

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

For the period 1/1 - 12/31

BGRNDS					
Category ID and Name	2013	2014	2015	2016	
34 Wheelchair accessibility	0	1	1	0	
39 Shelter Posters	6	1	4	2	
67 Transfer Pt/Shelter Vandalism	24	6	9	30	
68 Transfer Pt/Shelter Graffiti	31	53	43	20	
91 Compliment	3	3	1	2	
116 Other - no current category	18	14	7	26	
128 Transfer Pt/Shelter Maintenance	24	22	14	24	
Unit Totals	106	100	79	104	

FIN					
Category ID and Name	2013	2014	2015	2016	
18 Fare Policy	2	0	0	1	
19 Transfer Policy	0	0	0	0	
91 Compliment	0	0	1	0	
116 Other - no current category	4	7	2	1	
Unit Totals	6	7	3	2	

FIXED					
Category ID and Name	2013	2014	2015	2016	
3 Smoking	5	3	9	13	
4 Driving Behavior	308	336	346	378	
6 Bus Early - Fixed Route	193	181	175	182	
7 Customer passed-up	389	340	306	301	
8 Bus Off-route	56	46	55	63	
9 Driver Not Wearing Seatbelt	2	4	6	3	
10 Driver Not Calling Stops	3	1	1	1	
11 Destination Sign Incorrect	21	22	21	30	
12 Disruptive Passenger(s)	63	53	27	53	
13 Bus Never Came	120	112	88	94	
26 Overloads	25	30	5	21	
29 Special Event Service	2	1	0	0	
32 Bus Idling	13	16	16	24	
33 Detours	24	40	17	38	
34 Wheelchair accessibility	0	0	1	1	
41 ITS: Intelligent Transportation S	1	1	1	0	
55 Driver Rude	202	222	236	256	
60 Transfer Points	10	5	0	1	
66 Equipment Malfunction	16	21	13	16	
69 Securement, mobility device	3	1	3	2	
71 Other Driver Conduct	107	112	183	119	
72 Other Public Info	0	18	13	16	
76 Missed Stop Request	30	15	17	26	
77 Fare Dispute	60	40	27	37	
78 Discrimination	4	4	6	1	
79 City Ordinances	0	4	4	1	
80 Electronic Device	3	9	8	3	
81 Driving With Cell Phone	1	6	2	3	
84 Unauthorized Stop	4	3	3	3	
85 Unprofessional Conduct	13	20	2	5	
86 Excessive Conversation	0	5	6	6	
87 Bus Late - Fixed Route	229	257	154	180	
88 Unsafe Situation	30	22	31	21	

89 Property Damage	5	3	10	9
90 Passenger Injury	30	17	21	35
91 Compliment	271	282	285	273
116 Other - no current category	64	83	76	69
117 Climate Control	11	13	8	6
121 Missed Transfer	81	64	34	55
122 School Routes	24	35	34	43
124 Items Not Allowed on Bus	1	1	6	1
126 ADA Issues	21	20	18	31
130 Cut Route	11	9	3	1
132 Harassment	0	0	2	1
133 Running a Red Light	44	35	44	48
137 Weather Related	20	5	1	9
144 Stroller Policy	12	10	5	10
146 Bus Seating Layout	2	1	1	1
147 Crosswalk Violation	30	23	30	28
Unit Totals	2564	2551	2360	2518

INFSYS					
Category ID and Name	2013	2014	2015	2016	
41 ITS: Intelligent Transportation S	21	7	8	5	
91 Compliment	0	0	1	1	
116 Other - no current category	12	7	1	4	
135 Website	11	5	1	1	
136 Trip Planner	3	0	0	0	
141 TransitTracker	6	2	10	2	
142 Google Transit	4	3	2	0	
143 Google Data Format	1	0	0	0	
Unit Totals	58	24	23	13	

MAINT					
Category ID and Name	2013	2014	2015	2016	
32 Bus Idling	0	1	0	0	
34 Wheelchair accessibility	0	0	0	0	
41 ITS: Intelligent Transportation S	0	0	0	0	
66 Equipment Malfunction	11	13	17	22	
91 Compliment	3	1	2	1	
115 Bus Appearance-Cleanliness	5	2	10	11	
116 Other - no current category	5	10	9	4	
117 Climate Control	3	1	1	2	
146 Bus Seating Layout	1	1	1	0	
Unit Totals	28	29	40	40	

MKTG					
Category ID and Name	2013	2014	2015	2016	
18 Fare Policy	13	9	10	9	
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	2	1	2	2	
34 Wheelchair accessibility	0	0	0	0	
36 Telephone Information	7	5	6	0	
37 Advertisements - General	29	2	0	0	
38 Sales Outlets	0	1	2	3	
39 Shelter Posters	1	0	2	0	

