

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

Report Totals
2010 2298
2011 2656
2012 2406
2013 3186



BGRNDS					
Category ID and Name	2010	2011	2012	2013	
34 Wheelchair accessibility	0	2	0	0	
39 Shelter Posters	1	1	0	6	
67 Transfer Pt/Shelter Vandalism	1	0	2	22	
68 Transfer Pt/Shelter Graffiti	37	71	33	22	
91 Compliment	0	0	1	3	
116 Other - no current category	0	1	2	10	
128 Transfer Pt/Shelter Maintenance	12	3	4	23	
Unit Totals	51	78	42	86	

FIN					
Category ID and Name	2010	2011	2012	2013	
18 Fare Policy	2	6	0	1	
19 Transfer Policy	0	0	0	0	
91 Compliment	0	1	0	0	
116 Other - no current category	0	2	0	2	
148 Comment - Fare Policy	0	0	0	0	
Unit Totals	2	9	0	3	

FIXED					
Category ID and Name	2010	2011	2012	2013	
3 Smoking	4	3	2	3	
4 Driving Behavior	194	185	183	237	
6 Bus Early - Fixed Route	106	114	116	144	
7 Customer passed-up	197	215	178	295	
8 Bus Off-route	34	33	29	44	
9 Driver Not Wearing Seatbelt	0	2	1	1	
10 Driver Not Calling Stops	0	0	0	2	
11 Destination Sign Incorrect	12	13	17	17	
12 Disruptive Passenger(s)	49	49	28	43	
13 Bus Never Came	82	67	47	93	
26 Overloads	11	15	6	22	
29 Special Event Service	1	0	2	2	
32 Bus Idling	15	8	6	7	
33 Detours	22	33	28	23	
34 Wheelchair accessibility	2	0	0	0	
41 ITS: Intelligent Transportation S	1	0	0	1	
55 Driver Rude	111	114	139	148	
60 Transfer Points	6	19	4	10	
66 Equipment Malfunction	13	14	11	14	
69 Securement, mobility device	1	6	2	3	
71 Other Driver Conduct	50	57	79	87	
76 Missed Stop Request	15	12	22	22	
77 Fare Dispute	12	30	33	43	
78 Discrimination	1	2	0	4	
79 City Ordinances	6	2	1	0	
80 Electronic Device	15	7	8	2	
81 Driving With Cell Phone	4	11	5	1	
84 Unauthorized Stop	6	4	8	4	
85 Unprofessional Conduct	20	20	15	11	
86 Excessive Conversation	4	12	3	0	
87 Bus Late - Fixed Route	88	86	86	165	

88 Unsafe Situation	36	26	24	24	
89 Property Damage	6	8	4	5	
90 Passenger Injury	23	31	25	19	
91 Compliment	126	149	164	212	
116 Other - no current category	65	81	75	48	
117 Climate Control	14	14	13	9	
121 Missed Transfer	31	38	37	76	
122 School Routes	42	32	25	16	
124 Items Not Allowed on Bus	1	4	2	1	
126 ADA Issues	31	15	13	15	
130 Cut Route	4	9	3	9	
132 Harassment	0	2	1	0	
133 Running a Red Light	24	38	34	38	
137 Weather Related	7	23	7	11	
144 Stroller Policy	13	9	10	11	
146 Bus Seating Layout	0	1	1	2	
147 Crosswalk Violation	0	26	25	22	
Unit Totals	1505	1639	1522	1966	

INFSYS					
Category ID and Name	2010	2011	2012	2013	
41 ITS: Intelligent Transportation S	4	8	1	11	
91 Compliment	0	0	0	0	
116 Other - no current category	4	2	6	12	
135 Website	4	3	4	11	
136 Trip Planner	24	23	3	3	
141 TransitTracker	16	7	6	3	
142 Google Transit	5	7	3	3	
143 Google Data Format	1	1	0	1	
Unit Totals	58	51	23	44	

MAINT					
Category ID and Name	2010	2011	2012	2013	
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	7	13	10	6	
91 Compliment	1	0	0	3	
115 Bus Appearance-Cleanliness	5	7	5	4	
116 Other - no current category	13	2	7	3	
117 Climate Control	4	1	4	3	
146 Bus Seating Layout	1	0	0	1	
Unit Totals	31	23	26	20	

MKTG					
Category ID and Name	2010	2011	2012	2013	
18 Fare Policy	6	5	4	10	
19 Transfer Policy	0	0	0	0	
28 School Trippers Concern	0	1	0	0	
29 Special Event Service	0	0	0	0	
33 Detours	6	3	1	2	
34 Wheelchair accessibility	0	0	0	0	
36 Telephone Information	15	5	3	6	
37 Advertisements - General	0	9	0	0	

