

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

For the period 1/1 - 3/31

**Report Totals**

2010	745
2009	957
2008	987
2007	791



**BGRNDS**

Category ID and Name	2010	2009	2008	2007
34 Wheelchair accessibility	0	0	0	0
39 Shelter Posters	1	0	0	0
67 Transfer Pt/Shelter Vandalism	0	0	0	0
68 Transfer Pt/Shelter Graffiti	14	9	8	4
91 Compliment	0	0	0	0
116 Other - no current category	0	1	1	1
128 Transfer Pt/Shelter Maintenance	5	3	9	3
<b>Unit Totals</b>	<b>20</b>	<b>13</b>	<b>18</b>	<b>8</b>

**FIN**

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	0	1	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	0	0	1	0
<b>Unit Totals</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

**FIXED**

Category ID and Name	2010	2009	2008	2007
3 Smoking	3	0	0	1
4 Driving Behavior	52	61	35	74
6 Bus Early - Fixed Route	29	77	47	41
7 Customer passed-up	65	58	85	59
8 Bus Off-route	7	11	7	5
9 Driver Not Wearing Seatbelt	0	0	1	0
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	5	5	2	6
12 Disruptive Passenger(s)	24	25	26	4
13 Bus Never Came	28	16	51	39
26 Overloads	7	5	4	7
29 Special Event Service	0	0	1	0
32 Bus Idling	7	3	2	3
33 Detours	0	3	2	5
34 Wheelchair accessibility	1	0	1	0
41 ITS: Intelligent Transportation S	0	0	1	0
55 Driver Rude	28	43	30	34
60 Transfer Points	3	0	3	0
66 Equipment Malfunction	1	8	4	6
69 Securement, mobility device	1	1	0	0
71 Other Driver Conduct	18	19	12	12
76 Missed Stop Request	3	10	5	5
77 Fare Dispute	4	4	5	4
78 Discrimination	0	0	3	0
79 City Ordinances	0	1	4	0
80 Electronic Device	6	2	2	0
81 Driving With Cell Phone	0	5	12	15
84 Unauthorized Stop	2	1	0	0
85 Unprofessional Conduct	9	2	13	23
86 Excessive Conversation	1	3	3	0
87 Bus Late - Fixed Route	22	40	71	41
88 Unsafe Situation	5	16	38	5

89 Property Damage	2	1	2	0
90 Passenger Injury	5	1	4	6
91 Compliment	48	48	63	46
116 Other - no current category	23	30	37	37
117 Climate Control	1	0	2	0
121 Missed Transfer	15	11	16	16
122 School Routes	20	2	14	1
124 Items Not Allowed on Bus	0	1	2	0
126 ADA Issues	8	5	18	3
130 Cut Route	2	0	4	2
132 Harassment	0	0	0	1
133 Running a Red Light	8	5	11	10
137 Weather Related	7	12	10	5
144 Stroller Policy	0	0	0	0
<b>Unit Totals</b>	<b>470</b>	<b>535</b>	<b>653</b>	<b>516</b>

**INFSYS**

Category ID and Name	2010	2009	2008	2007
41 ITS: Intelligent Transportation S	4	6	3	0
91 Compliment	0	3	1	0
116 Other - no current category	0	0	0	1
135 Website	1	0	0	0
136 Trip Planner	16	22	8	4
141 TransitTracker	12	0	0	0
142 Google Transit	3	0	0	0
143 Google Data Format	0	0	0	0
<b>Unit Totals</b>	<b>36</b>	<b>31</b>	<b>12</b>	<b>5</b>

**MAINT**

Category ID and Name	2010	2009	2008	2007
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	1	3	5	1
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	1	6	8	3
116 Other - no current category	5	7	2	0
117 Climate Control	1	1	1	3
<b>Unit Totals</b>	<b>8</b>	<b>17</b>	<b>16</b>	<b>7</b>

**MKTG**

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	1	1	0	1
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	1
29 Special Event Service	0	0	0	0
33 Detours	1	0	0	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	1	2	0	1
37 Advertisements - General	0	4	2	0
38 Sales Outlets	0	0	0	0
39 Shelter Posters	1	2	1	1
40 Schedules	0	0	1	2
72 Other Public Info	1	0	1	0

