Customer Feedback: Counts by Primary Unit and Category For the month 1/1/2018 - 1/31/2018

| 1 of the mount 1/1/2010 - 1/31/2010 | | | | | | | |
|-------------------------------------|-----------------------------------|----|------------|-----|------------|--|--|
| | BGRNDS | | Mo | | YTD | | |
| Ca | tegory ID and Name | Mo | <i>NAR</i> | YTD | <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 | | |
| FIN | | | Мо | | YTD | | |
| FIN Category ID and Name | | Mo | NAR | YTD | NAR | | |
| - | | | | | | | |
| 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 | | | | | | | |
| | FIXED | | Mo | | YTD | | |
| Ca | tegory ID and Name | Mo | NAR | YTD | <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 |
| | $INFS\overline{YS}$ | | Мо | | YTD |
| Ca | tegory ID and Name | Mo | <i>NAR</i> | YTD | <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 |
| | <u>Unit Totals</u> MAINT | 0 | | 0 | |
| Ca | MAINT | | 0 Mo NAR | 0 YTD | 0 YTD NAR |
| | MAINT ategory ID and Name | Мо | Mo NAR | YTD | YTD NAR |
| 32 | MAINT stegory ID and Name Bus Idling | Mo 0 | Mo NAR 0 | YTD 0 | YTD NAR |
| 32 | MAINT Itegory ID and Name Bus Idling Wheelchair accessibility | Mo 0 0 | <i>Mo NAR</i> 0 0 | YTD 0 0 | YTD NAR |
| 32 34 41 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S | Mo 0 0 0 | Mo NAR 0 0 0 0 | YTD 0 0 0 | YTD NAR 0 0 0 |
| 32 34 41 66 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction | Mo 0 0 0 0 6 | Mo NAR 0 0 0 | YTD 0 0 0 0 6 | YTD NAR 0 0 0 0 |
| 32 34 41 66 91 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment | Mo 0 0 0 6 | Mo NAR 0 0 0 0 | 97TD 0 0 0 6 0 | YTD NAR 0 0 0 0 0 0 |
| 32 34 41 66 91 115 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness | Mo 0 0 0 0 6 0 | Mo NAR 0 0 0 0 0 0 0 | YTD 0 0 0 6 0 0 | YTD NAR 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category | Mo 0 0 0 0 6 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control | Mo 0 0 0 6 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 6 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout | Mo 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 6 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals | Mo 0 0 0 6 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 6 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG | Mo 0 0 0 0 6 0 0 0 0 0 6 0 6 6 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 6 0 0 0 0 0 0 0 6 6 6 | YTD NAR 0 0 0 0 0 0 0 0 0 0 7TD |
| 32 34 41 66 91 115 116 117 146 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name | Mo 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 NAR | YTD 0 0 0 0 6 0 0 0 0 0 0 1 1 1 1 1 1 1 1 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR |
| 32 34 41 66 91 115 116 117 146 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy | Mo 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 NAR | YTD 0 0 0 0 6 0 0 0 0 0 0 1 0 1 1 1 1 1 1 | YTD NAR 0 0 0 0 0 0 0 0 0 0 VTD NAR |
| 32 34 41 66 91 115 116 117 146 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy | Mo 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 VTD NAR |
| 32 34 41 66 91 115 116 117 146 Ca 18 19 28 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern | Mo 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 Ca 18 19 28 29 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 Ca 18 19 28 29 33 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 Ca 18 19 28 29 33 34 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 8 19 28 29 33 34 36 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility Telephone Information | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 Ca 18 19 28 29 33 34 36 37 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility Telephone Information Advertisements - General | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 8 19 28 29 33 34 36 37 38 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility Telephone Information Advertisements - General Sales Outlets | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 <i>Ca</i> 18 19 28 29 33 34 36 37 38 39 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility Telephone Information Advertisements - General Sales Outlets Shelter Posters | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |
| 32 34 41 66 91 115 116 117 146 8 19 28 29 33 34 36 37 38 | MAINT Integory ID and Name Bus Idling Wheelchair accessibility ITS: Intelligent Transportation S Equipment Malfunction Compliment Bus Appearance-Cleanliness Other - no current category Climate Control Bus Seating Layout Unit Totals MKTG Integory ID and Name Fare Policy Transfer Policy School Trippers Concern Special Event Service Detours Wheelchair accessibility Telephone Information Advertisements - General Sales Outlets | Mo 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 | Mo NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | YTD 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 0 0 0 | YTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 VTD NAR 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |

