

Customer Feedback: Multi-Year Counts by Primary Unit and Category

For the period 1/1 - 6/30

Report Totals

2010	1445
2011	1693
2012	1545
2013	2102



BGRNDS

Category ID and Name	2010	2011	2012	2013
34 Wheelchair accessibility	0	2	0	0
39 Shelter Posters	1	0	0	2
67 Transfer Pt/Shelter Vandalism	0	0	1	8
68 Transfer Pt/Shelter Graffiti	27	40	22	16
91 Compliment	0	0	1	3
116 Other - no current category	0	1	2	4
128 Transfer Pt/Shelter Maintenance	8	3	1	10
Unit Totals	36	46	27	43

FIN

Category ID and Name	2010	2011	2012	2013
18 Fare Policy	0	6	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	1	0	0
116 Other - no current category	0	1	0	1
148 Comment - Fare Policy	0	0	0	0
Unit Totals	0	8	0	1

FIXED

Category ID and Name	2010	2011	2012	2013
3 Smoking	3	1	2	3
4 Driving Behavior	131	134	111	142
6 Bus Early - Fixed Route	64	77	82	99
7 Customer passed-up	116	132	113	200
8 Bus Off-route	14	22	17	26
9 Driver Not Wearing Seatbelt	0	0	1	1
10 Driver Not Calling Stops	0	0	0	2
11 Destination Sign Incorrect	7	5	13	10
12 Disruptive Passenger(s)	40	35	21	28
13 Bus Never Came	54	43	20	55
26 Overloads	10	6	4	21
29 Special Event Service	0	0	0	1
32 Bus Idling	11	5	4	2
33 Detours	7	17	12	7
34 Wheelchair accessibility	2	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	1
55 Driver Rude	73	73	90	90
60 Transfer Points	4	13	1	6
66 Equipment Malfunction	7	10	6	12
69 Securement, mobility device	1	3	2	3
71 Other Driver Conduct	30	40	47	61
76 Missed Stop Request	9	5	14	16
77 Fare Dispute	8	14	16	29
78 Discrimination	1	2	0	1
79 City Ordinances	1	1	0	0
80 Electronic Device	12	5	8	1
81 Driving With Cell Phone	4	7	5	0
84 Unauthorized Stop	3	1	3	4
85 Unprofessional Conduct	15	11	9	4
86 Excessive Conversation	1	8	2	0
87 Bus Late - Fixed Route	45	53	50	104

88 Unsafe Situation	11	19	20	14
89 Property Damage	5	3	4	5
90 Passenger Injury	14	18	15	10
91 Compliment	84	96	110	153
116 Other - no current category	46	59	46	31
117 Climate Control	5	6	8	2
121 Missed Transfer	23	21	29	46
122 School Routes	29	23	14	13
124 Items Not Allowed on Bus	0	3	2	0
126 ADA Issues	22	8	7	9
130 Cut Route	4	7	1	8
132 Harassment	0	1	1	0
133 Running a Red Light	16	16	20	17
137 Weather Related	7	22	6	11
144 Stroller Policy	6	8	7	7
146 Bus Seating Layout	0	1	0	2
147 Crosswalk Violation	0	10	13	16
Unit Totals	945	1044	956	1273

INFSYS

Category ID and Name	2010	2011	2012	2013
41 ITS: Intelligent Transportation S	4	0	1	0
91 Compliment	0	0	0	0
116 Other - no current category	3	1	5	12
135 Website	2	2	0	9
136 Trip Planner	21	20	2	3
141 TransitTracker	12	6	3	2
142 Google Transit	4	5	2	3
143 Google Data Format	0	1	0	0
Unit Totals	46	35	13	29

MAINT

Category ID and Name	2010	2011	2012	2013
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	3	11	8	3
91 Compliment	0	0	0	3
115 Bus Appearance-Cleanliness	1	4	3	4
116 Other - no current category	6	2	4	3
117 Climate Control	2	1	1	1
146 Bus Seating Layout	0	0	0	1
Unit Totals	12	18	16	15

MKTG

Category ID and Name	2010	2011	2012	2013
18 Fare Policy	2	2	3	7
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	0
33 Detours	3	3	0	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	5	5	1	2
37 Advertisements - General	0	8	0	0