40 Schedules	3	3	0	1
72 Other Public Info	10	4	4	6
91 Compliment	48	12	13	14
98 Schedule Info	14	14	10	9
99 Order Taking	9	1	4	1
100 Phones Busy	2	2	0	1
101 Behavior - Cust Svc	8	14	4	5
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	51	32	33	13
119 Lost and Found	16	7	3	1
120 Para - Ride Booking	13	12	12	8
135 Website	13	9	5	7
137 Weather Related	5	4	0	0
138 Advertisements - Bus Wraps	10	3	1	0
140 Text/Email Alerts	4	1	0	0
146 Bus Seating Layout	0	1	0	0
148 Public Hearing Comment - Fare	0	0	0	25
149 Audible Turn Signals	0	6	38	0
153 Public Hearing Comment - Other	0	0	5	1
Unit Totals	258	143	154	106

PARA					
Category ID and Name	2013	2014	2015	2016	
3 Smoking	0	1	0	3	
4 Driving Behavior	22	20	31	28	
55 Driver Rude	35	33	15	28	
66 Equipment Malfunction	8	3	5	5	
69 Securement, mobility device	10	9	14	9	
72 Other Public Info	0	4	2	2	
79 City Ordinances	1	0	0	0	
80 Electronic Device	4	2	3	5	
81 Driving With Cell Phone	4	1	5	7	
85 Unprofessional Conduct	2	8	11	3	
88 Unsafe Situation	11	11	6	4	
90 Passenger Injury	13	15	10	11	
91 Compliment	48	91	56	58	
93 Notification - Para App	1	2	0	0	
94 Availability - Para App	0	3	1	1	
95 Processing Time - Para App	0	1	0	0	
96 Fares	6	8	7	3	
97 Winter Weather - Para Policy	0	0	1	0	
98 Schedule Info	10	20	8	6	
99 Order Taking	5	4	3	5	
100 Phones Busy	0	0	0	0	
101 Behavior - Cust Svc	0	4	1	1	
102 Bus Early - Para	13	31	24	24	
103 Bus On-Time	4	1	0	0	
104 Bus Late - Para	121	204	162	178	
105 No Shows	63	88	80	90	
106 Door-to-Door	36	18	31	35	
107 Leave Attended	40	48	53	68	
108 Mobility Device Securement	0	3	3	3	
109 Travel Time - Para	60	73	83	75	
110 Service Area - Para Policy	0	6	1	1	
111 Backtracking	1	1	0	1	

Report Totals					
2013	4249	2015	3743		
2014	4176	2016	3889		
112 Passenger Behavior	5	11	3	3	
113 Driver Behavior	49	49	74	61	
114 Dispatch	10	20	12	10	
116 Other - no current category	21	28	18	24	
118 Drop-Off Wrong Location	12	12	12	16	
120 Para - Ride Booking	17	26	21	12	
132 Harassment	1	2	0	0	
133 Running a Red Light	0	0	0	0	
137 Weather Related	1	3	0	0	
147 Crosswalk Violation	1	0	2	1	
150 Picked Up Wrong Client	0	0	10	5	
151 Attempted Pick-Up, Wrong Loca	0	0	6	7	
152 Missed Trip	0	0	15	15	
Unit Totals	635	864	789	808	

PLN					
Category ID and Name	2013	2014	2015	2016	
18 Fare Policy	0	11	0	0	
19 Transfer Policy	0	1	0	0	
21 Span	4	2	7	9	
23 Express Service	0	0	0	1	
25 Frequency	3	3	5	7	
26 Overloads	76	40	32	65	
27 Park & Ride	0	1	1	0	
28 School Trippers Concern	6	4	4	4	
29 Special Event Service	0	2	2	3	
31 Expansion Request	22	19	12	8	
33 Detours	18	18	15	24	
34 Wheelchair accessibility	0	0	3	0	
40 Schedules	32	20	2	4	
42 Routes	4	12	1	1	
43 Schedules - Service Design	11	12	15	6	
44 Quality	0	0	0	0	
47 Corridor Schedules	5	1	0	0	
48 Transfer Coordination	7	5	2	2	
49 Travel Time - Service Design	0	0	1	1	
60 Transfer Points	0	0	1	0	
70 Other Service Design	8	13	9	34	
73 Bus Stop Addition Request	48	150	72	16	
74 Bus Stop Damage	5	5	0	0	
75 Shelter Addition/Removal	13	9	9	12	
87 Bus Late - Fixed Route	22	20	3	6	
91 Compliment	5	7	4	6	
92 Public Hearing Comment - Servi	221	54	65	49	
116 Other - no current category	51	38	15	27	
127 Public Hearing Addendum	7	0	0	0	
129 Service Design Request	5	2	3	7	
135 Website	1	2	0	0	
136 Trip Planner	2	3	1	2	
139 Surveys	0	0	5	0	
141 TransitTracker	5	2	2	3	
142 Google Transit	12	0	2	1	
143 Google Data Format	1	2	0	0	
146 Bus Seating Layout	0	0	0	0	
154 Bus Stop Closure	0	0	2	0	



