

**SAMPLE of The Daily Digest**

The report shown below is a list of unresolved contacts in the Customer Relations application that require your attention. Please note that Board Policy 421 ([BP421](#)) now requires AC Transit staff to respond to customers within five business days of receipt of their initial contact.

You can open the report with this link and then type in the File Number to see a contact: <https://cusrel.actransit.org>

There is a link at the end of this message to open the report as you see it below. In the report you can choose to show ALL your contacts rather than just the ones that require your attention; just choose the "Show ALL" option in the "Display Number of Days" drop down list, then click the "View Report" button to the right.

Please contact Dan Talbott if you have questions or comments about the report.

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## Customer Relations Unresolved Contacts

Referral For Action	File Number	Days Open	Received Date	Priority	Incident City	Reasons
I. D4-Superintendent Arlee Young						
	<a href="#">469383</a>	1	Jan 31, 2021	Normal	San Francisco	04. Late
	<a href="#">469339</a>	4	Jan 28, 2021	Normal	Oakland	53. Operator Misconduct

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The report is accessible at the following address:

<http://sql02a/ReportServer?%2FCustomer%20Relations%2FUnresolved%20Contacts&parmUserEmail=ayoung%40actransit.org&rs%3AParameterLanguage=en-US>