38 Sales Outlets	0	1	0	0
39 Shelter Posters	1	1	0	0
40 Schedules	0	0	1	1
72 Other Public Info	2	2	2	7
91 Compliment	8	6	14	10
98 Schedule Info	9	1	6	5
99 Order Taking	0	2	1	6
100 Phones Busy	0	0	0	1
101 Behavior - Cust Svc	4	1	0	2
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	12	12	21	35
119 Lost and Found	1	2	1	6
120 Para - Ride Booking	5	4	5	6
135 Website	4	5	2	9
137 Weather Related	1	0	1	3
138 Advertisements - Bus Wraps	3	2	0	3
140 Text/Email Alerts	0	0	0	1
146 Bus Seating Layout	0	0	0	0
Unit Totals	60	58	58	106

PARA

Category ID and Name	2010	2011	2012	2013
3 Smoking	1	1	0	0
4 Driving Behavior	12	14	13	11
55 Driver Rude	16	15	16	16
66 Equipment Malfunction	0	2	7	4
69 Securement, mobility device	1	3	3	5
79 City Ordinances	0	0	0	1
80 Electronic Device	5	1	2	2
81 Driving With Cell Phone	1	1	0	3
85 Unprofessional Conduct	0	0	6	1
88 Unsafe Situation	1	4	5	2
90 Passenger Injury	4	4	5	7
91 Compliment	23	22	26	23
93 Notification - Para App	0	0	0	1
94 Availability - Para App	0	1	0	0
95 Processing Time - Para App	1	0	0	0
96 Fares	5	12	2	3
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	1	5	8	4
99 Order Taking	7	13	4	2
100 Phones Busy	1	2	0	0
101 Behavior - Cust Svc	0	0	0	0
102 Bus Early - Para	7	11	12	10
103 Bus On-Time	1	2	2	2
104 Bus Late - Para	48	57	58	66
105 No Shows	36	29	40	34
106 Door-to-Door	10	10	9	21
107 Leave Attended	18	16	28	23
108 Mobility Device Securement	0	2	1	0
109 Travel Time - Para	12	21	31	30
110 Service Area - Para Policy	2	3	1	0
111 Backtracking	0	0	1	1
112 Passenger Behavior	3	3	3	2

113 Driver Behavior	5	5	6	24
114 Dispatch	9	9	3	5
116 Other - no current category	15	15	36	15
118 Drop-Off Wrong Location	5	15	7	5
120 Para - Ride Booking	9	9	13	6
132 Harassment	1	2	0	1
133 Running a Red Light	0	0	0	0
137 Weather Related	0	2	2	0
147 Crosswalk Violation	0	0	0	0
Unit Totals	260	311	350	330

PLN

Category ID and Name	2010	2011	2012	2013
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	1	1	6	1
23 Express Service	1	2	0	0
25 Frequency	2	3	0	3
26 Overloads	16	32	20	28
27 Park & Ride	4	1	1	0
28 School Trippers Concern	1	2	1	2
29 Special Event Service	1	0	0	0
31 Expansion Request	11	11	9	13
33 Detours	13	5	6	8
34 Wheelchair accessibility	0	0	0	0
40 Schedules	5	11	11	9
42 Routes	2	6	2	0
43 Schedules - Service Design	4	6	6	4
44 Quality	0	0	0	0
47 Corridor Schedules	0	2	0	1
48 Transfer Coordination	0	2	3	2
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	1	0	0	0
70 Other Service Design	4	0	4	3
73 Bus Stop Request	9	15	19	11
74 Bus Stop Damage	0	1	7	2
75 Shelter Addition/Removal	2	0	3	8
87 Bus Late - Fixed Route	0	0	0	6
91 Compliment	2	1	1	0
92 Comment - Service Design	0	63	10	160
116 Other - no current category	1	5	5	25
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	2	0	1	3
135 Website	0	0	0	1
136 Trip Planner	4	1	5	2
139 Surveys	0	1	0	0
141 TransitTracker	0	0	1	4
142 Google Transit	0	0	2	8
143 Google Data Format	0	0	2	1
146 Bus Seating Layout	0	2	0	0
Unit Totals	86	173	125	305