

Customer Relations Update

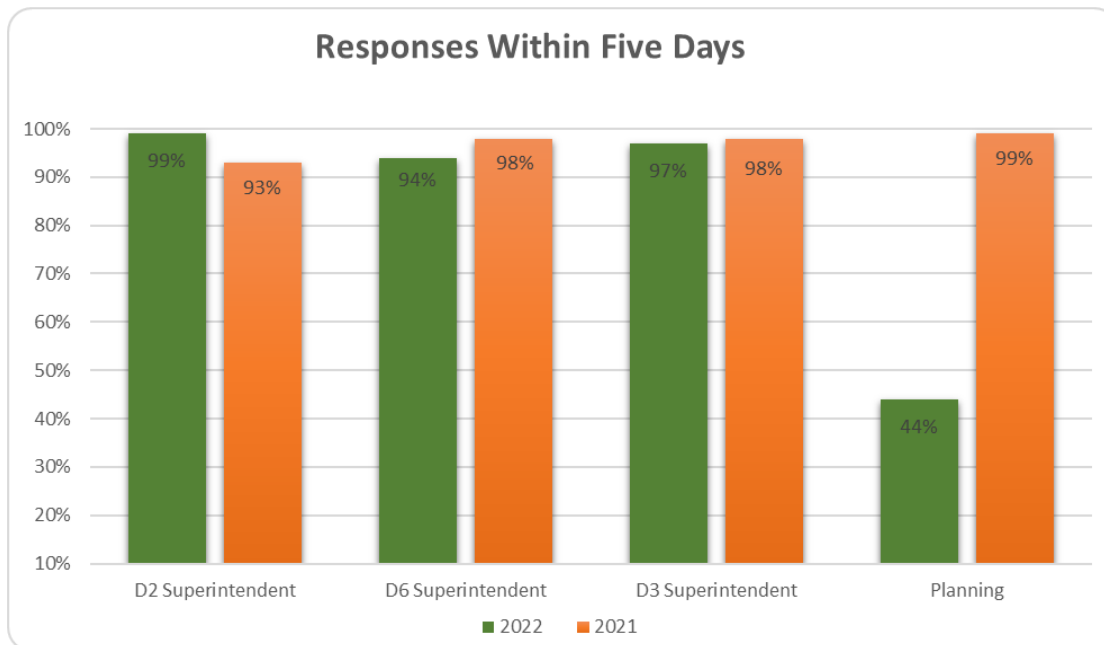
Customer Response Times - Top 5 Departments* Productivity

Compared to the same quarter last year, Division staff showed a decline in meeting the five-day response time goal. As a group, the rate dropped from 97% to 92% of customers receiving a response within five days. District-wide, the number was 84%.

Response sent within five days: October - December

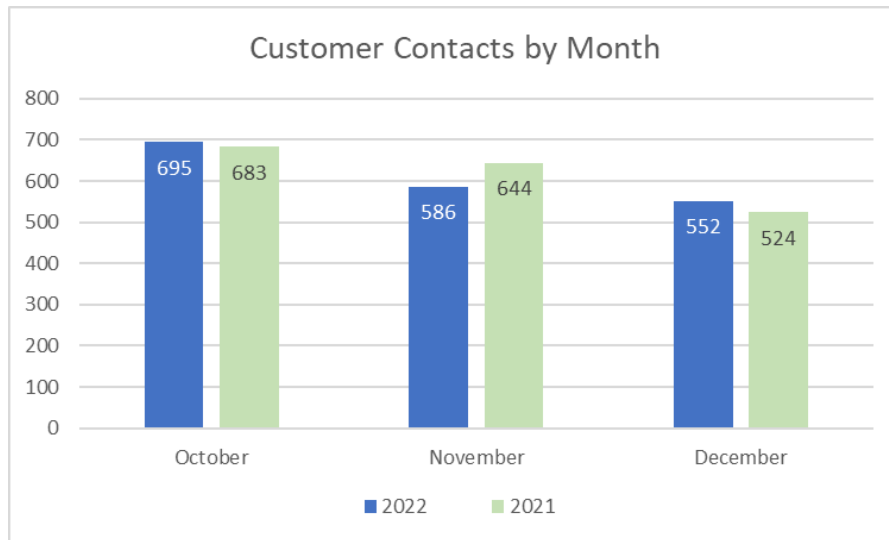
Department	2022		2021	
	count	percentage	count	percentage
D2 Superintendent	272	99%	290	93%
D4 Superintendent	191	78%	198	99%
D6 Superintendent	149	94%	179	98%
D3 Superintendent	139	97%	124	98%
Planning	49	44%	135	99%

*Based on highest number of tickets received.



