

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

For the period 1/1 - 9/30

Report Totals

2008	2691
2007	2311
2006	2028
2005	2223



BGRNDS

Category ID and Name	2008	2007	2006	2005
34 Wheelchair accessibility	0	0	1	1
39 Shelter Posters	0	0	0	1
67 Transfer Pt/Shelter Vandalism	0	1	2	1
68 Transfer Pt/Shelter Graffiti	25	15	4	4
91 Compliment	0	0	0	0
116 Other - no current category	2	5	12	5
128 Transfer Pt/Shelter Maintenance	13	10	10	14
Unit Totals	40	31	29	26

FIN

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	1	7	89
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	1
116 Other - no current category	7	5	2	3
Unit Totals	8	6	9	93

FIXED

Category ID and Name	2008	2007	2006	2005
3 Smoking	8	4	6	1
4 Driving Behavior	103	209	177	183
6 Bus Early - Fixed Route	116	115	48	63
7 Customer passed-up	199	155	138	170
8 Bus Off-route	26	12	21	24
9 Driver Not Wearing Seatbelt	1	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	10	12	4	15
12 Disruptive Passenger(s)	65	31	14	30
13 Bus Never Came	117	99	51	71
26 Overloads	6	19	11	18
29 Special Event Service	1	0	0	1
32 Bus Idling	12	16	8	11
33 Detours	26	30	18	6
34 Wheelchair accessibility	3	0	0	0
41 ITS: Intelligent Transportation S	2	0	0	9
55 Driver Rude	94	103	106	133
60 Transfer Points	7	0	0	2
66 Equipment Malfunction	10	14	3	9
69 Securement, mobility device	0	0	1	1
71 Other Driver Conduct	36	40	93	62
76 Missed Stop Request	18	11	5	7
77 Fare Dispute	19	15	11	21
78 Discrimination	10	2	5	1
79 City Ordinances	7	0	9	12
80 Electronic Device	7	3	10	2
81 Driving With Cell Phone	24	37	31	22
84 Unauthorized Stop	3	3	2	4
85 Unprofessional Conduct	31	58	25	8
86 Excessive Conversation	11	1	0	0
87 Bus Late - Fixed Route	123	136	102	77
88 Unsafe Situation	88	25	31	56

89 Property Damage	6	7	0	1
90 Passenger Injury	22	21	21	22
91 Compliment	134	91	79	78
116 Other - no current category	87	74	5	19
117 Climate Control	12	12	3	11
121 Missed Transfer	44	29	23	15
122 School Routes	23	1	6	34
124 Items Not Allowed on Bus	10	2	0	2
126 ADA Issues	29	12	24	51
130 Cut Route	7	7	4	12
132 Harassment	1	1	2	4
133 Running a Red Light	19	21	13	0
137 Weather Related	11	5	0	0
Unit Totals	1588	1433	1110	1269

INFSYS

Category ID and Name	2008	2007	2006	2005
41 ITS: Intelligent Transportation S	8	1	0	2
91 Compliment	1	0	0	2
116 Other - no current category	2	2	0	15
136 Trip Planner	19	18	16	5
Unit Totals	30	21	16	24

MAINT

Category ID and Name	2008	2007	2006	2005
32 Bus Idling	2	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	15	8	4	11
91 Compliment	2	0	0	1
115 Bus Appearance-Cleanliness	18	7	6	4
116 Other - no current category	8	0	2	1
117 Climate Control	8	6	1	0
Unit Totals	53	21	13	17

MKTG

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	2	3	6
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	1
33 Detours	2	2	2	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	2	8	19	23
37 Advertisements - General	4	1	2	1
38 Sales Outlets	0	0	0	0
39 Shelter Posters	2	4	0	2
40 Schedules	2	5	9	6
72 Other Public Info	5	7	19	11
91 Compliment	15	19	9	15
98 Schedule Info	10	12	6	1
100 Phones Busy	9	4	0	1
101 Behavior - Cust Svc	4	14	3	2
115 Bus Appearance-Cleanliness	0	1	0	4

116 Other - no current category	6	12	4	26
119 Lost and Found	3	2	2	1
120 Para - Ride Booking	11	10	3	7
135 Website	3	5	3	1
136 Trip Planner	1	0	1	3
137 Weather Related	7	2	0	0
138 Advertisements - Bus Wraps	9	26	0	0
Unit Totals	96	137	85	112

PARA

Category ID and Name	2008	2007	2006	2005
3 Smoking	0	1	1	5
4 Driving Behavior	7	7	9	27
55 Driver Rude	13	29	17	14
66 Equipment Malfunction	0	3	3	2
69 Securement, mobility device	9	3	4	25
79 City Ordinances	0	1	0	1
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	0	2	0	0
85 Unprofessional Conduct	3	6	2	2
88 Unsafe Situation	4	4	3	6
90 Passenger Injury	11	0	1	12
91 Compliment	9	22	10	28
93 Notification - Para App	0	0	0	0
94 Availability - Para App	1	0	0	0
95 Processing Time - Para App	0	1	0	0
96 Fares	8	6	13	8
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	1	1	0	8
99 Order Taking	7	6	6	14
100 Phones Busy	1	2	0	0
101 Behavior - Cust Svc	2	0	2	3
102 Bus Early - Para	13	11	10	8
103 Bus On-Time	0	0	0	1
104 Bus Late - Para	80	81	57	145
105 No Shows	31	55	17	34
106 Door-to-Door	9	11	21	27
107 Leave Attended	12	18	22	52
108 Mobility Device Securement	0	1	5	2
109 Travel Time - Para	40	39	22	38
110 Service Area - Para Policy	2	1	4	2
111 Backtracking	0	0	1	1
112 Passenger Behavior	21	15	6	16
113 Driver Behavior	25	9	19	18
114 Dispatch	5	6	7	18
116 Other - no current category	29	24	4	16
120 Para - Ride Booking	8	8	9	14
132 Harassment	0	1	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	0	0
Unit Totals	353	374	275	547

PLN

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	0	2	0
19 Transfer Policy	0	0	1	0
21 Span	2	7	3	5
23 Express Service	11	3	3	2
25 Frequency	4	2	5	0
26 Overloads	21	20	27	21
27 Park & Ride	3	5	3	3
28 School Trippers Concern	8	9	4	5
29 Special Event Service	1	0	6	0
31 Expansion Request	21	22	16	18
33 Detours	11	13	3	4
34 Wheelchair accessibility	0	0	0	0
40 Schedules	39	44	25	10
42 Routes	307	47	316	15
43 Schedules - Service Design	14	7	26	17
44 Quality	1	2	1	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	2	2	2	0
49 Travel Time - Service Design	1	1	5	0
60 Transfer Points	0	0	4	5
70 Other Service Design	4	1	0	4
73 Bus Stop Request	33	40	19	13
74 Bus Stop Damage	2	6	4	3
75 Shelter Addition/Removal	6	1	0	0
91 Compliment	8	9	12	3
92 Public Hearing Comment	1	41	0	0
116 Other - no current category	20	2	2	4
127 Public Hearing Addendum	1	0	0	0
129 Service Design Request	0	4	2	3
139 Surveys	1	0	0	0
Unit Totals	523	288	491	135