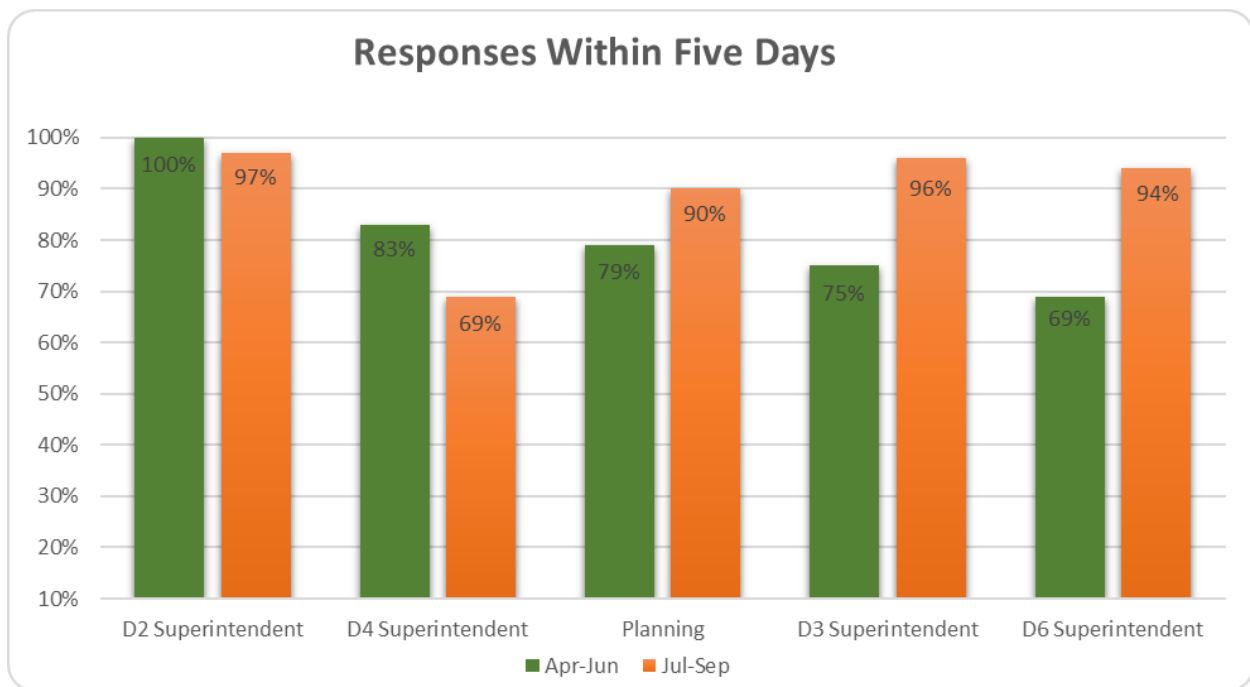


(A) Customer Response Times – Top 5 Departments Productivity

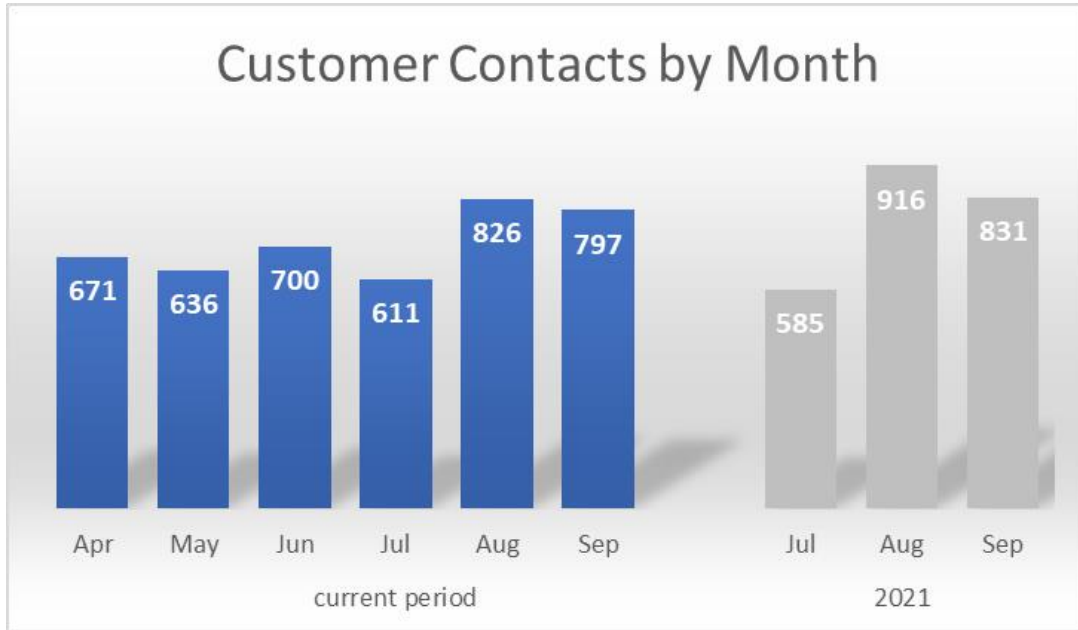
Department	Apr - Jun		Jul - Sep	
	Within Five Days	Over Five Days	Within Five Days	Over Five Days
D4 Superintendent	195	39	221	101
D2 Superintendent	229	1	307	11
D6 Superintendent	73	33	198	13
D3 Superintendent	82	27	161	6
Planning	155	42	137	16

