

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

For the period 1/1 - 12/31

Report Totals

2010	3200
2009	3426
2008	3757
2007	3238



BGRNDS

Category ID and Name	2010	2009	2008	2007
34 Wheelchair accessibility	0	1	0	0
39 Shelter Posters	1	0	0	0
67 Transfer Pt/Shelter Vandalism	1	1	0	1
68 Transfer Pt/Shelter Graffiti	55	59	31	33
91 Compliment	0	2	0	0
116 Other - no current category	0	1	2	5
128 Transfer Pt/Shelter Maintenance	13	14	17	13
Unit Totals	70	78	50	52

FIN

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	3	2	1	2
19 Transfer Policy	0	0	0	0
91 Compliment	0	1	0	0
116 Other - no current category	0	1	8	8
Unit Totals	3	4	9	10

FIXED

Category ID and Name	2010	2009	2008	2007
3 Smoking	4	12	10	4
4 Driving Behavior	261	214	169	279
6 Bus Early - Fixed Route	156	214	176	156
7 Customer passed-up	269	270	281	232
8 Bus Off-route	47	47	52	13
9 Driver Not Wearing Seatbelt	0	0	1	2
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	18	28	16	20
12 Disruptive Passenger(s)	75	48	69	39
13 Bus Never Came	125	109	151	142
26 Overloads	16	11	15	25
29 Special Event Service	1	0	1	0
32 Bus Idling	18	18	16	22
33 Detours	23	29	27	38
34 Wheelchair accessibility	2	0	3	0
41 ITS: Intelligent Transportation S	2	1	2	0
55 Driver Rude	144	159	143	146
60 Transfer Points	17	5	8	0
66 Equipment Malfunction	19	24	17	16
69 Securement, mobility device	1	4	1	0
71 Other Driver Conduct	72	88	64	45
76 Missed Stop Request	20	28	24	18
77 Fare Dispute	22	19	28	24
78 Discrimination	1	2	11	2
79 City Ordinances	7	6	7	1
80 Electronic Device	17	14	10	5
81 Driving With Cell Phone	6	38	39	47
84 Unauthorized Stop	7	9	7	3
85 Unprofessional Conduct	27	15	40	77
86 Excessive Conversation	6	8	12	2
87 Bus Late - Fixed Route	122	139	167	217
88 Unsafe Situation	38	43	107	39

89 Property Damage	6	7	6	10
90 Passenger Injury	31	16	31	34
91 Compliment	168	185	188	139
116 Other - no current category	87	112	121	114
117 Climate Control	14	8	15	13
121 Missed Transfer	49	33	54	40
122 School Routes	51	37	28	2
124 Items Not Allowed on Bus	1	2	10	2
126 ADA Issues	41	20	33	20
130 Cut Route	9	6	10	17
132 Harassment	0	3	1	1
133 Running a Red Light	30	36	27	28
137 Weather Related	45	50	16	17
144 Stroller Policy	14	0	0	0
146 Bus Seating Layout	2	0	0	0
Unit Totals	2091	2117	2214	2051

INFSYS

Category ID and Name	2010	2009	2008	2007
41 ITS: Intelligent Transportation S	5	27	10	3
91 Compliment	0	4	1	0
116 Other - no current category	8	4	3	7
135 Website	11	1	0	0
136 Trip Planner	47	50	45	35
141 TransitTracker	33	4	0	0
142 Google Transit	8	0	0	0
143 Google Data Format	1	0	0	0
Unit Totals	113	90	59	45

MAINT

Category ID and Name	2010	2009	2008	2007
32 Bus Idling	0	1	2	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	12	10	21	13
91 Compliment	1	0	3	0
115 Bus Appearance-Cleanliness	7	11	20	7
116 Other - no current category	15	19	9	8
117 Climate Control	4	2	8	6
146 Bus Seating Layout	1	0	0	0
Unit Totals	40	43	63	34

MKTG

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	8	3	1	2
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	1
29 Special Event Service	0	0	0	0
33 Detours	6	1	2	2
34 Wheelchair accessibility	1	0	0	0
36 Telephone Information	20	23	2	8
37 Advertisements - General	0	4	4	3
38 Sales Outlets	0	1	0	0
39 Shelter Posters	1	2	3	6

