

**Customer Feedback: Multi-Year Counts by Primary Unit and Category**  
 For the period 1/1 - 6/30

**Report Totals**  
 2011 1693  
 2012 1545  
 2013 2102  
 2014 1905



**BGRNDS**

Category ID and Name	2011	2012	2013	2014
34 Wheelchair accessibility	2	0	0	0
39 Shelter Posters	0	0	2	0
67 Transfer Pt/Shelter Vandalism	0	1	8	1
68 Transfer Pt/Shelter Graffiti	40	22	16	22
91 Compliment	0	1	3	1
116 Other - no current category	1	2	4	8
128 Transfer Pt/Shelter Maintenance	3	1	10	9
<b>Unit Totals</b>	<b>46</b>	<b>27</b>	<b>43</b>	<b>41</b>

**FIN**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	6	0	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	1	0	1	2
148 Comment - Fare Policy	0	0	0	0
<b>Unit Totals</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>2</b>

**FIXED**

Category ID and Name	2011	2012	2013	2014
3 Smoking	1	2	3	3
4 Driving Behavior	134	111	142	180
6 Bus Early - Fixed Route	77	82	99	85
7 Customer passed-up	132	113	200	156
8 Bus Off-route	22	17	26	19
9 Driver Not Wearing Seatbelt	0	1	1	2
10 Driver Not Calling Stops	0	0	2	1
11 Destination Sign Incorrect	5	13	10	11
12 Disruptive Passenger(s)	35	21	28	32
13 Bus Never Came	43	20	55	40
26 Overloads	6	4	21	15
29 Special Event Service	0	0	1	0
32 Bus Idling	5	4	2	13
33 Detours	17	12	7	15
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	1	0
55 Driver Rude	73	90	90	129
60 Transfer Points	13	1	6	3
66 Equipment Malfunction	10	6	12	11
69 Securement, mobility device	3	2	3	0
71 Other Driver Conduct	40	47	61	48
72 Other Public Info	0	0	0	4
76 Missed Stop Request	5	14	16	3
77 Fare Dispute	14	16	29	17
78 Discrimination	2	0	1	4
79 City Ordinances	1	0	0	1
80 Electronic Device	5	8	1	6
81 Driving With Cell Phone	7	5	0	2
84 Unauthorized Stop	1	3	4	2
85 Unprofessional Conduct	11	9	4	6
86 Excessive Conversation	8	2	0	2

87 Bus Late - Fixed Route	53	50	104	117
88 Unsafe Situation	19	20	14	8
89 Property Damage	3	4	5	3
90 Passenger Injury	18	15	10	8
91 Compliment	96	110	153	152
116 Other - no current category	59	46	31	30
117 Climate Control	6	8	2	8
121 Missed Transfer	21	29	46	38
122 School Routes	23	14	13	14
124 Items Not Allowed on Bus	3	2	0	1
126 ADA Issues	8	7	9	9
130 Cut Route	7	1	8	5
132 Harassment	1	1	0	0
133 Running a Red Light	16	20	17	17
137 Weather Related	22	6	11	3
144 Stroller Policy	8	7	7	3
146 Bus Seating Layout	1	0	2	1
147 Crosswalk Violation	10	13	16	13
<b>Unit Totals</b>	<b>1044</b>	<b>956</b>	<b>1273</b>	<b>1240</b>

**INFSYS**

Category ID and Name	2011	2012	2013	2014
41 ITS: Intelligent Transportation S	0	1	1	3
91 Compliment	0	0	0	0
116 Other - no current category	1	5	11	3
135 Website	2	0	9	3
136 Trip Planner	20	2	3	0
141 TransitTracker	6	3	2	1
142 Google Transit	5	2	3	2
143 Google Data Format	1	0	0	0
<b>Unit Totals</b>	<b>35</b>	<b>13</b>	<b>29</b>	<b>12</b>

**MAINT**

Category ID and Name	2011	2012	2013	2014
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	11	8	3	6
91 Compliment	0	0	3	1
115 Bus Appearance-Cleanliness	4	3	4	0
116 Other - no current category	2	4	3	6
117 Climate Control	1	1	1	0
146 Bus Seating Layout	0	0	1	0
<b>Unit Totals</b>	<b>18</b>	<b>16</b>	<b>15</b>	<b>13</b>

**MKTG**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	2	3	7	7
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	1	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	3	0	2	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	5	1	2	3

