

Customer Feedback: Counts by Primary Unit and Category

For the month 1/1/2018 - 1/31/2018

<i>Report Totals</i>			
<i>Mo</i>	262	<i>Mo NAR</i>	67
<i>YTD</i>	262	<i>YTD NAR</i>	67



<i>BGRNDS</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
34 Wheelchair accessibility	0	0	0	0
39 Shelter Posters	0	0	0	0
67 Transfer Pt/Shelter Vandalism	1	0	1	0
68 Transfer Pt/Shelter Graffiti	0	0	0	0
91 Compliment	1	0	1	0
116 Other - no current category	0	0	0	0
128 Transfer Pt/Shelter Maintenance	3	0	3	0
Unit Totals	5	0	5	0

<i>FIN</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	1	0	1	0
Unit Totals	1	0	1	0

<i>FIXED</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
3 Smoking	0	0	0	0
4 Driving Behavior	25	10	25	10
6 Bus Early - Fixed Route	17	5	17	5
7 Customer passed-up	24	11	24	11
8 Bus Off-route	4	0	4	0
9 Driver Not Wearing Seatbelt	0	0	0	0
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	0	0	0	0
12 Disruptive Passenger(s)	2	2	2	2
13 Bus Never Came	2	2	2	2
26 Overloads	1	1	1	1
29 Special Event Service	0	0	0	0
32 Bus Idling	0	0	0	0
33 Detours	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	9	7	9	7
60 Transfer Points	0	0	0	0
66 Equipment Malfunction	0	0	0	0
69 Securement, mobility device	0	0	0	0
71 Other Driver Conduct	16	7	16	7
72 Other Public Info	1	0	1	0
76 Missed Stop Request	0	0	0	0
77 Fare Dispute	2	1	2	1
78 Discrimination	0	0	0	0
79 City Ordinances	0	0	0	0
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	0	0	0	0
84 Unauthorized Stop	0	0	0	0
85 Unprofessional Conduct	0	0	0	0
86 Excessive Conversation	0	0	0	0
87 Bus Late - Fixed Route	8	2	8	2
88 Unsafe Situation	1	1	1	1
89 Property Damage	1	1	1	1

90 Passenger Injury	4	3	4	3
91 Compliment	25	1	25	1
116 Other - no current category	11	3	11	3
117 Climate Control	1	1	1	1
121 Missed Transfer	5	1	5	1
122 School Routes	1	0	1	0
124 Items Not Allowed on Bus	0	0	0	0
126 ADA Issues	2	0	2	0
130 Cut Route	0	0	0	0
132 Harassment	0	0	0	0
133 Running a Red Light	7	4	7	4
137 Weather Related	0	0	0	0
144 Stroller Policy	0	0	0	0
146 Bus Seating Layout	0	0	0	0
147 Crosswalk Violation	3	3	3	3
Unit Totals	172	66	172	66

<i>INFSYS</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
41 ITS: Intelligent Transportation S	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	0	0	0	0
135 Website	0	0	0	0
136 Trip Planner	0	0	0	0
141 TransitTracker	0	0	0	0
142 Google Transit	0	0	0	0
143 Google Data Format	0	0	0	0
Unit Totals	0	0	0	0

<i>MAINT</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
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	6	0	6	0
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	0	0	0	0
117 Climate Control	0	0	0	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	6	0	6	0

<i>MKTG</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
18 Fare Policy	0	0	0	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	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	1	0	1	0
37 Advertisements - General	0	0	0	0
38 Sales Outlets	0	0	0	0
39 Shelter Posters	0	0	0	0
40 Schedules	0	0	0	0
72 Other Public Info	0	0	0	0

