

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 9/30

Report Totals			
2014	3159	2016	2944
2015	2910	2017	2993



BGRNDS

Category ID and Name	2014	2015	2016	2017
34 Wheelchair accessibility	0	1	0	0
39 Shelter Posters	1	1	2	1
67 Transfer Pt/Shelter Vandalism	4	8	17	23
68 Transfer Pt/Shelter Graffiti	36	27	16	3
91 Compliment	3	1	2	0
116 Other - no current category	12	6	22	9
128 Transfer Pt/Shelter Maintenance	17	11	17	10
Unit Totals	73	55	76	46

FIN

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	0	0	1	1
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	6	2	1	8
Unit Totals	6	2	2	9

FIXED

Category ID and Name	2014	2015	2016	2017
3 Smoking	3	6	12	2
4 Driving Behavior	269	261	266	300
6 Bus Early - Fixed Route	127	119	135	118
7 Customer passed-up	247	227	226	255
8 Bus Off-route	31	43	49	48
9 Driver Not Wearing Seatbelt	2	4	2	3
10 Driver Not Calling Stops	1	1	1	0
11 Destination Sign Incorrect	16	14	25	18
12 Disruptive Passenger(s)	41	25	41	32
13 Bus Never Came	83	72	69	44
26 Overloads	23	5	15	5
29 Special Event Service	1	0	0	0
32 Bus Idling	16	6	20	18
33 Detours	36	13	35	19
34 Wheelchair accessibility	0	0	1	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	185	186	180	201
60 Transfer Points	4	0	0	0
66 Equipment Malfunction	19	12	14	11
69 Securement, mobility device	0	3	2	7
71 Other Driver Conduct	74	140	96	127
72 Other Public Info	14	12	12	6
76 Missed Stop Request	6	15	18	16
77 Fare Dispute	33	22	27	21
78 Discrimination	4	3	1	13
79 City Ordinances	2	4	1	0
80 Electronic Device	9	4	3	1
81 Driving With Cell Phone	4	2	2	0
84 Unauthorized Stop	2	2	3	1
85 Unprofessional Conduct	14	2	4	3
86 Excessive Conversation	3	4	5	10
87 Bus Late - Fixed Route	204	116	144	72
88 Unsafe Situation	15	29	11	10

89 Property Damage	3	8	8	3
90 Passenger Injury	11	17	25	25
91 Compliment	218	207	212	221
116 Other - no current category	56	63	46	39
117 Climate Control	11	4	5	8
121 Missed Transfer	59	25	44	26
122 School Routes	22	24	33	26
124 Items Not Allowed on Bus	1	4	1	1
126 ADA Issues	17	14	22	21
130 Cut Route	8	2	1	4
132 Harassment	0	1	0	1
133 Running a Red Light	27	30	34	37
137 Weather Related	5	1	3	2
144 Stroller Policy	9	5	7	5
146 Bus Seating Layout	1	0	0	0
147 Crosswalk Violation	17	26	25	21
Unit Totals	1953	1783	1886	1801

INFSYS

Category ID and Name	2014	2015	2016	2017
41 ITS: Intelligent Transportation S	7	7	3	5
91 Compliment	0	1	1	0
116 Other - no current category	7	0	2	1
135 Website	5	1	0	1
136 Trip Planner	0	0	0	0
141 TransitTracker	1	9	0	1
142 Google Transit	2	2	0	1
143 Google Data Format	0	0	0	0
Unit Totals	22	20	6	9

MAINT

Category ID and Name	2014	2015	2016	2017
32 Bus Idling	1	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	1
66 Equipment Malfunction	7	12	19	9
91 Compliment	1	2	0	1
115 Bus Appearance-Cleanliness	2	6	9	2
116 Other - no current category	8	8	3	8
117 Climate Control	1	1	2	2
146 Bus Seating Layout	1	0	0	0
Unit Totals	21	29	33	23

MKTG

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	7	10	7	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	1	2	2	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	3	6	0	0
37 Advertisements - General	2	0	0	0
38 Sales Outlets	1	2	3	0
39 Shelter Posters	0	2	0	0