37 Advertisements - General	8	0	0	2
38 Sales Outlets	1	0	0	1
39 Shelter Posters	1	0	0	0
40 Schedules	0	1	1	2
72 Other Public Info	2	2	7	1
91 Compliment	6	14	10	5
98 Schedule Info	1	6	5	6
99 Order Taking	2	1	6	1
100 Phones Busy	0	0	1	1
101 Behavior - Cust Svc	1	0	2	8
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	12	21	35	14
119 Lost and Found	2	1	6	5
120 Para - Ride Booking	4	5	6	6
135 Website	5	2	9	5
137 Weather Related	0	1	3	3
138 Advertisements - Bus Wraps	2	0	3	3
140 Text/Email Alerts	0	0	1	1
146 Bus Seating Layout	0	0	0	0
149 Audible Turn Signals	0	0	0	0
<b>Unit Totals</b>	<b>58</b>	<b>58</b>	<b>106</b>	<b>74</b>

**PARA**

Category ID and Name	2011	2012	2013	2014
3 Smoking	1	0	0	0
4 Driving Behavior	14	13	11	12
55 Driver Rude	15	16	16	14
66 Equipment Malfunction	2	7	4	2
69 Securement, mobility device	3	3	5	4
72 Other Public Info	0	0	0	1
79 City Ordinances	0	0	1	0
80 Electronic Device	1	2	2	1
81 Driving With Cell Phone	1	0	3	1
85 Unprofessional Conduct	0	6	1	1
88 Unsafe Situation	4	5	2	3
90 Passenger Injury	4	5	7	6
91 Compliment	22	26	23	44
93 Notification - Para App	0	0	1	0
94 Availability - Para App	1	0	0	1
95 Processing Time - Para App	0	0	0	0
96 Fares	12	2	3	6
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	8	4	8
99 Order Taking	13	4	2	3
100 Phones Busy	2	0	0	0
101 Behavior - Cust Svc	0	0	0	2
102 Bus Early - Para	11	12	10	15
103 Bus On-Time	2	2	2	0
104 Bus Late - Para	57	58	66	53
105 No Shows	29	40	34	38
106 Door-to-Door	10	9	21	8
107 Leave Attended	16	28	23	13
108 Mobility Device Securement	2	1	0	1
109 Travel Time - Para	21	31	30	30

110 Service Area - Para Policy	3	1	0	3
111 Backtracking	0	1	1	0
112 Passenger Behavior	3	3	2	6
113 Driver Behavior	5	6	24	26
114 Dispatch	9	3	5	8
116 Other - no current category	15	36	15	13
118 Drop-Off Wrong Location	15	7	5	6
120 Para - Ride Booking	9	13	6	12
132 Harassment	2	0	1	1
133 Running a Red Light	0	0	0	0
137 Weather Related	2	2	0	3
147 Crosswalk Violation	0	0	0	0
<b>Unit Totals</b>	<b>311</b>	<b>350</b>	<b>330</b>	<b>345</b>

**PLN**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	1	6	1	0
23 Express Service	2	0	0	0
25 Frequency	3	0	3	1
26 Overloads	32	20	28	21
27 Park & Ride	1	1	0	0
28 School Trippers Concern	2	1	2	1
29 Special Event Service	0	0	0	1
31 Expansion Request	11	9	13	11
33 Detours	5	6	8	10
34 Wheelchair accessibility	0	0	0	0
40 Schedules	11	11	9	12
42 Routes	6	2	0	6
43 Schedules - Service Design	6	6	4	7
44 Quality	0	0	0	0
47 Corridor Schedules	2	0	1	0
48 Transfer Coordination	2	3	2	2
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	0	0	0
70 Other Service Design	0	4	3	6
73 Bus Stop Request	15	19	11	11
74 Bus Stop Damage	1	7	2	1
75 Shelter Addition/Removal	0	3	8	2
87 Bus Late - Fixed Route	0	0	6	7
91 Compliment	1	1	0	3
92 Comment - Service Design	63	10	160	51
116 Other - no current category	5	5	25	21
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	0	1	3	1
135 Website	0	0	1	0
136 Trip Planner	1	5	2	1
139 Surveys	1	0	0	0
141 TransitTracker	0	1	4	2
142 Google Transit	0	2	8	0
143 Google Data Format	0	2	1	0
146 Bus Seating Layout	2	0	0	0
<b>Unit Totals</b>	<b>173</b>	<b>125</b>	<b>305</b>	<b>178</b>