91 Compliment	3	6	4	3
98 Schedule Info	3	6	4	2
100 Phones Busy	0	1	6	0
101 Behavior - Cust Svc	1	1	1	4
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	6	2	2	4
119 Lost and Found	1	2	0	1
120 Para - Ride Booking	4	7	5	4
135 Website	0	3	2	1
137 Weather Related	1	2	7	2
138 Advertisements - Bus Wraps	0	1	3	1
140 Text/Email Alerts	0	1	0	0
<b>Unit Totals</b>	<b>24</b>	<b>41</b>	<b>39</b>	<b>29</b>

**PARA**

Category ID and Name	2010	2009	2008	2007
3 Smoking	0	0	0	1
4 Driving Behavior	5	10	3	4
55 Driver Rude	9	12	2	15
66 Equipment Malfunction	0	1	0	2
69 Securement, mobility device	0	16	3	0
79 City Ordinances	0	0	0	1
80 Electronic Device	4	0	0	0
81 Driving With Cell Phone	0	0	0	1
85 Unprofessional Conduct	0	0	1	3
88 Unsafe Situation	0	1	2	3
90 Passenger Injury	1	4	5	0
91 Compliment	17	9	3	3
93 Notification - Para App	0	1	0	0
94 Availability - Para App	0	1	1	0
95 Processing Time - Para App	0	0	0	1
96 Fares	4	10	3	4
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	0	6	0	1
99 Order Taking	2	7	1	3
100 Phones Busy	1	1	1	1
101 Behavior - Cust Svc	0	0	1	0
102 Bus Early - Para	5	12	3	5
103 Bus On-Time	1	0	0	0
104 Bus Late - Para	27	66	48	35
105 No Shows	25	25	13	25
106 Door-to-Door	6	6	3	5
107 Leave Attended	10	0	4	6
108 Mobility Device Securement	0	0	0	0
109 Travel Time - Para	5	20	7	20
110 Service Area - Para Policy	2	0	1	0
111 Backtracking	0	0	0	0
112 Passenger Behavior	2	3	9	1
113 Driver Behavior	0	12	5	2
114 Dispatch	6	4	0	2
116 Other - no current category	6	5	16	7
118 Drop-Off Wrong Location	4	1	0	0
120 Para - Ride Booking	4	4	5	1
132 Harassment	1	0	0	0

133 Running a Red Light	0	0	0	0
137 Weather Related	0	0	2	0
<b>Unit Totals</b>	<b>147</b>	<b>237</b>	<b>142</b>	<b>152</b>

**PLN**

Category ID and Name	2010	2009	2008	2007
18 Fare Policy	0	2	1	0
19 Transfer Policy	0	0	0	0
21 Span	0	2	2	3
23 Express Service	1	0	4	1
25 Frequency	1	0	3	1
26 Overloads	13	9	7	7
27 Park & Ride	1	0	2	0
28 School Trippers Concern	1	0	3	0
29 Special Event Service	0	0	0	0
31 Expansion Request	3	4	7	7
33 Detours	0	4	2	1
34 Wheelchair accessibility	0	0	0	0
40 Schedules	5	8	11	14
42 Routes	0	2	24	9
43 Schedules - Service Design	2	6	4	1
44 Quality	0	0	1	0
47 Corridor Schedules	0	1	0	0
48 Transfer Coordination	0	1	1	1
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	1	0	0	0
70 Other Service Design	2	2	2	1
73 Bus Stop Request	4	8	18	13
74 Bus Stop Damage	0	2	0	4
75 Shelter Addition/Removal	1	6	4	1
91 Compliment	1	0	3	7
92 Public Hearing Comment	0	15	0	0
116 Other - no current category	1	7	6	1
127 Public Hearing Addendum	0	1	0	0
129 Service Design Request	1	2	0	2
135 Website	0	0	0	0
136 Trip Planner	2	0	0	0
139 Surveys	0	0	1	0
141 TransitTracker	0	0	0	0
142 Google Transit	0	0	0	0
143 Google Data Format	0	0	0	0
<b>Unit Totals</b>	<b>40</b>	<b>82</b>	<b>106</b>	<b>74</b>