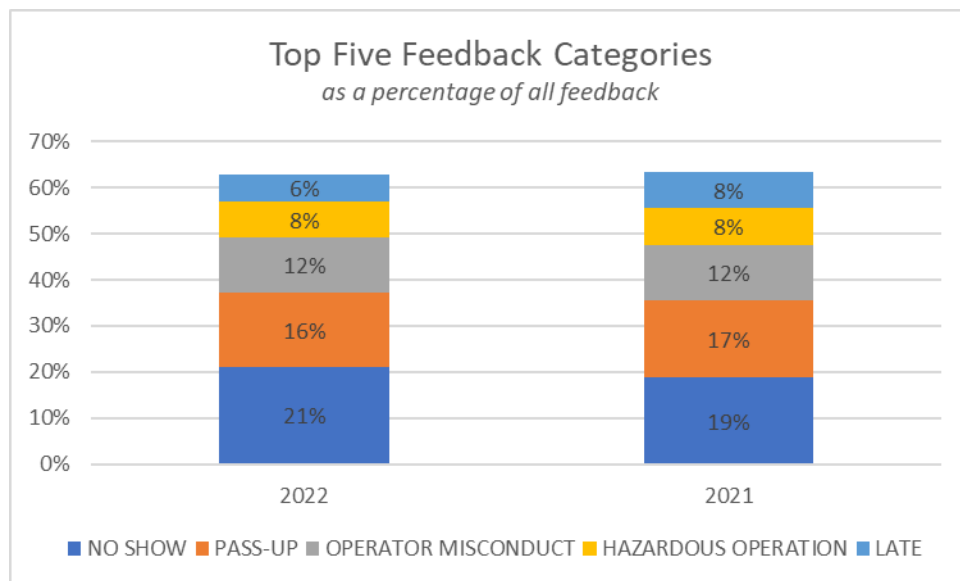
Customer Feedback

From October through December of 2022, Customer Service received 1,883 unique customer contacts, essentially the same number (1,851) as the previous year’s same quarter. Historically, the number of complaints taper-off heading into the end of the calendar year; this year was no different with a downtrend from October through December.



Reasons

From October to December, No-Show complaints accounted for the largest share of all feedback both this year and last. Pass-Up complaints were 16% of the total, down from 17% for the same period last year.



PASS-UPS

Division 2 received the most Pass-Up complaints both in sheer number (122), and in terms of percentage of all Pass-up complaints (41%). Elsewhere, customers reported 33 instances of being passed-up on the combined 72/72M/72R-lines, while the 57-line had the most of any single line, with 21 for the quarter. Among other lines, pass-up complaints were dispersed, without concentration in any one area.

Pass-Up Complaints				
Division	Count		Line	Count
D2	122		57	21
D3	52		72/72M/72R	33
D4	69		51A	10
D6	49		28	5

NO-SHOWS

The percentage of no-show complaints were similar for Divisions 3, 4 and 6; each with a rate of around 30% of their total complaints. Division 2 saw far fewer: only 18% of their complaints were about no-shows. The individual 21 and NL lines (both D4) had the most reported no-shows at 19 and 18, respectively.

No-Show Complaints				
Division	Count		Line	Count
D2	74		18	8
D3	73		72	13
D4	136		21	19
D6	78		99	11

COMMENDATIONS

Division 2 again received the most commendations from riders, who specifically called out operators on the 18, 12, and 57 lines, among others. And the 200-line out of Division 6 received eight reports of great operators.

"This bus driver has the patient of a saint. I've ridden with her a few times, and she has many senior students on the bus route and a number of people with walkers, chairs, and electric mobility devices. She always is friendly, gives clear direction and is very patient with everyone who boards the bus. She's even polite with the obnoxious people. This driver is an outstanding employee and representative of AC Transit. I ride the 18 bus

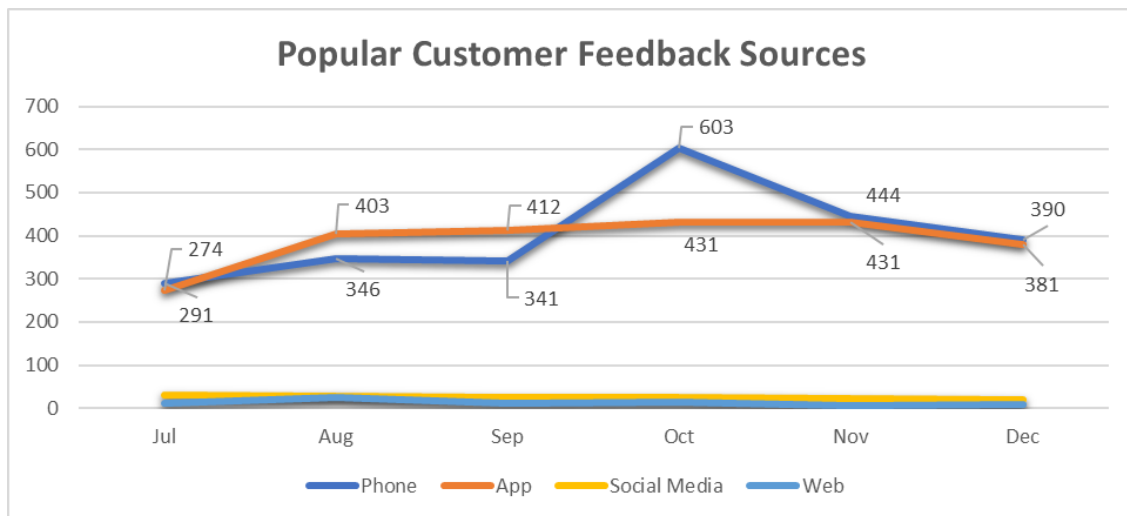
and/or BART daily at least once each way if not more and this is the best bus driver I've ever seen and I'm 66 years old!"

"Operator (on the 12-line) was very nice and responsive to passengers. Due to the downtown closure by OPD, (he) asked every passenger where they were going to make sure they wouldn't miss their stop. I'd love for him to receive a commendation for his great work in being so responsive to all riders!"

"The operator of on Route 57 at noon was doing an amazing job. She had a passenger, an older lady in a wheelchair, who was basically friendly but very loud and behaving kind of strangely. The operator was professional and polite, and convinced the passenger to allow her to secure the wheelchair for her own safety and that of others. She also continued to operate the bus safely and help other passengers despite the many distractions going on. You are lucky to have great bus operators like her."

Contact Sources

Due to an unusual spike in feedback received via telephone during the month of October, the AC Transit official mobile app fell to second place this quarter, with just 44% of the total.



All sources of Customer Feedback:

Customer Feedback Sources		
Oct - Dec 2022		
Phone	1437	51%
Mobile App	1243	44%
Social Media	67	2%
Website	29	1%
Board of Directors	12	0%
Email	6	0%
Letter	1	0%