91 Compliment	1	0	1	0
98 Schedule Info	0	0	0	0
99 Order Taking	0	0	0	0
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	0	0	0
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	1	0	1	0
119 Lost and Found	0	0	0	0
120 Para - Ride Booking	0	0	0	0
135 Website	1	0	1	0
137 Weather Related	0	0	0	0
138 Advertisements - Bus Wraps	0	0	0	0
140 Text/Email Alerts	0	0	0	0
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	0	0	0	0
149 Audible Turn Signals	0	0	0	0
153 Public Hearing Comment - Other	0	0	0	0
155 Weapons Policy	0	0	0	0
Unit Totals	4	0	4	0

<i>PARA</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
3 Smoking	0	0	0	0
4 Driving Behavior	3	0	3	0
55 Driver Rude	0	0	0	0
66 Equipment Malfunction	0	0	0	0
69 Securement, mobility device	0	0	0	0
72 Other Public Info	0	0	0	0
79 City Ordinances	0	0	0	0
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	1	0	1	0
85 Unprofessional Conduct	0	0	0	0
88 Unsafe Situation	0	0	0	0
90 Passenger Injury	0	0	0	0
91 Compliment	4	0	4	0
92 Public Hearing Comment - Servi	2	0	2	0
93 Notification - Para App	0	0	0	0
94 Availability - Para App	0	0	0	0
95 Processing Time - Para App	0	0	0	0
96 Fares	0	0	0	0
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	0	0	0	0
99 Order Taking	0	0	0	0
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	0	0	0
102 Bus Early - Para	1	0	1	0
103 Bus On-Time	1	0	1	0
104 Bus Late - Para	15	1	15	1
105 No Shows	2	0	2	0
106 Door-to-Door	3	0	3	0
107 Leave Attended	3	0	3	0
108 Mobility Device Securement	0	0	0	0
109 Travel Time - Para	8	0	8	0
110 Service Area - Para Policy	0	0	0	0
111 Backtracking	0	0	0	0

112 Passenger Behavior	0	0	0	0
113 Driver Behavior	5	0	5	0
114 Dispatch	1	0	1	0
116 Other - no current category	1	0	1	0
118 Drop-Off Wrong Location	4	0	4	0
120 Para - Ride Booking	0	0	0	0
132 Harassment	0	0	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	0	0	0	0
147 Crosswalk Violation	0	0	0	0
148 Public Hearing Comment - Fare	0	0	0	0
150 Picked Up Wrong Client	0	0	0	0
151 Attempted Pick-Up, Wrong Loca	0	0	0	0
152 Missed Trip	0	0	0	0
Unit Totals	54	1	54	1

<i>PLN</i>	<i>Mo</i>		<i>YTD</i>	
<i>Category ID and Name</i>	<i>Mo</i>	<i>NAR</i>	<i>YTD</i>	<i>NAR</i>
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	1	0	1	0
23 Express Service	0	0	0	0
25 Frequency	1	0	1	0
26 Overloads	6	0	6	0
27 Park & Ride	0	0	0	0
28 School Trippers Concern	1	0	1	0
29 Special Event Service	0	0	0	0
31 Expansion Request	1	0	1	0
33 Detours	1	0	1	0
34 Wheelchair accessibility	0	0	0	0
40 Schedules	2	0	2	0
42 Routes	0	0	0	0
43 Schedules - Service Design	3	0	3	0
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	0	0	0	0
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	0	0	0
70 Other Service Design	1	0	1	0
73 Bus Stop Addition Request	1	0	1	0
74 Bus Stop Damage	0	0	0	0
75 Shelter Addition/Removal	1	0	1	0
87 Bus Late - Fixed Route	0	0	0	0
91 Compliment	0	0	0	0
92 Public Hearing Comment - Servi	0	0	0	0
116 Other - no current category	1	0	1	0
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	0	0	0	0
135 Website	0	0	0	0
136 Trip Planner	0	0	0	0
139 Surveys	0	0	0	0
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	0	0	0	0

154 Bus Stop Closure	0	0	0	0
<i>Unit Totals</i>	20	0	20	0

TPC Agenda 03.14.18
ITEM E.2.
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