

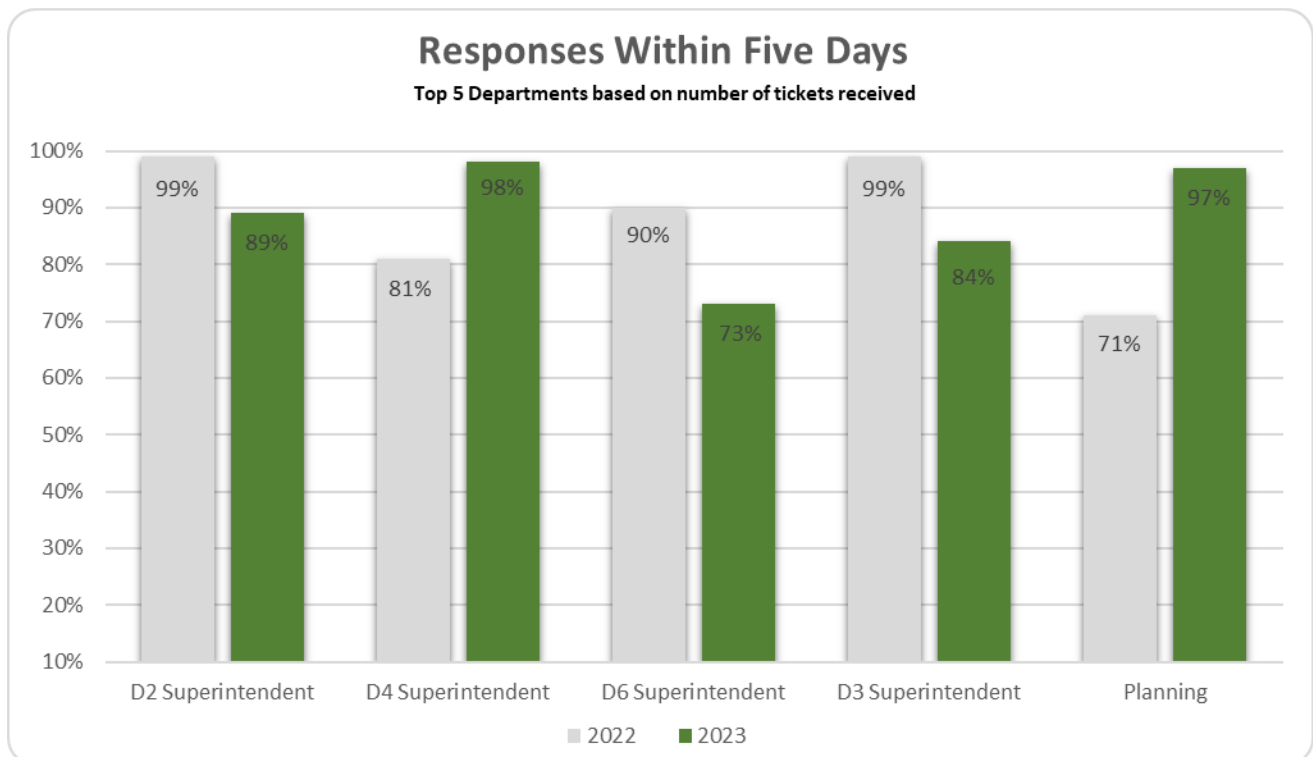
Customer Services Metrics
Customer Relations 3rd Quarter 2023

Customer Response Times - Top 5 Departments* Productivity

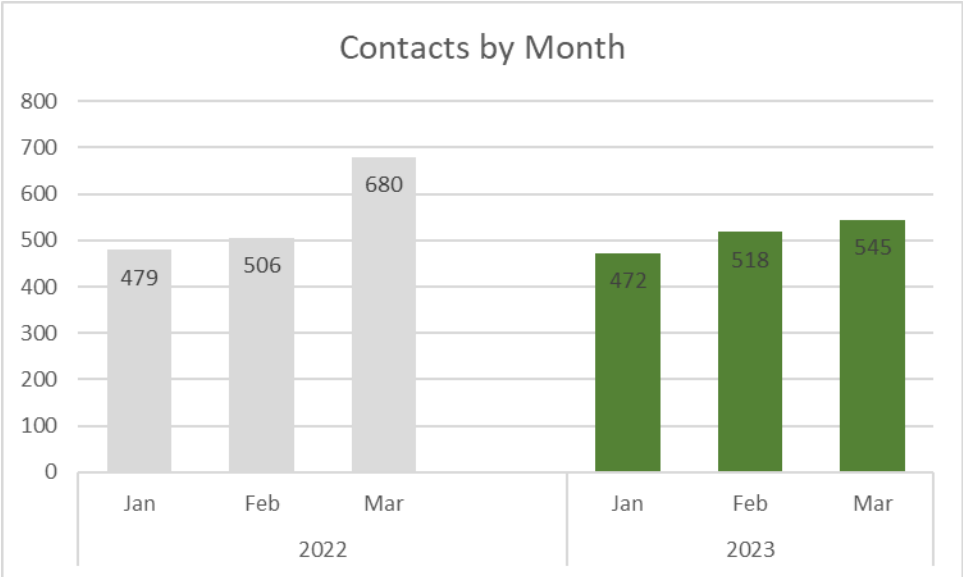
Response sent within five days: January - March

