

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

For the period 1/1 - 6/30

BGRNDS				
Category ID and Name	2012	2013	2014	2015
34 Wheelchair accessibility	0	0	0	1
39 Shelter Posters	0	2	0	1
67 Transfer Pt/Shelter Vandalism	1	8	1	2
68 Transfer Pt/Shelter Graffiti	22	16	22	20
91 Compliment	1	3	1	1
116 Other - no current category	2	4	8	3
128 Transfer Pt/Shelter Maintenance	1	10	9	7
Unit Totals	27	43	41	35

FIN				
Category ID and Name	2012	2013	2014	2015
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	0	1	2	2
148 Comment - Fare Policy	0	0	0	0
Unit Totals	0	1	2	2

FIXED				
Category ID and Name	2012	2013	2014	2015
3 Smoking	2	3	3	3
4 Driving Behavior	111	142	180	175
6 Bus Early - Fixed Route	82	99	85	84
7 Customer passed-up	113	200	156	127
8 Bus Off-route	17	26	19	26
9 Driver Not Wearing Seatbelt	1	1	2	3
10 Driver Not Calling Stops	0	2	1	0
11 Destination Sign Incorrect	13	10	11	11
12 Disruptive Passenger(s)	21	28	32	17
13 Bus Never Came	20	55	40	56
26 Overloads	4	21	15	4
29 Special Event Service	0	1	0	0
32 Bus Idling	4	2	13	4
33 Detours	12	7	15	2
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	1	0	0
55 Driver Rude	90	90	129	116
60 Transfer Points	1	6	3	0
66 Equipment Malfunction	6	12	11	5
69 Securement, mobility device	2	3	0	2
71 Other Driver Conduct	47	61	48	87
72 Other Public Info	0	0	4	5
76 Missed Stop Request	14	16	3	9
77 Fare Dispute	16	29	17	16
78 Discrimination	0	1	4	2
79 City Ordinances	0	0	1	4
80 Electronic Device	8	1	6	3
81 Driving With Cell Phone	5	0	2	2
84 Unauthorized Stop	3	4	2	2
85 Unprofessional Conduct	9	4	6	2
86 Excessive Conversation	2	0	2	4
87 Bus Late - Fixed Route	50	104	117	61

88 Unsafe Situation	20	14	8	21
89 Property Damage	4	5	3	6
90 Passenger Injury	15	10	8	8
91 Compliment	110	153	152	132
116 Other - no current category	46	31	30	49
117 Climate Control	8	2	8	2
121 Missed Transfer	29	46	38	10
122 School Routes	14	13	14	14
124 Items Not Allowed on Bus	2	0	1	4
126 ADA Issues	7	9	9	7
130 Cut Route	1	8	5	2
132 Harassment	1	0	0	1
133 Running a Red Light	20	17	17	18
137 Weather Related	6	11	3	1
144 Stroller Policy	7	7	3	1
146 Bus Seating Layout	0	2	1	0
147 Crosswalk Violation	13	16	13	18
Unit Totals	956	1273	1240	1126

INFSYS				
Category ID and Name	2012	2013	2014	2015
41 ITS: Intelligent Transportation S	1	1	3	5
91 Compliment	0	0	0	1
116 Other - no current category	5	11	3	0
135 Website	0	9	3	1
136 Trip Planner	2	3	0	0
141 TransitTracker	3	2	1	7
142 Google Transit	2	3	2	1
143 Google Data Format	0	0	0	0
Unit Totals	13	29	12	15

MAINT				
Category ID and Name	2012	2013	2014	2015
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	8	3	6	8
91 Compliment	0	3	1	0
115 Bus Appearance-Cleanliness	3	4	0	5
116 Other - no current category	4	3	6	4
117 Climate Control	1	1	0	1
146 Bus Seating Layout	0	1	0	0
Unit Totals	16	15	13	18

MKTG				
Category ID and Name	2012	2013	2014	2015
18 Fare Policy	3	7	7	7
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	2	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	1	2	3	3
37 Advertisements - General	0	0	2	0
38 Sales Outlets	0	0	1	2

