

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

For the period 1/1 - 3/31

Report Totals

2011	825
2010	745
2009	957
2008	987



BGRNDS

Category ID and Name	2011	2010	2009	2008
34 Wheelchair accessibility	1	0	0	0
39 Shelter Posters	0	1	0	0
67 Transfer Pt/Shelter Vandalism	0	0	0	0
68 Transfer Pt/Shelter Graffiti	16	14	9	8
91 Compliment	0	0	0	0
116 Other - no current category	0	0	1	1
128 Transfer Pt/Shelter Maintenance	1	5	3	9
Unit Totals	18	20	13	18

FIN

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	6	0	1	0
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	0	0	0	1
Unit Totals	7	0	1	1

FIXED

Category ID and Name	2011	2010	2009	2008
3 Smoking	1	3	0	0
4 Driving Behavior	68	52	61	35
6 Bus Early - Fixed Route	42	29	77	47
7 Customer passed-up	69	65	58	85
8 Bus Off-route	12	7	11	7
9 Driver Not Wearing Seatbelt	0	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	3	5	5	2
12 Disruptive Passenger(s)	19	24	25	26
13 Bus Never Came	25	28	16	51
26 Overloads	5	7	5	4
29 Special Event Service	0	0	0	1
32 Bus Idling	3	7	3	2
33 Detours	1	0	3	2
34 Wheelchair accessibility	0	1	0	1
41 ITS: Intelligent Transportation S	0	0	0	1
55 Driver Rude	39	28	43	30
60 Transfer Points	4	3	0	3
66 Equipment Malfunction	5	1	8	4
69 Securement, mobility device	1	1	1	0
71 Other Driver Conduct	15	18	19	12
76 Missed Stop Request	4	3	10	5
77 Fare Dispute	7	4	4	5
78 Discrimination	0	0	0	3
79 City Ordinances	1	0	1	4
80 Electronic Device	4	6	2	2
81 Driving With Cell Phone	1	0	5	12
84 Unauthorized Stop	0	2	1	0
85 Unprofessional Conduct	6	9	2	13
86 Excessive Conversation	4	1	3	3
87 Bus Late - Fixed Route	27	22	40	71
88 Unsafe Situation	9	5	16	38

89 Property Damage	2	2	1	2
90 Passenger Injury	10	5	1	4
91 Compliment	54	48	48	63
116 Other - no current category	26	23	30	37
117 Climate Control	0	1	0	2
121 Missed Transfer	10	15	11	16
122 School Routes	15	20	2	14
124 Items Not Allowed on Bus	2	0	1	2
126 ADA Issues	5	8	5	18
130 Cut Route	4	2	0	4
132 Harassment	1	0	0	0
133 Running a Red Light	4	8	5	11
137 Weather Related	22	7	12	10
144 Stroller Policy	2	0	0	0
146 Bus Seating Layout	1	0	0	0
147 Crosswalk Violation	2	0	0	0
Unit Totals	535	470	535	653

INFSYS

Category ID and Name	2011	2010	2009	2008
41 ITS: Intelligent Transportation S	0	4	6	3
91 Compliment	0	0	3	1
116 Other - no current category	0	0	0	0
135 Website	1	1	0	0
136 Trip Planner	16	16	22	8
141 TransitTracker	5	12	0	0
142 Google Transit	3	3	0	0
143 Google Data Format	0	0	0	0
Unit Totals	25	36	31	12

MAINT

Category ID and Name	2011	2010	2009	2008
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	4	1	3	5
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	1	1	6	8
116 Other - no current category	1	5	7	2
117 Climate Control	0	1	1	1
146 Bus Seating Layout	0	0	0	0
Unit Totals	6	8	17	16

MKTG

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	0	1	1	0
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	2	1	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	0	1	2	0
37 Advertisements - General	0	0	4	2
38 Sales Outlets	1	0	0	0

