

Cust. Satisfaction Index (CSI)*



Complaints Per 100K Boardings by Month (Validated)



16

Complaints (Validated)

▲ 7 vs. Last Month



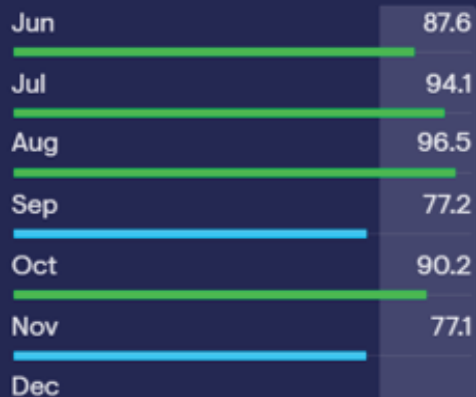
7.9

Avg. Resolution (Days)

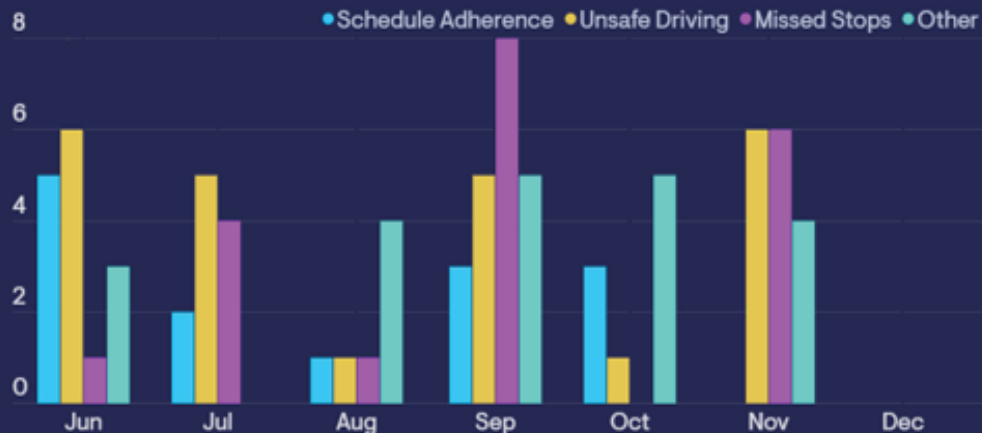
▲ 7.9% vs. Last Month



CSI by Month (Target > 80)*



Complaints by Type (Validated)



0

Commendations

▼ 100% vs. Last Month

ALEXANDRIA TRANSIT COMPANY



CUSTOMER SERVICE - Nov. 2022

Notes:

- (1.) "Boardings" are the number of times a passenger boards a bus. A passenger making a round-trip would count as two boardings.
- (2.) "Boardings Per Revenue Hour" are calculated as the total boardings divided by total number of revenue hours of service that were provided. This metric is designed to normalize the number of boardings against the amount of service that is operated as a means of measuring service efficiency or productivity.
- (3.) The contract with the Department of Defense for Line 102X (Mark Center Express) was suspended until further notice in December 2021.