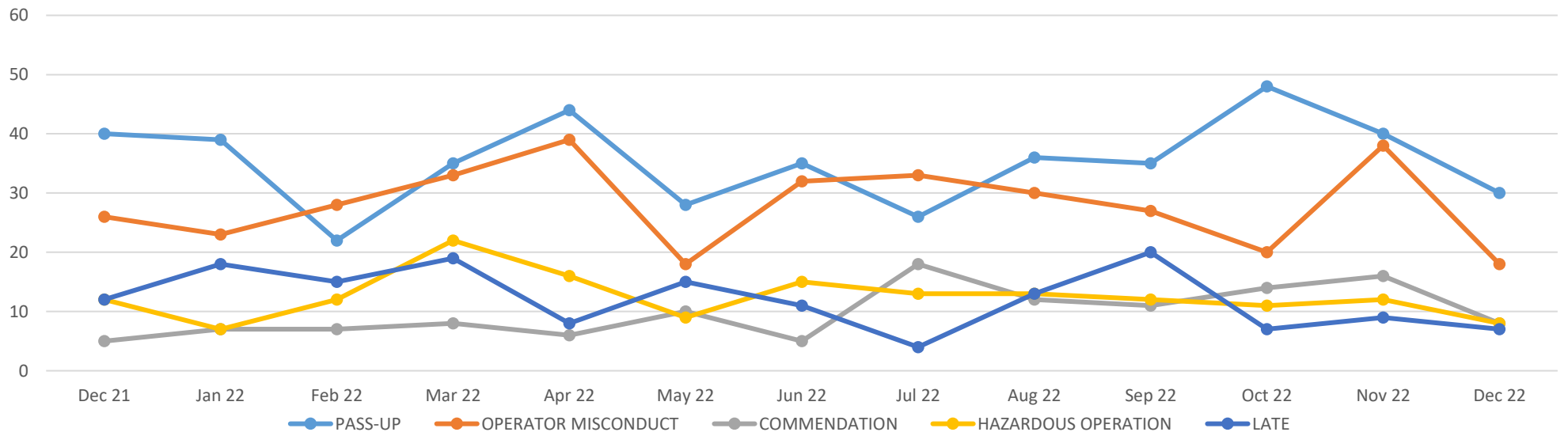


D2 Driver-Related Customer Feedback

		Total Driver-Related:													
		111	102	91	137	135	94	117	115	127	131	116	125	97	
Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	
1	PASS-UP	40	39	22	35	44	28	35	26	36	35	48	40	30	
2	OPERATOR MISCONDUCT	26	23	28	33	39	18	32	33	30	27	20	38	18	
3	COMMENDATION	5	7	7	8	6	10	5	18	12	11	14	16	8	
4	HAZARDOUS OPERATION	12	7	12	22	16	9	15	13	13	12	11	12	8	
5	LATE	12	18	15	19	8	15	11	4	13	20	7	9	7	
6	OFF ROUTE	2	0	0	2	5	1	3	5	2	1	5	2	7	
7	EARLY	3	3	3	6	3	3	9	7	12	7	6	3	6	
8	BOARDING DENIED	4	0	1	5	6	5	4	2	3	10	1	0	5	
9	FARE DISPUTE	2	1	1	3	1	2	2	4	3	5	3	2	3	
10	IMPROPER/UNAUTHORIZED STOP	0	2	1	0	1	0	0	0	1	1	0	1	3	
11	ACCIDENT	0	1	0	0	2	0	1	1	0	1	0	1	1	
12	ALCOHOL/DRUGS	0	0	0	0	0	0	0	0	0	0	0	0	1	
13	CARRY-BY	4	1	1	3	4	1	0	1	2	0	1	1	0	
14	CELL PHONE	0	0	0	0	0	0	0	0	0	0	0	0	0	
15	EATING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	END OF LINE VIOLATION	0	0	0	0	0	0	0	0	0	1	0	0	0	
17	IDLING	1	0	0	0	0	2	0	1	0	0	0	0	0	
18	SERVICE ANIMALS	0	0	0	1	0	0	0	0	0	0	0	0	0	
19	SEXUAL HARASSMENT/MISCONDUCT	0	0	0	0	0	0	0	0	0	0	0	0	0	
20	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0	

