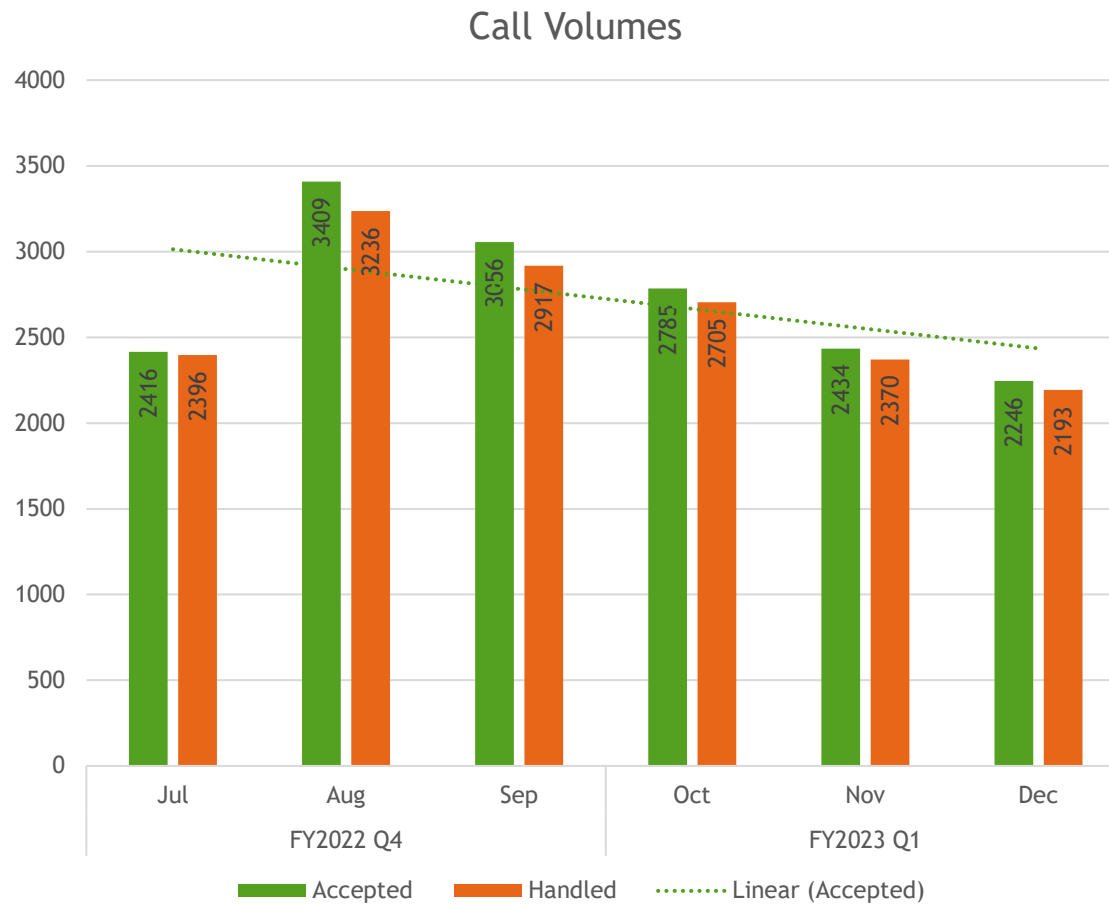


Customer Services Update

October - December 2022

Call Volumes

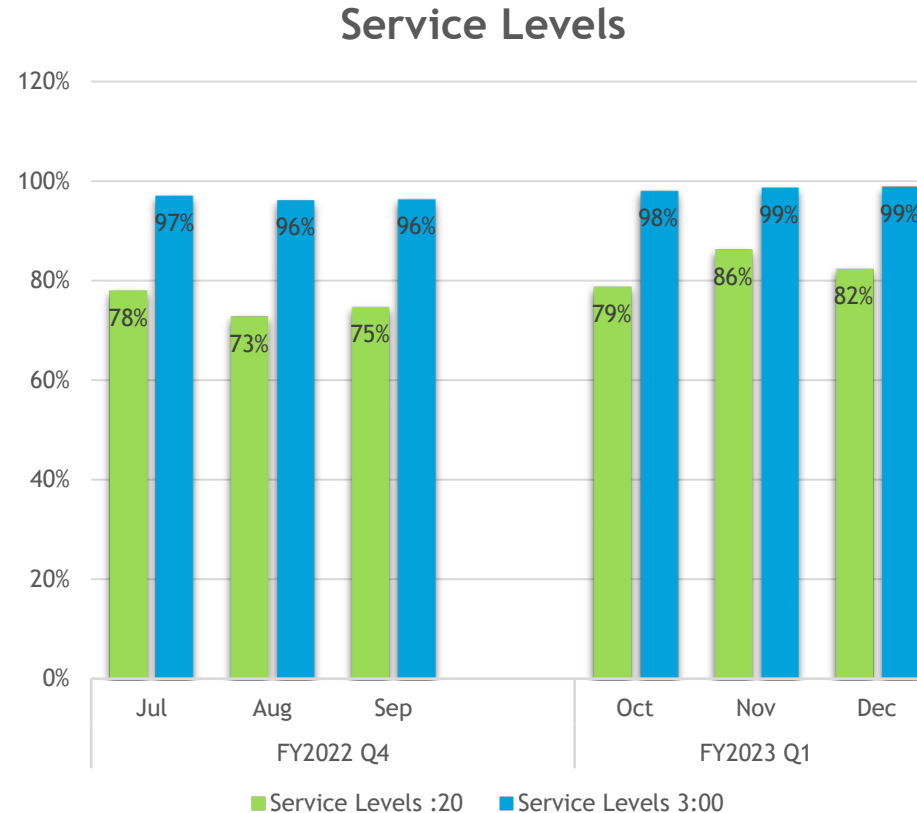


- ▶ Heading into the end of the calendar year - and the holiday season - overall call volume decreased from the previous quarter by 16%.