39 Shelter Posters	0	0	0	1
40 Schedules	1	1	2	0
72 Other Public Info	2	7	1	3
91 Compliment	14	10	5	9
98 Schedule Info	6	5	6	6
99 Order Taking	1	6	1	1
100 Phones Busy	0	1	1	0
101 Behavior - Cust Svc	0	2	8	1
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	21	35	14	9
119 Lost and Found	1	6	5	2
120 Para - Ride Booking	5	6	6	11
135 Website	2	9	5	1
137 Weather Related	1	3	3	0
138 Advertisements - Bus Wraps	0	3	3	0
140 Text/Email Alerts	0	1	1	0
146 Bus Seating Layout	0	0	0	0
149 Audible Turn Signals	0	0	0	36
153 Comment - Other Public-Hearin	0	0	0	5
Unit Totals	58	106	74	97

PARA				
Category ID and Name	2012	2013	2014	2015
3 Smoking	0	0	0	0
4 Driving Behavior	13	11	12	13
55 Driver Rude	16	16	14	10
66 Equipment Malfunction	7	4	2	5
69 Securement, mobility device	3	5	4	9
72 Other Public Info	0	0	1	1
79 City Ordinances	0	1	0	0
80 Electronic Device	2	2	1	2
81 Driving With Cell Phone	0	3	1	2
85 Unprofessional Conduct	6	1	1	8
88 Unsafe Situation	5	2	3	2
90 Passenger Injury	5	7	6	6
91 Compliment	26	23	44	28
93 Notification - Para App	0	1	0	0
94 Availability - Para App	0	0	1	1
95 Processing Time - Para App	0	0	0	0
96 Fares	2	3	6	3
97 Winter Weather - Para Policy	0	0	0	1
98 Schedule Info	8	4	8	6
99 Order Taking	4	2	3	3
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	0	2	1
102 Bus Early - Para	12	10	15	10
103 Bus On-Time	2	2	0	0
104 Bus Late - Para	58	66	53	84
105 No Shows	40	34	38	38
106 Door-to-Door	9	21	8	18
107 Leave Attended	28	23	13	29
108 Mobility Device Securement	1	0	1	2
109 Travel Time - Para	31	30	30	52
110 Service Area - Para Policy	1	0	3	0
111 Backtracking	1	1	0	0

<i>Report Totals</i>						
<i>2012</i>	<i>1545</i>	<i>2014</i>	<i>1905</i>			
<i>2013</i>	<i>2102</i>	<i>2015</i>	<i>1916</i>			
112	Passenger Behavior		3	2	6	2
113	Driver Behavior		6	24	26	43
114	Dispatch		3	5	8	7
116	Other - no current category		36	15	13	10
118	Drop-Off Wrong Location		7	5	6	5
120	Para - Ride Booking		13	6	12	9
132	Harassment		0	1	1	0
133	Running a Red Light		0	0	0	0
137	Weather Related		2	0	3	0
147	Crosswalk Violation		0	0	0	0
150	Picked Up Wrong Client		0	0	0	7
151	Attempted Pick-Up, Wrong Loca		0	0	0	3
152	Missed Trip		0	0	0	7
<i>Unit Totals</i>			<i>350</i>	<i>330</i>	<i>345</i>	<i>427</i>

PLN				
Category ID and Name	2012	2013	2014	2015
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	6	1	0	5
23 Express Service	0	0	0	0
25 Frequency	0	3	1	1
26 Overloads	20	28	21	16
27 Park & Ride	1	0	0	1
28 School Trippers Concern	1	2	1	0
29 Special Event Service	0	0	1	0
31 Expansion Request	9	13	11	3
33 Detours	6	8	10	5
34 Wheelchair accessibility	0	0	0	2
40 Schedules	11	9	12	2
42 Routes	2	0	6	1
43 Schedules - Service Design	6	4	7	3
44 Quality	0	0	0	0
47 Corridor Schedules	0	1	0	0
48 Transfer Coordination	3	2	2	0
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	0	0	1
70 Other Service Design	4	3	6	3
73 Bus Stop Request	19	11	11	67
74 Bus Stop Damage	7	2	1	0
75 Shelter Addition/Removal	3	8	2	3
87 Bus Late - Fixed Route	0	6	7	3
91 Compliment	1	0	3	1
92 Comment - Service Design	10	160	51	64
116 Other - no current category	5	25	21	6
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	1	3	1	2
135 Website	0	1	0	0
136 Trip Planner	5	2	1	1
139 Surveys	0	0	0	5
141 TransitTracker	1	4	2	0
142 Google Transit	2	8	0	1
143 Google Data Format	2	1	0	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	125	305	178	196