

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 12/31

Report Totals

2010 3200
2011 3445
2012 3397
2013 4249



BGRNDS

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
34 Wheelchair accessibility	0	2	0	0
39 Shelter Posters	1	3	1	6
67 Transfer Pt/Shelter Vandalism	1	0	6	24
68 Transfer Pt/Shelter Graffiti	55	94	59	31
91 Compliment	0	0	2	3
116 Other - no current category	0	2	7	18
128 Transfer Pt/Shelter Maintenance	13	4	8	24
<i>Unit Totals</i>	<i>70</i>	<i>105</i>	<i>83</i>	<i>106</i>

FIN

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
18 Fare Policy	3	6	1	2
19 Transfer Policy	0	0	0	0
91 Compliment	0	1	0	0
116 Other - no current category	0	2	0	4
148 Comment - Fare Policy	0	0	27	0
<i>Unit Totals</i>	<i>3</i>	<i>9</i>	<i>28</i>	<i>6</i>

FIXED

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
3 Smoking	4	3	2	5
4 Driving Behavior	261	238	248	308
6 Bus Early - Fixed Route	156	143	156	193
7 Customer passed-up	268	280	284	389
8 Bus Off-route	47	43	39	56
9 Driver Not Wearing Seatbelt	0	3	1	2
10 Driver Not Calling Stops	0	0	0	3
11 Destination Sign Incorrect	18	14	21	21
12 Disruptive Passenger(s)	75	66	49	63
13 Bus Never Came	125	90	70	120
26 Overloads	16	19	10	25
29 Special Event Service	1	0	2	2
32 Bus Idling	18	8	8	13
33 Detours	23	37	31	24
34 Wheelchair accessibility	2	1	0	0
41 ITS: Intelligent Transportation S	2	1	0	1
55 Driver Rude	144	147	193	202
60 Transfer Points	17	23	9	10
66 Equipment Malfunction	19	20	14	16
69 Securement, mobility device	1	6	3	3
71 Other Driver Conduct	72	88	103	107
76 Missed Stop Request	20	15	25	30
77 Fare Dispute	22	39	45	60
78 Discrimination	1	4	3	4
79 City Ordinances	7	2	2	0
80 Electronic Device	17	10	11	3
81 Driving With Cell Phone	6	12	8	1
84 Unauthorized Stop	7	4	12	4
85 Unprofessional Conduct	27	22	20	13
86 Excessive Conversation	6	13	6	0
87 Bus Late - Fixed Route	123	108	119	229

88 Unsafe Situation	38	33	31	30
89 Property Damage	6	8	5	5
90 Passenger Injury	31	46	31	30
91 Compliment	168	192	207	271
116 Other - no current category	87	109	99	64
117 Climate Control	14	15	17	11
121 Missed Transfer	49	56	59	81
122 School Routes	51	49	36	24
124 Items Not Allowed on Bus	1	4	2	1
126 ADA Issues	41	17	16	21
130 Cut Route	9	12	6	11
132 Harassment	0	2	2	0
133 Running a Red Light	30	52	50	44
137 Weather Related	45	23	28	20
144 Stroller Policy	14	12	14	12
146 Bus Seating Layout	2	1	2	2
147 Crosswalk Violation	0	32	29	30
<i>Unit Totals</i>	<i>2091</i>	<i>2122</i>	<i>2128</i>	<i>2564</i>

INFSYS

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
41 ITS: Intelligent Transportation S	5	11	1	21
91 Compliment	0	0	0	0
116 Other - no current category	8	2	8	12
135 Website	11	3	4	11
136 Trip Planner	47	26	7	3
141 TransitTracker	33	11	8	6
142 Google Transit	8	7	3	4
143 Google Data Format	1	1	0	1
<i>Unit Totals</i>	<i>113</i>	<i>61</i>	<i>31</i>	<i>58</i>

MAINT

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</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	12	16	15	11
91 Compliment	1	0	0	3
115 Bus Appearance-Cleanliness	7	8	8	5
116 Other - no current category	15	6	17	5
117 Climate Control	4	3	4	3
146 Bus Seating Layout	1	1	0	1
<i>Unit Totals</i>	<i>40</i>	<i>34</i>	<i>44</i>	<i>28</i>

MKTG

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
18 Fare Policy	8	8	18	13
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	1	0
33 Detours	6	3	1	2
34 Wheelchair accessibility	1	0	0	0
36 Telephone Information	20	7	4	7
37 Advertisements - General	0	9	1	29

