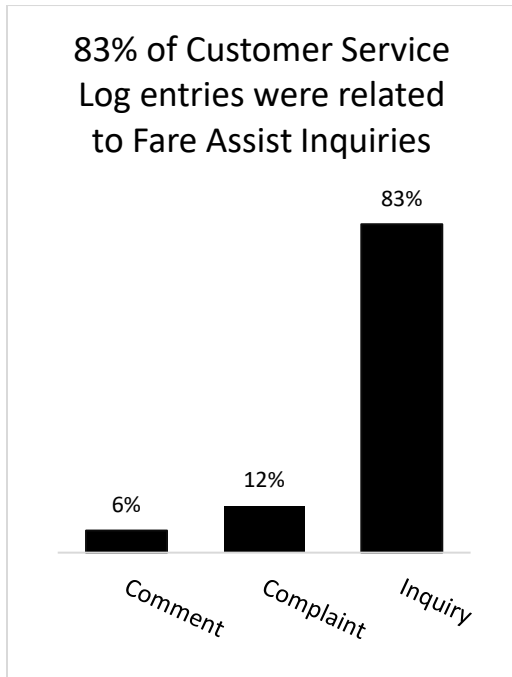Fare Assist Customer Feedback January 1 – July 30, 2024

83% of Customer Service Log entries were related to Fare Assist Inquiries

Feedback Type	%
Comment	5%
Complaint	12%
Inquiry	83%
Grand Total	**100%**

## During the month of July inquiries about Fare Assist tripled compared to the start of the program
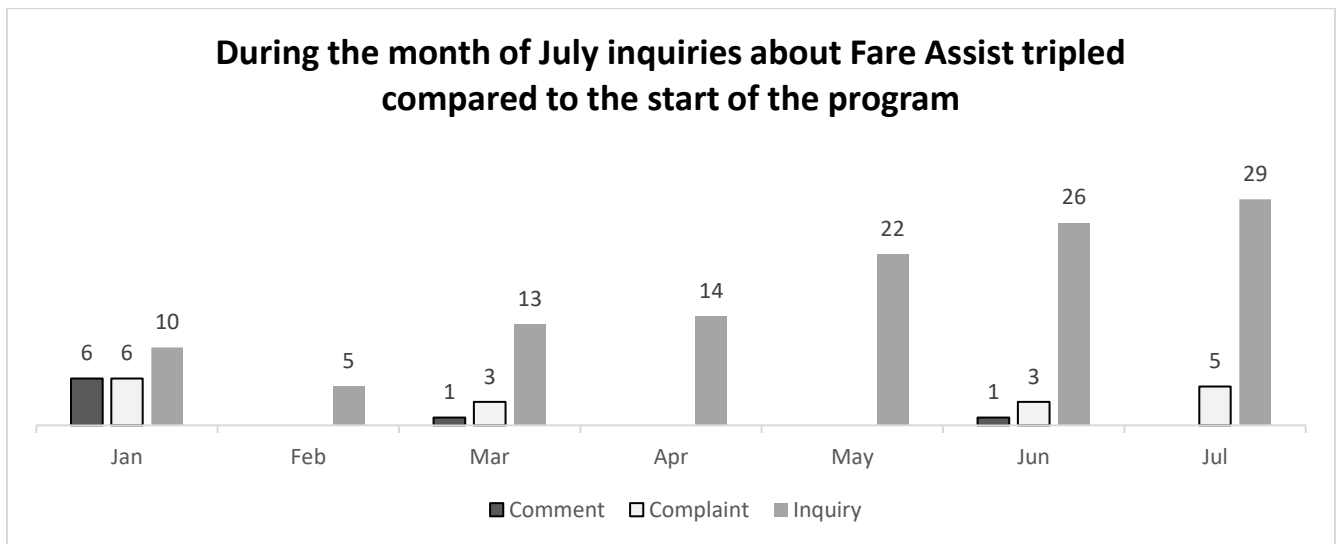
Month	Comment	Complaint	Inquiry
Jan	6	6	10
Feb			5
Mar	1	3	13
Apr			14
May			22
Jun	1	3	26
Jul		5	29
Grand Total	**8**	**17**	**119**