40 Schedules	3	0	1	3
72 Other Public Info	4	3	3	5
91 Compliment	11	13	14	5
98 Schedule Info	10	9	7	6
99 Order Taking	1	1	0	0
100 Phones Busy	2	0	1	0
101 Behavior - Cust Svc	11	4	5	4
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	28	28	6	26
119 Lost and Found	5	3	1	1
120 Para - Ride Booking	10	11	6	9
135 Website	8	5	5	6
137 Weather Related	3	0	0	0
138 Advertisements - Bus Wraps	3	0	0	1
140 Text/Email Alerts	1	0	0	1
146 Bus Seating Layout	1	0	0	0
148 Public Hearing Comment - Fare	0	0	25	0
149 Audible Turn Signals	2	37	0	0
153 Public Hearing Comment - Other	0	5	0	56
155 Weapons Policy	0	0	0	0
Unit Totals	117	141	86	127

PARA

Category ID and Name	2014	2015	2016	2017
3 Smoking	1	0	3	0
4 Driving Behavior	16	21	22	28
55 Driver Rude	21	13	15	27
66 Equipment Malfunction	2	5	5	3
69 Securement, mobility device	8	11	9	8
72 Other Public Info	2	2	1	3
79 City Ordinances	0	0	0	0
80 Electronic Device	1	2	4	1
81 Driving With Cell Phone	1	2	7	7
85 Unprofessional Conduct	7	11	1	6
88 Unsafe Situation	8	5	3	6
90 Passenger Injury	12	9	9	18
91 Compliment	79	45	49	38
92 Public Hearing Comment - Servi	0	0	0	1
93 Notification - Para App	1	0	0	0
94 Availability - Para App	2	1	1	0
95 Processing Time - Para App	0	0	0	1
96 Fares	8	7	2	4
97 Winter Weather - Para Policy	0	1	0	0
98 Schedule Info	16	7	5	2
99 Order Taking	3	3	4	0
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	3	1	0	1
102 Bus Early - Para	21	15	18	16
103 Bus On-Time	0	0	0	1
104 Bus Late - Para	110	121	129	219
105 No Shows	59	62	69	56
106 Door-to-Door	12	22	26	20
107 Leave Attended	31	42	56	37
108 Mobility Device Securement	3	2	3	3
109 Travel Time - Para	50	74	58	110

110 Service Area - Para Policy	3	1	0	4
111 Backtracking	1	0	0	1
112 Passenger Behavior	9	3	2	2
113 Driver Behavior	39	61	55	65
114 Dispatch	13	11	7	18
116 Other - no current category	19	15	18	26
118 Drop-Off Wrong Location	11	8	11	15
120 Para - Ride Booking	20	18	10	12
132 Harassment	2	0	0	0
133 Running a Red Light	0	0	0	1
137 Weather Related	3	0	0	0
147 Crosswalk Violation	0	0	0	2
148 Public Hearing Comment - Fare	0	0	0	2
150 Picked Up Wrong Client	0	8	5	3
151 Attempted Pick-Up, Wrong Loca	0	5	7	7
152 Missed Trip	0	10	7	6
Unit Totals	597	624	621	780

PLN

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	0	0	0	0
19 Transfer Policy	1	0	0	0
21 Span	1	6	8	5
23 Express Service	0	0	1	1
25 Frequency	2	3	5	10
26 Overloads	29	25	45	22
27 Park & Ride	1	1	0	0
28 School Trippers Concern	2	4	3	14
29 Special Event Service	1	2	2	0
31 Expansion Request	17	7	6	4
33 Detours	17	13	21	13
34 Wheelchair accessibility	0	3	0	0
40 Schedules	17	2	3	5
42 Routes	9	1	1	0
43 Schedules - Service Design	10	12	6	2
44 Quality	0	0	0	0
47 Corridor Schedules	1	0	0	1
48 Transfer Coordination	4	2	2	2
49 Travel Time - Service Design	0	0	1	1
60 Transfer Points	0	1	0	0
70 Other Service Design	9	4	31	26
73 Bus Stop Addition Request	125	72	12	5
74 Bus Stop Damage	5	0	0	0
75 Shelter Addition/Removal	7	5	5	1
87 Bus Late - Fixed Route	17	3	4	2
91 Compliment	5	3	5	0
92 Public Hearing Comment - Servi	53	65	43	34
116 Other - no current category	29	9	19	41
127 Public Hearing Addendum	0	0	0	2
129 Service Design Request	1	3	6	4
135 Website	1	0	0	0
136 Trip Planner	3	1	2	1
139 Surveys	0	5	0	0
141 TransitTracker	2	2	2	0
142 Google Transit	0	2	1	2

143	Google Data Format	1	0	0	0
146	Bus Seating Layout	0	0	0	0
154	Bus Stop Closure	0	0	0	0
	<i>Unit Totals</i>	370	256	234	198