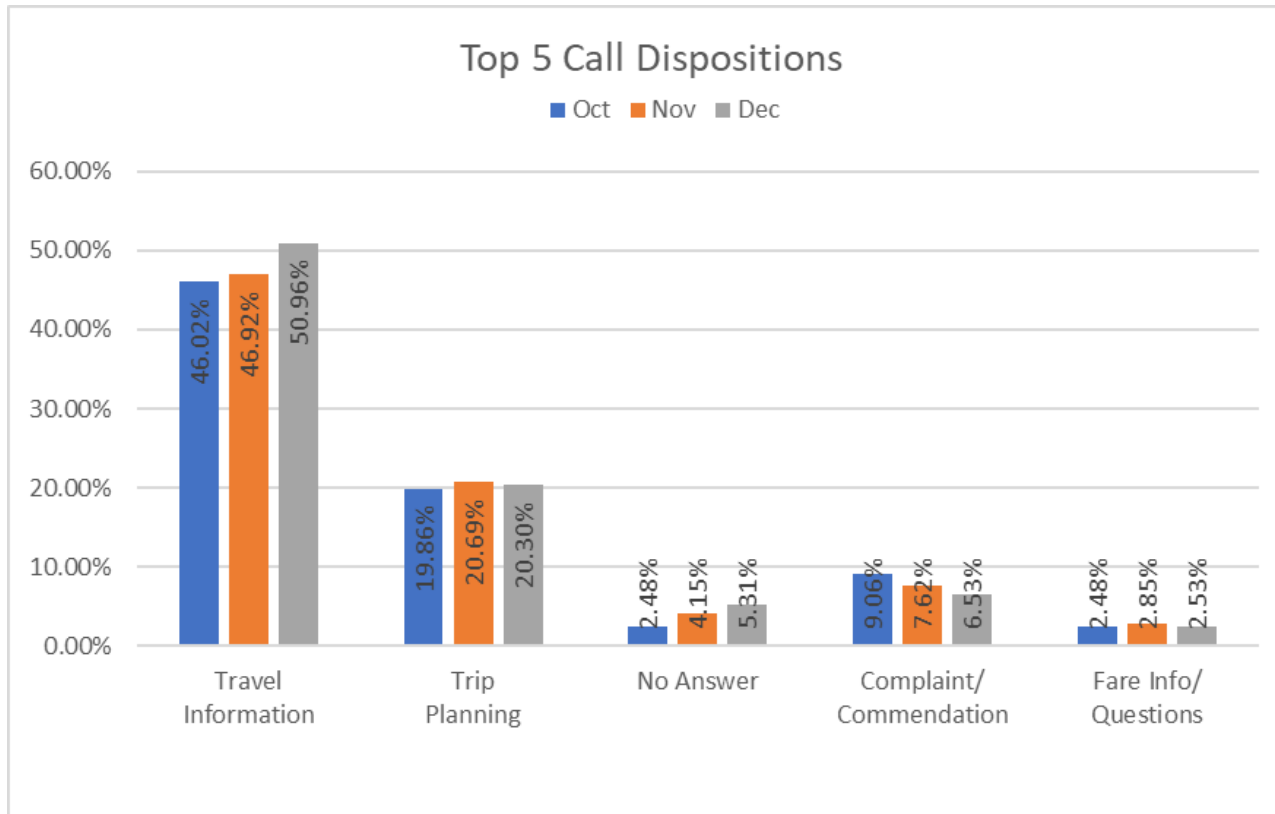
Service Levels

The lower call volume combined with additional staffing at the Call Center resulted in a decrease in abandonment rate.

- ▶ 0:20 service levels averaged 82%
- ▶ 3:00 service levels averaged at 98% answer rate



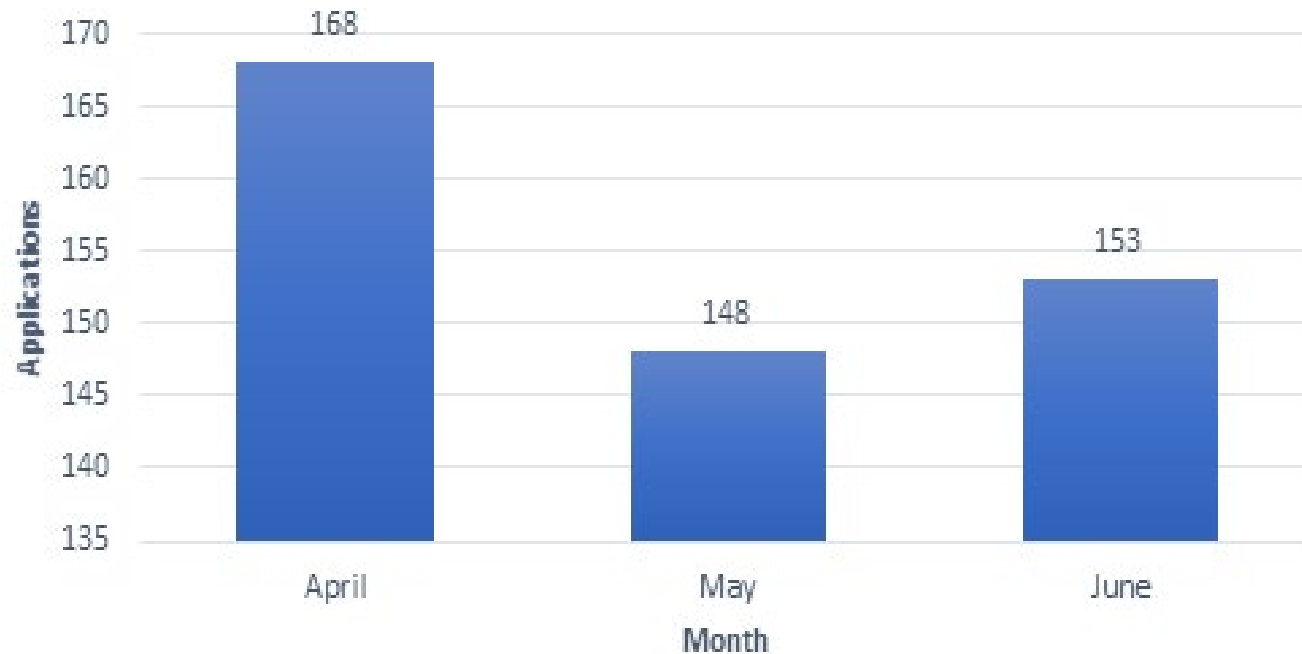
Top 5 Call Disposition



- ▶ Travel information continues to be the main reason for customers contacting the Call Center.
- ▶ Trip Planning calls averaged 288 per month.
- ▶ Complaint/Commendations averaged 110 per month.
- ▶ No Answer averaged around 52 calls per month
- ▶ Fare Info and Questions remained few with only around 36 per month.

Customer Service Center

RTC Applications Processed 4th Quarter 2022



- ▶ A total of 469 RTC applications processed
- ▶ Since the elimination of new/renewal applications fee, the total number of applications processed has been consistent for the last two quarters