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| 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 |
| | | 4 | 0 | 4 | 0 |
| | <u>Unit Totals</u> | 4 | | 4 | |
| | PARA | 111- | Mo NAR | YTD | YTD NAR |
| Ca | tegory ID and Name | Мо | IVAK | TID | IVAK |
| 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 |
| 103 | Bus Late - Para | 15 | 1 | 15 | 1 |
| 105 | No Shows | 2 | 0 | 2 | 0 |
| 105 | Door-to-Door | 3 | 0 | 3 | 0 |
| 100 | Leave Attended | 3 | 0 | 3 | 0 |
| 107 | Mobility Device Securement | 0 | 0 | 0 | |
| 108 | <u> </u> | | | | 0 |
| 1109 | Travel Time - Para | 8 | 0 | 8 | 0 |
| | Service Area - Para Policy | 0 | 0 | 0 | 0 |
| 111 | Backtracking | 0 | 0 | 0 | 0 |

| | Report Totals | | | | | |
|----------|----------------------------|--------------|---------|-------------|-----|--------------|
| | Mo | 262 | Mo NAI | R 67 | | \mathbf{Z} |
| | YTD | 262 | YTD NAI | R 67 | Me | tro |
| 112 | Passenger Behav | ior | 0 | 0 | 0 | 0 |
| 113 | Driver Behavior | | 5 | 0 | 5 | 0 |
| 114 | Dispatch | | 1 | 0 | 1 | 0 |
| 116 | Other - no current | | 1 | 0 | 1 | 0 |
| 118 | Drop-Off Wrong L | ocation | 4 | 0 | 4 | 0 |
| 120 | Para - Ride Booki | ng | 0 | 0 | 0 | 0 |
| 132 | Harassment | | 0 | 0 | 0 | 0 |
| 133 | Running a Red Lig | ght | 0 | 0 | 0 | 0 |
| 137 | Weather Related | | 0 | 0 | 0 | 0 |
| | Crosswalk Violatio | | 0 | 0 | 0 | 0 |
| 148 | Public Hearing Co | | | 0 | 0 | 0 |
| 150 | Picked Up Wrong | | 0 | 0 | 0 | 0 |
| 151 | Attempted Pick-U | p, Wrong Loc | | 0 | 0 | 0 |
| 152 | Missed Trip | TT 1/70 / 1 | 0 | 0 | 0 | 0 |
| | D. T. T. | Unit Total | s 54 | 1 | 54 | 1 |
| | PLN | | Ma | Mo NAR | VTD | YTD NAR |
| Ca | tegory ID and N | ame | Мо | IVAN | YTD | IVAN |
| 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 C | | 1 | 0 | 1 | 0 |
| 29 | Special Event Ser | | 0 | 0 | 0 | 0 |
| 31 | Expansion Reque | ST | 1 | 0 | 1 | 0 |
| 33 | Detours | oibility. | 1 | 0 | 0 | 0 |
| 34 40 | Wheelchair acces Schedules | Sibility | 2 | 0 | 2 | 0 |
| 42 | Routes | | 0 | 0 | 0 | 0 |
| 43 | Schedules - Servi | re Design | 3 | 0 | 3 | |
| 44 | Quality | oc Beolgii | 0 | 0 | 0 | |
| 47 | Corridor Schedule | ·s | 0 | 0 | 0 | 0 |
| 48 | Transfer Coordina | | 0 | 0 | 0 | 0 |
| 49 | Travel Time - Serv | | 0 | 0 | 0 | 0 |
| 60 | Transfer Points | | 0 | 0 | 0 | 0 |
| 70 | Other Service Des | sign | 1 | 0 | 1 | 0 |
| 73 | Bus Stop Addition | Request | 1 | 0 | 1 | 0 |
| 74 | Bus Stop Damage |) | 0 | 0 | 0 | 0 |
| 75 | Shelter Addition/R | emoval | 1 | 0 | 1 | 0 |
| 87 | Bus Late - Fixed F | Route | 0 | 0 | 0 | 0 |
| 91 | Compliment | | 0 | 0 | 0 | 0 |
| 92 | Public Hearing Co | mment - Serv | vi 0 | 0 | 0 | 0 |
| 116 | Other - no current | category | 1 | 0 | 1 | 0 |
| 127 | Public Hearing Ad | dendum | 0 | 0 | 0 | 0 |
| 129 | Service Design Re | equest | 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 Form | nat | 0 | 0 | 0 | 0 |
| 146 | Bus Seating Layo | ut | 0 | 0 | 0 | 0 |

 154
 Bus Stop Closure
 0
 0
 0
 0

 Unit Totals
 20
 0
 20
 0

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