40 Schedules	2	4	2	5
72 Other Public Info	5	5	7	8
91 Compliment	17	20	20	30
98 Schedule Info	18	18	16	15
99 Order Taking	0	0	0	0
100 Phones Busy	1	5	11	6
101 Behavior - Cust Svc	11	6	6	17
115 Bus Appearance-Cleanliness	0	1	0	2
116 Other - no current category	34	15	6	17
119 Lost and Found	4	2	4	5
120 Para - Ride Booking	6	12	17	13
135 Website	13	13	4	6
137 Weather Related	1	2	7	2
138 Advertisements - Bus Wraps	3	2	9	33
140 Text/Email Alerts	0	3	0	0
146 Bus Seating Layout	2	0	0	0
Unit Totals	153	142	121	181

PARA

Category ID and Name	2010	2009	2008	2007
3 Smoking	2	0	0	1
4 Driving Behavior	28	25	12	9
55 Driver Rude	36	40	24	38
66 Equipment Malfunction	2	2	1	4
69 Securement, mobility device	8	34	13	6
79 City Ordinances	0	0	0	1
80 Electronic Device	6	3	2	0
81 Driving With Cell Phone	2	0	0	4
85 Unprofessional Conduct	1	1	3	8
88 Unsafe Situation	1	1	5	6
90 Passenger Injury	4	12	13	3
91 Compliment	32	46	12	25
93 Notification - Para App	1	1	0	0
94 Availability - Para App	1	1	1	0
95 Processing Time - Para App	2	1	0	1
96 Fares	10	18	11	9
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	7	3	1
99 Order Taking	15	19	12	6
100 Phones Busy	2	3	1	2
101 Behavior - Cust Svc	1	0	3	1
102 Bus Early - Para	14	30	16	13
103 Bus On-Time	1	1	1	0
104 Bus Late - Para	100	138	118	110
105 No Shows	49	58	49	69
106 Door-to-Door	17	19	13	14
107 Leave Attended	27	22	16	27
108 Mobility Device Securement	2	0	0	1
109 Travel Time - Para	24	60	52	45
110 Service Area - Para Policy	3	1	2	1
111 Backtracking	0	0	0	0
112 Passenger Behavior	5	14	25	16
113 Driver Behavior	10	16	35	15
114 Dispatch	11	15	8	8

116 Other - no current category	26	23	31	35
118 Drop-Off Wrong Location	10	4	0	0
120 Para - Ride Booking	16	10	10	11
132 Harassment	3	0	0	1
133 Running a Red Light	0	0	0	0
137 Weather Related	1	0	2	0
Unit Totals	478	625	494	491

PLN

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	0	3	3	0
19 Transfer Policy	0	0	0	0
21 Span	4	3	3	7
23 Express Service	2	0	11	4
25 Frequency	8	5	5	3
26 Overloads	42	45	37	29
27 Park & Ride	5	0	4	5
28 School Trippers Concern	7	8	9	16
29 Special Event Service	1	0	1	1
31 Expansion Request	16	28	25	37
33 Detours	21	17	15	14
34 Wheelchair accessibility	0	0	0	0
40 Schedules	21	41	45	62
42 Routes	3	6	340	56
43 Schedules - Service Design	16	29	37	10
44 Quality	0	1	2	2
47 Corridor Schedules	1	1	0	0
48 Transfer Coordination	3	7	4	2
49 Travel Time - Service Design	0	0	1	2
60 Transfer Points	2	2	0	0
70 Other Service Design	7	17	5	2
73 Bus Stop Request	38	35	42	48
74 Bus Stop Damage	3	5	3	8
75 Shelter Addition/Removal	11	20	7	3
91 Compliment	4	5	9	12
92 Public Hearing Comment	7	15	111	41
116 Other - no current category	8	21	25	6
127 Public Hearing Addendum	0	1	2	0
129 Service Design Request	7	11	0	4
135 Website	0	0	0	0
136 Trip Planner	9	1	0	0
139 Surveys	0	0	1	0
141 TransitTracker	4	0	0	0
142 Google Transit	2	0	0	0
143 Google Data Format	0	0	0	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	252	327	747	374