| 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% |

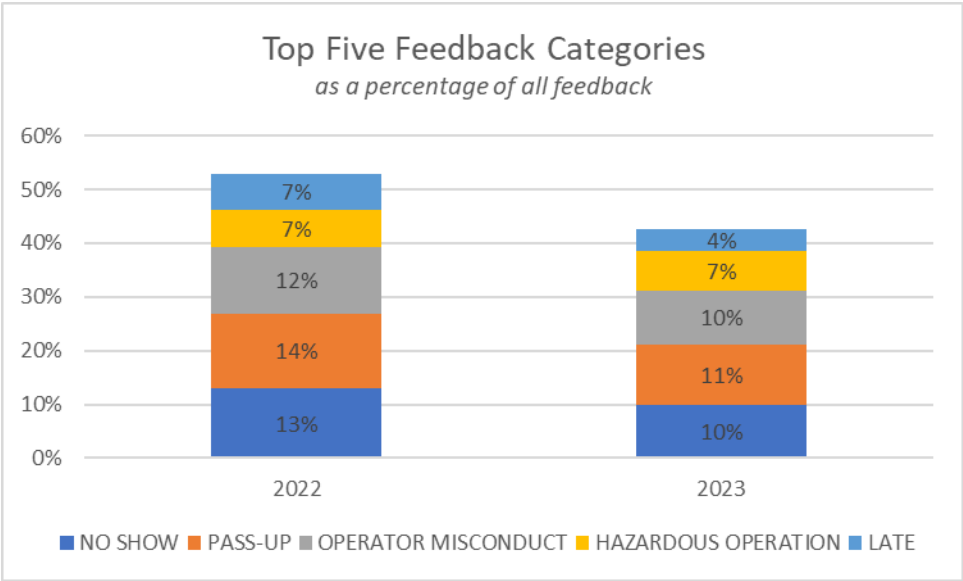
*Based on highest number of tickets received.



Customer Feedback



Reasons



Pass-Ups

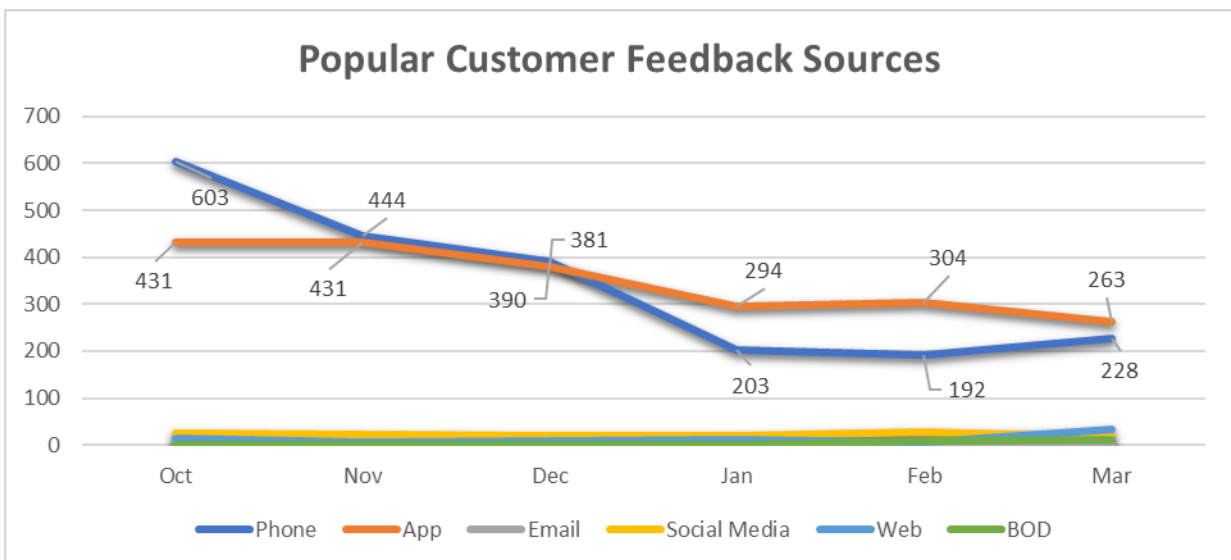
| Pass-Up Complaints | |
|--------------------|-------|
| Line | count |
| 18 | 21 |
| 51A | 11 |
| 72M | 10 |
| 21 | 9 |
| F | 9 |

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% |