*Based on highest number of tickets received.

(B) Responses Within Five Days



(C) Customer Feedback



(D) Reasons - Customer Feedback by Category

All feedback categories with an average of ten per month are listed below:

Category	Jul	Aug	Sep	Total
NO SHOW	113	164	167	444
PASS-UP	97	112	129	338
OPERATOR MISCONDUCT	107	106	88	301
HAZARDOUS OPERATION	45	67	62	174
LATE	36	67	67	170
ROUTES & SCHEDULES	33	58	62	153
OTHER	18	58	28	104
COMMENDATION	30	32	28	90
EARLY	25	29	14	68
BUS STOP	17	18	17	52
BOARDING DENIED	10	9	29	48
WEB PAGE/MOBILE SITE	10	10	22	42
OFF ROUTE	11	19	11	41
FARE DISPUTE	11	12	13	36
PASSENGER MISCONDUCT	12	6	15	33

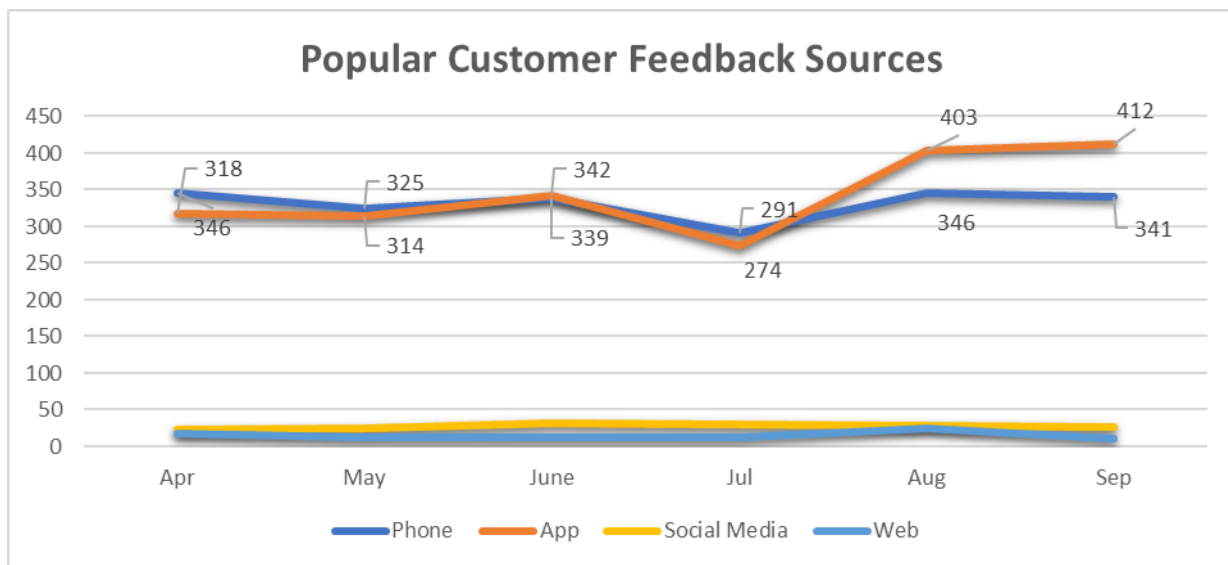
(E) Pass-Up

Pass-Up			
Division		Line	Count
D2	89	33	12
D3	103	72 lines	11
D4	164	51A	14
D6	56	99	11

(F) No Show

No-Show			
Division		Line	count
D2	100	12	9
D3	49	71	17
D4	90	51A, O	20, 21
D6	91	97	8

(G) Contact Sources – Popular Customer Feedback Sources



(H) All sources of Customer Feedback:

Customer Feedback Sources		
Jul - Sep 2022		
Mobile App	1089	49%
Phone	978	44%
Social Media	84	4%
Website	48	2%
Board of Directors	27	1%
Email	5	0%
Letter	1	0%
Operations	1	0%
511	0	0%
Walk-In	0	0%