39 Shelter Posters	1	1	2	1
40 Schedules	0	0	0	1
72 Other Public Info	2	1	0	1
91 Compliment	2	3	6	4
98 Schedule Info	1	3	6	4
99 Order Taking	0	0	0	0
100 Phones Busy	0	0	1	6
101 Behavior - Cust Svc	1	1	1	1
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	11	6	2	2
119 Lost and Found	1	1	2	0
120 Para - Ride Booking	1	4	7	5
135 Website	3	0	3	2
137 Weather Related	0	1	2	7
138 Advertisements - Bus Wraps	0	0	1	3
140 Text/Email Alerts	0	0	1	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	26	24	41	39

PARA

Category ID and Name	2011	2010	2009	2008
3 Smoking	1	0	0	0
4 Driving Behavior	5	5	10	3
55 Driver Rude	9	9	12	2
66 Equipment Malfunction	1	0	1	0
69 Securement, mobility device	0	0	16	3
79 City Ordinances	0	0	0	0
80 Electronic Device	1	4	0	0
81 Driving With Cell Phone	0	0	0	0
85 Unprofessional Conduct	0	0	0	1
88 Unsafe Situation	4	0	1	2
90 Passenger Injury	4	1	4	5
91 Compliment	14	17	9	3
93 Notification - Para App	0	0	1	0
94 Availability - Para App	0	0	1	1
95 Processing Time - Para App	0	0	0	0
96 Fares	6	4	10	3
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	1	0	6	0
99 Order Taking	3	2	7	1
100 Phones Busy	1	1	1	1
101 Behavior - Cust Svc	0	0	0	1
102 Bus Early - Para	7	5	12	3
103 Bus On-Time	0	1	0	0
104 Bus Late - Para	30	27	66	48
105 No Shows	14	25	25	13
106 Door-to-Door	7	6	6	3
107 Leave Attended	12	10	0	4
108 Mobility Device Securement	1	0	0	0
109 Travel Time - Para	8	5	20	7
110 Service Area - Para Policy	0	2	0	1
111 Backtracking	0	0	0	0
112 Passenger Behavior	2	2	3	9
113 Driver Behavior	2	0	12	5

114 Dispatch	4	6	4	0
116 Other - no current category	7	6	5	16
118 Drop-Off Wrong Location	5	4	1	0
120 Para - Ride Booking	7	4	4	5
132 Harassment	1	1	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	0	0	0	2
147 Crosswalk Violation	0	0	0	0
Unit Totals	157	147	237	142

PLN

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	0	0	2	1
19 Transfer Policy	0	0	0	0
21 Span	0	0	2	2
23 Express Service	1	1	0	4
25 Frequency	1	1	0	3
26 Overloads	16	13	9	7
27 Park & Ride	0	1	0	2
28 School Trippers Concern	2	1	0	3
29 Special Event Service	0	0	0	0
31 Expansion Request	4	3	4	7
33 Detours	0	0	4	2
34 Wheelchair accessibility	0	0	0	0
40 Schedules	5	5	8	11
42 Routes	3	0	2	24
43 Schedules - Service Design	2	2	6	4
44 Quality	0	0	0	1
47 Corridor Schedules	1	0	1	0
48 Transfer Coordination	0	0	1	1
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	1	0	0
70 Other Service Design	0	2	2	2
73 Bus Stop Request	10	4	8	18
74 Bus Stop Damage	0	0	2	0
75 Shelter Addition/Removal	0	1	6	4
91 Compliment	0	1	0	3
92 Public Hearing Comment	1	0	15	0
116 Other - no current category	3	1	7	6
127 Public Hearing Addendum	0	0	1	0
129 Service Design Request	0	1	2	0
135 Website	0	0	0	0
136 Trip Planner	0	2	0	0
139 Surveys	1	0	0	1
141 TransitTracker	0	0	0	0
142 Google Transit	0	0	0	0
143 Google Data Format	0	0	0	0
146 Bus Seating Layout	1	0	0	0
Unit Totals	51	40	82	106