38 Sales Outlets	0	1	0	0	
39 Shelter Posters	1	1	3	0	
40 Schedules	0	1	2	3	
72 Other Public Info	3	3	2	10	
91 Compliment	13	10	24	13	
98 Schedule Info	12	6	6	11	
99 Order Taking	0	2	5	6	
100 Phones Busy	0	0	0	1	
101 Behavior - Cust Svc	7	3	1	7	
115 Bus Appearance-Cleanliness	0	0	0	0	
116 Other - no current category	23	21	29	44	
119 Lost and Found	2	2	1	9	
120 Para - Ride Booking	5	4	8	7	
135 Website	9	10	6	12	
137 Weather Related	1	0	1	3	
138 Advertisements - Bus Wraps	3	2	6	3	
140 Text/Email Alerts	0	0	0	2	
146 Bus Seating Layout	2	0	0	0	
149 Audible Turn Signals	0	0	0	0	
Unit Totals	108	89	102	149	

PARA					
Category ID and Name	2010	2011	2012	2013	
3 Smoking	2	2	0	0	
4 Driving Behavior	21	19	15	18	
55 Driver Rude	27	28	22	22	
66 Equipment Malfunction	0	4	10	6	
69 Securement, mobility device	3	4	4	6	
79 City Ordinances	0	0	0	1	
80 Electronic Device	6	1	3	4	
81 Driving With Cell Phone	2	1	1	4	
85 Unprofessional Conduct	1	0	6	1	
88 Unsafe Situation	1	5	7	9	
90 Passenger Injury	4	11	10	12	
91 Compliment	27	28	29	35	
93 Notification - Para App	0	0	0	1	
94 Availability - Para App	0	1	0	0	
95 Processing Time - Para App	1	0	0	0	
96 Fares	8	13	2	3	
97 Winter Weather - Para Policy	0	0	0	0	
98 Schedule Info	3	8	8	6	
99 Order Taking	12	15	6	4	
100 Phones Busy	2	2	0	0	
101 Behavior - Cust Svc	0	0	0	0	
102 Bus Early - Para	9	14	16	11	
103 Bus On-Time	1	2	2	2	
104 Bus Late - Para	77	116	88	96	
105 No Shows	39	50	51	44	
106 Door-to-Door	14	16	16	22	
107 Leave Attended	22	27	36	34	
108 Mobility Device Securement	1	2	1	0	
109 Travel Time - Para	16	44	42	44	
110 Service Area - Para Policy	3	3	2	0	
111 Backtracking	0	0	2	1	

112 Passenger Behavior	4	5	7	4	
113 Driver Behavior	9	7	13	32	
114 Dispatch	9	9	4	5	
116 Other - no current category	19	20	55	17	
118 Drop-Off Wrong Location	5	25	12	8	
120 Para - Ride Booking	15	13	16	8	
132 Harassment	2	2	0	1	
133 Running a Red Light	0	0	0	0	
137 Weather Related	0	2	2	1	
147 Crosswalk Violation	0	0	0	1	
Unit Totals	365	499	488	463	

PLN					
Category ID and Name	2010	2011	2012	2013	
18 Fare Policy	0	0	0	0	
19 Transfer Policy	0	0	0	0	
21 Span	2	3	6	1	
23 Express Service	2	2	0	0	
25 Frequency	3	6	0	3	
26 Overloads	27	56	34	49	
27 Park & Ride	5	2	1	0	
28 School Trippers Concern	6	11	4	6	
29 Special Event Service	1	1	0	0	
31 Expansion Request	14	17	16	17	
33 Detours	19	15	11	17	
34 Wheelchair accessibility	0	0	0	0	
40 Schedules	14	13	18	26	
42 Routes	3	7	6	2	
43 Schedules - Service Design	12	9	10	10	
44 Quality	0	0	0	0	
47 Corridor Schedules	1	2	0	4	
48 Transfer Coordination	1	2	3	5	
49 Travel Time - Service Design	0	0	1	0	
60 Transfer Points	2	0	0	0	
70 Other Service Design	7	2	6	6	
73 Bus Stop Request	29	31	31	36	
74 Bus Stop Damage	0	3	7	4	
75 Shelter Addition/Removal	6	2	4	9	
87 Bus Late - Fixed Route	0	0	0	15	
91 Compliment	4	3	2	4	
92 Comment - Service Design	0	63	11	171	
116 Other - no current category	5	6	14	40	
127 Public Hearing Addendum	0	0	0	7	
129 Service Design Request	3	2	3	5	
135 Website	0	0	0	1	
136 Trip Planner	7	3	7	2	
139 Surveys	0	1	0	0	
141 TransitTracker	3	1	3	4	
142 Google Transit	2	2	2	10	
143 Google Data Format	0	1	2	1	
146 Bus Seating Layout	0	2	1	0	
Unit Totals	178	268	203	455	