38 Sales Outlets	0	1	0	0
39 Shelter Posters	1	3	3	1
40 Schedules	2	1	4	3
72 Other Public Info	5	4	3	10
91 Compliment	17	14	29	48
98 Schedule Info	18	12	9	14
99 Order Taking	0	2	5	9
100 Phones Busy	1	1	1	2
101 Behavior - Cust Svc	11	4	2	8
115 Bus Appearance-Cleanliness	0	1	0	0
116 Other - no current category	34	22	73	51
119 Lost and Found	4	2	1	16
120 Para - Ride Booking	6	4	9	13
135 Website	13	13	10	13
137 Weather Related	1	0	14	5
138 Advertisements - Bus Wraps	3	2	14	10
140 Text/Email Alerts	0	0	0	4
146 Bus Seating Layout	2	0	1	0
149 Audible Turn Signals	0	0	0	0
<i>Unit Totals</i>	<i>153</i>	<i>114</i>	<i>203</i>	<i>258</i>

PARA

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
3 Smoking	2	2	0	0
4 Driving Behavior	28	23	16	22
55 Driver Rude	36	41	25	35
66 Equipment Malfunction	2	6	10	8
69 Securement, mobility device	8	7	6	10
79 City Ordinances	0	0	0	1
80 Electronic Device	6	1	3	4
81 Driving With Cell Phone	2	2	2	4
85 Unprofessional Conduct	1	1	6	2
88 Unsafe Situation	1	5	7	11
90 Passenger Injury	4	16	12	13
91 Compliment	32	39	37	48
93 Notification - Para App	1	0	0	1
94 Availability - Para App	1	2	0	0
95 Processing Time - Para App	2	0	0	0
96 Fares	10	15	3	6
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	10	9	10
99 Order Taking	15	26	9	5
100 Phones Busy	2	2	0	0
101 Behavior - Cust Svc	1	1	0	0
102 Bus Early - Para	14	18	18	13
103 Bus On-Time	1	2	2	4
104 Bus Late - Para	100	150	118	121
105 No Shows	49	76	62	63
106 Door-to-Door	17	19	25	36
107 Leave Attended	27	35	45	40
108 Mobility Device Securement	2	2	1	0
109 Travel Time - Para	24	56	55	60
110 Service Area - Para Policy	3	5	2	0
111 Backtracking	0	0	2	1

112 Passenger Behavior	5	6	8	5
113 Driver Behavior	10	10	23	49
114 Dispatch	11	14	4	10
116 Other - no current category	26	26	64	21
118 Drop-Off Wrong Location	10	29	15	12
120 Para - Ride Booking	16	19	17	17
132 Harassment	3	2	0	1
133 Running a Red Light	0	0	0	0
137 Weather Related	1	2	2	1
147 Crosswalk Violation	0	0	0	1
<i>Unit Totals</i>	<i>478</i>	<i>670</i>	<i>608</i>	<i>635</i>

PLN

<i>Category ID and Name</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	4	3	7	4
23 Express Service	2	2	0	0
25 Frequency	8	6	1	3
26 Overloads	42	64	45	76
27 Park & Ride	5	2	1	0
28 School Trippers Concern	7	11	4	6
29 Special Event Service	1	1	0	0
31 Expansion Request	16	22	21	22
33 Detours	21	16	16	18
34 Wheelchair accessibility	0	0	1	0
40 Schedules	21	21	29	32
42 Routes	3	7	7	4
43 Schedules - Service Design	16	12	11	11
44 Quality	0	0	0	0
47 Corridor Schedules	1	2	0	5
48 Transfer Coordination	3	2	3	7
49 Travel Time - Service Design	0	0	1	0
60 Transfer Points	2	0	0	0
70 Other Service Design	7	6	11	8
73 Bus Stop Request	38	46	41	48
74 Bus Stop Damage	3	3	9	5
75 Shelter Addition/Removal	11	9	6	13
87 Bus Late - Fixed Route	0	0	0	22
91 Compliment	4	9	2	5
92 Comment - Service Design	7	63	13	221
116 Other - no current category	8	7	21	51
127 Public Hearing Addendum	0	0	1	7
129 Service Design Request	7	3	3	5
135 Website	0	0	0	1
136 Trip Planner	9	3	8	2
139 Surveys	0	1	0	0
141 TransitTracker	4	1	4	5
142 Google Transit	2	5	3	12
143 Google Data Format	0	1	2	1
146 Bus Seating Layout	0	2	1	0
<i>Unit Totals</i>	<i>252</i>	<i>330</i>	<i>272</i>	<i>594</i>