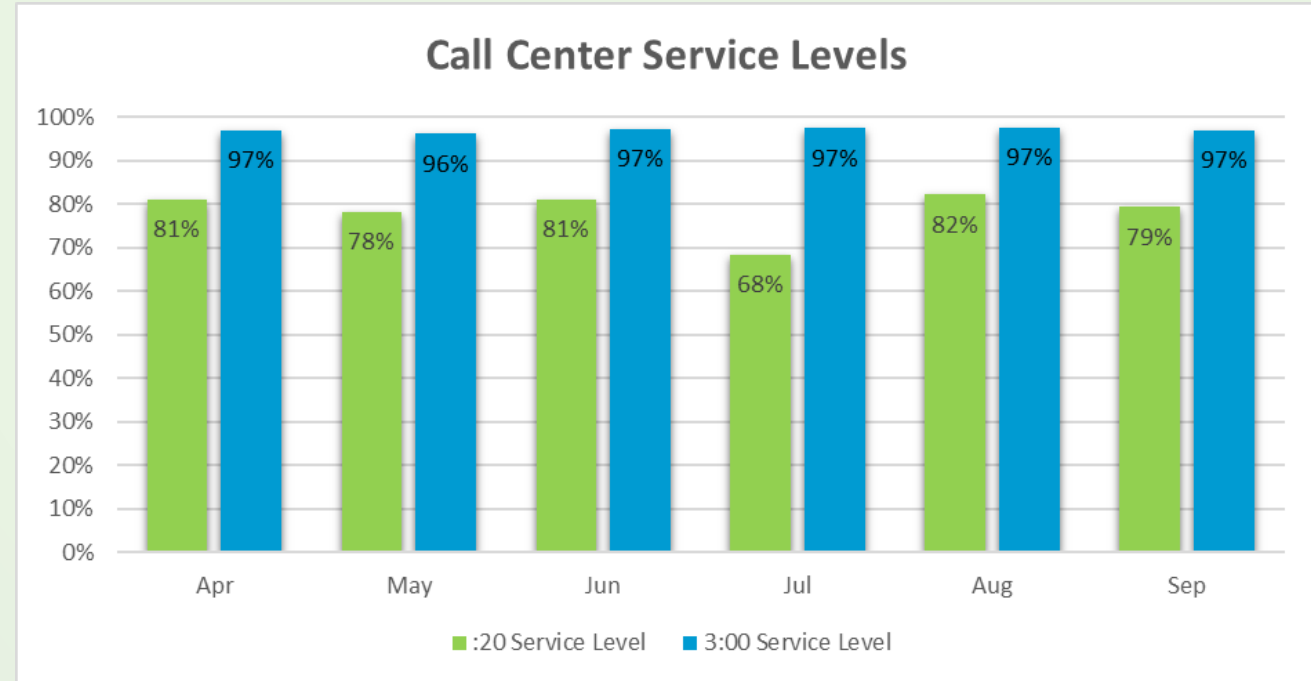
Call volume increased by approximately 5% over the previous quarter.



Service Levels

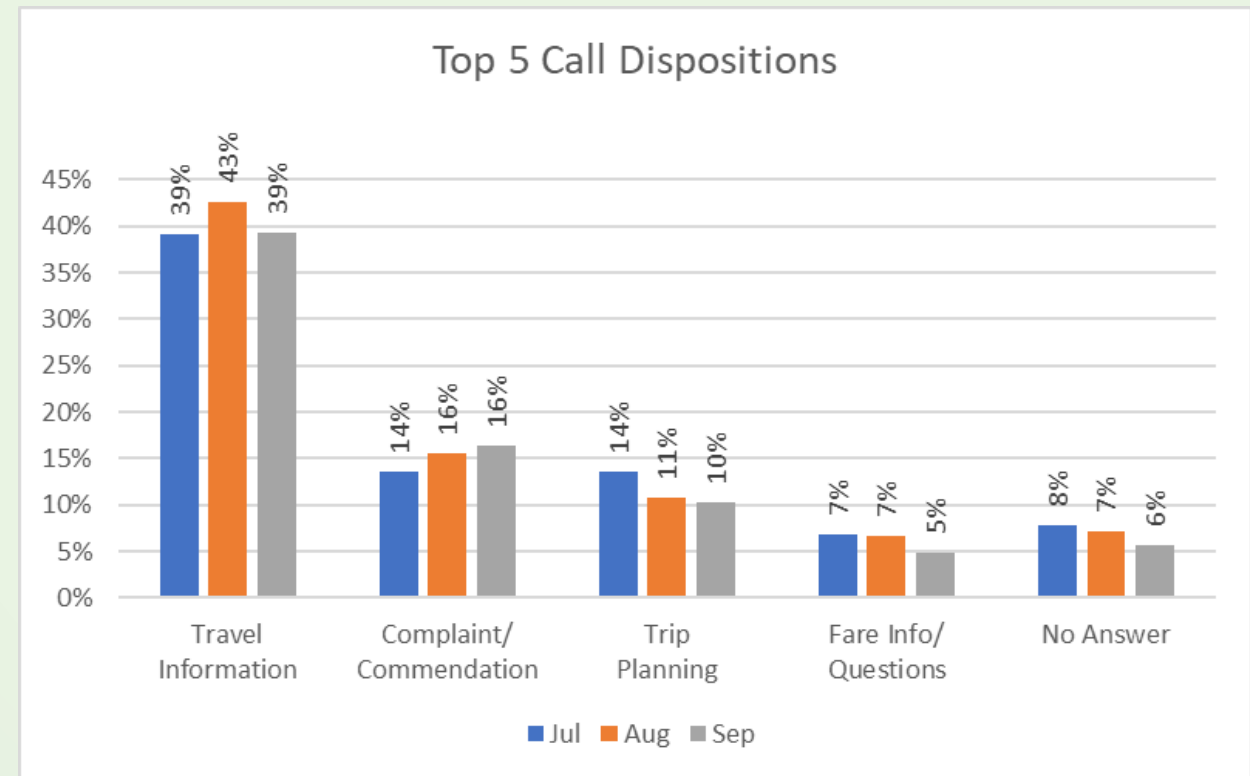
Overall:

- 0:20 service levels averaged 75% answer rate, slightly lower than the previous quarter
- 3:00 service levels remained the same at 97% answer rate



Top 5 Call Disposition

- **Travel Information** continues to be the main reason for customers calling the call center
- **Trip Planning** calls averaged 273 per month
- **Complaint/Commendations** averaged 361 per month
- **No Answer** averaged 163 calls per month
- **Fare Info/Questions** remained few with around 144 per month



Customer Service Center

- RTC Applications: a total of 589 applications were processed for Q1
- There was an 8% increase in application processing from Q4.

