

### Cust. Satisfaction Index (CSI)\*



### Complaints Per 100K Boardings by Month (Validated)

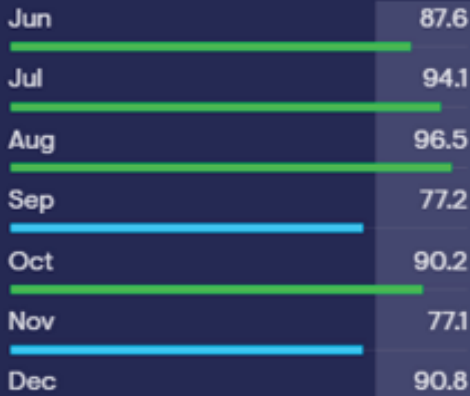


# 14

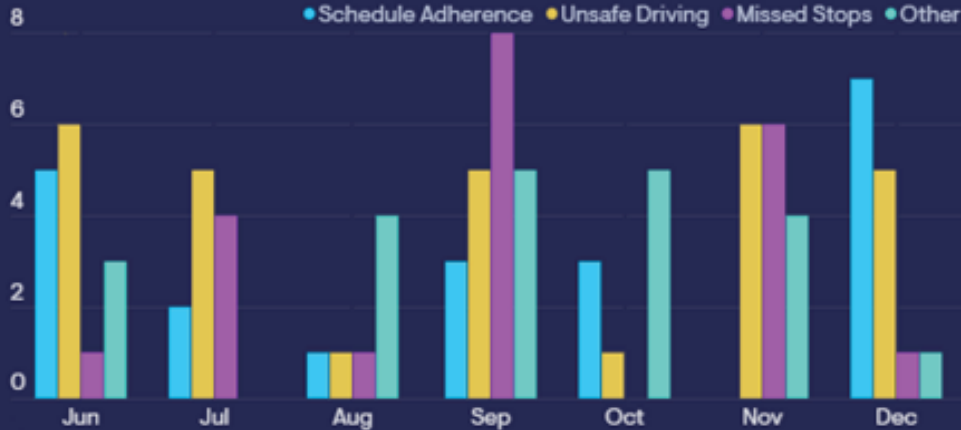
Complaints (Validated)

▼ 2 vs. Last Month

### CSI by Month (Target > 80)\*



### Complaints by Type (Validated)



# 8.5

Avg. Resolution (Days)

▲ 7.6% vs. Last Month

# 1

Commendations

- vs. Last Month

### Notes:

(1.) Customer Satisfaction Index (CSI). This index quantifies the number of customer calls, complaints and commendations that are received each month into a single metric that can be tracked over time. The index assigns weighted values for each complaint (negative) and commendation (positive) that are received each month, however, since commendations are relatively uncommon in the transit industry, commendations are weighted 20% more than complaints. The higher the CSI value, the higher the customer satisfaction. The typical range for CSI is 80-95, so months with a CSI below 80 would be cause for concern. Months with a CSI value of 95+ would be indicative of exceptional customer satisfaction for that month.