Program Comments
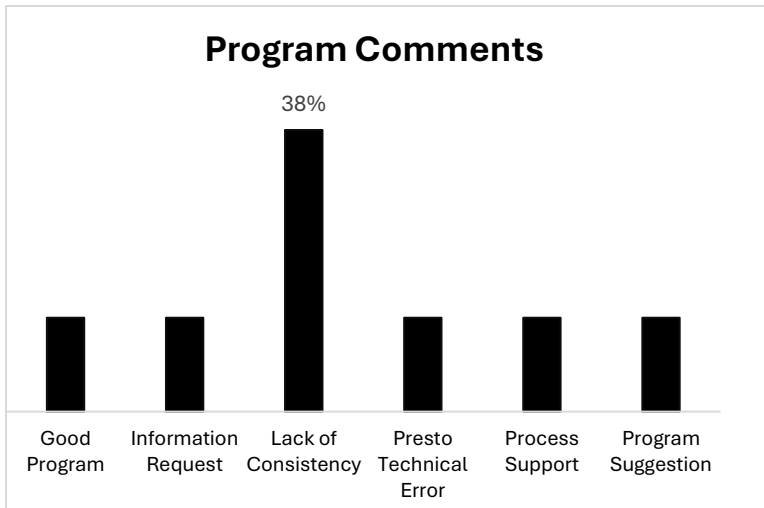
Reason	#	%
Good Program	1	12.5%
Information Request	1	12.5%
Lack of Consistency	3	37.5%
Presto Technical Error	1	12.5%
Process Support	1	12.5%
Program Suggestion	1	12.5%
Grand Total	**7**	**100.0%**

Program Complaints
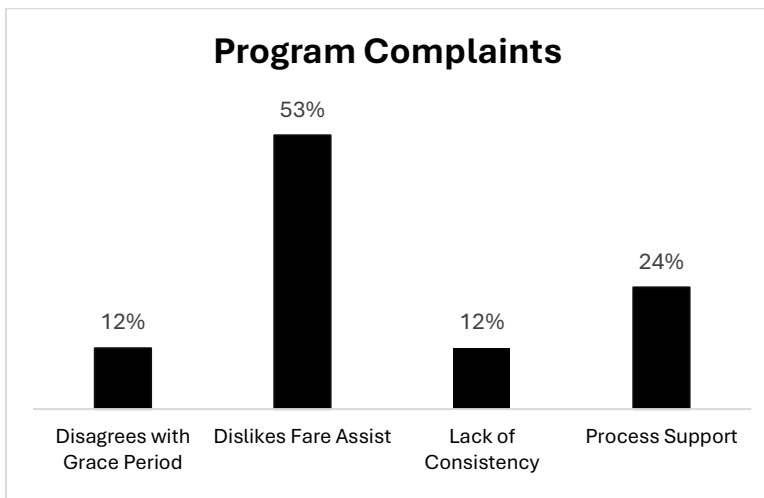
Reason	#	%
Disagrees with Grace Period	2	11.8%
Dislikes Fare Assist	9	52.9%
Lack of Consistency	2	11.8%
Process Support	4	23.5%
Grand Total	**17**	**100.0%**

Program Inquiries
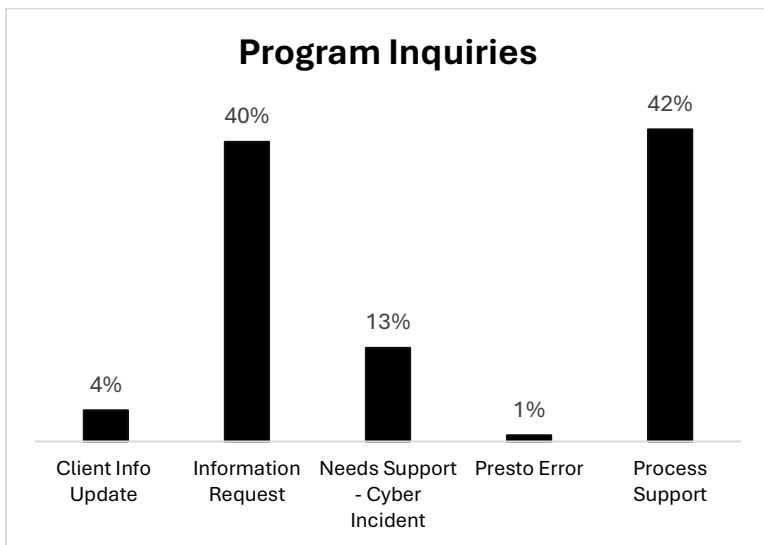
Reason	#	%
Client Info Update	5	4.2%
Information Request	48	40.3%
Needs Support - Cyber Incident	15	12.6%
Presto Error	1	0.8%
Process Support	50	42.0%
Grand Total	**119**	**100.0%**