Top Five Categories

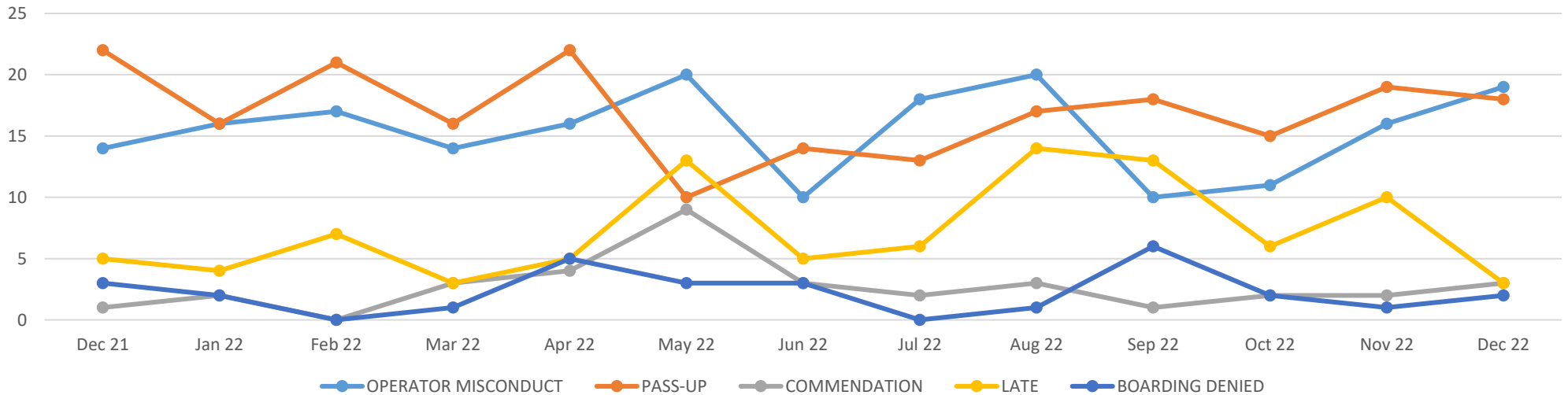


D3 Driver-Related Customer Feedback

Total Driver-Related: 57 52 55 47 61 71 46 48 73 62 50 64 51

Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22
1	OPERATOR MISCONDUCT	14	16	17	14	16	20	10	18	20	10	11	16	19
2	PASS-UP	22	16	21	16	22	10	14	13	17	18	15	19	18
3	COMMENDATION	1	2	0	3	4	9	3	2	3	1	2	2	3
4	LATE	5	4	7	3	5	13	5	6	14	13	6	10	3
5	BOARDING DENIED	3	2	0	1	5	3	3	0	1	6	2	1	2
6	HAZARDOUS OPERATION	7	10	9	9	2	7	9	6	12	6	6	8	2
7	EARLY	2	0	1	0	4	3	0	2	1	1	3	3	1
8	EATING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	1
9	IMPROPER/UNAUTHORIZED STOP	0	0	0	0	0	0	1	0	0	0	2	0	1
10	OFF ROUTE	0	1	0	0	2	1	0	1	4	3	1	0	1
11	ACCIDENT	0	1	0	0	0	1	1	0	0	0	0	1	0
12	ALCOHOL/DRUGS	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CARRY-BY	1	0	0	0	0	2	0	0	1	3	1	0	0
14	CELL PHONE	0	0	0	0	0	0	0	0	0	0	0	0	0
15	END OF LINE VIOLATION	0	0	0	0	0	0	0	0	0	0	0	0	0
16	FARE DISPUTE	2	0	0	1	0	2	0	0	0	1	1	4	0
17	IDLING	0	0	0	0	0	0	0	0	0	0	0	0	0
18	SERVICE ANIMALS	0	0	0	0	1	0	0	0	0	0	0	0	0
19	SEXUAL HARASSMENT/MISCONDUCT	0	0	0	0	0	0	0	0	0	0	0	0	0
20	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0

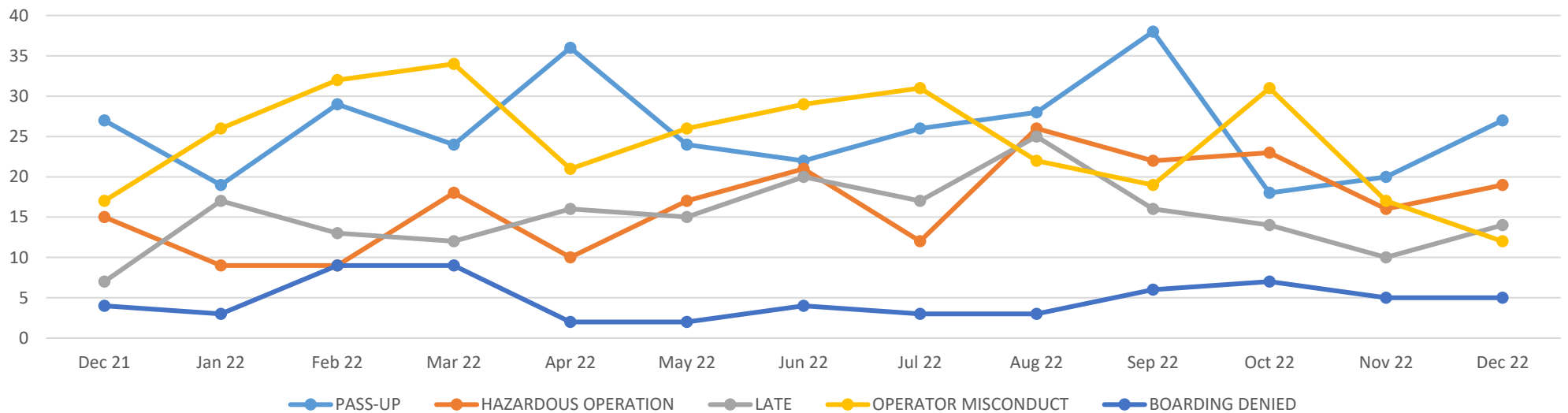
Top Five Categories



D4 Driver-Related Customer Feedback

		Total Driver-Related:													
		86	81	113	119	105	95	120	112	136	118	109	84	94	
Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	
1	PASS-UP	27	19	29	24	36	24	22	26	28	38	18	20	27	
2	HAZARDOUS OPERATION	15	9	9	18	10	17	21	12	26	22	23	16	19	
3	LATE	7	17	13	12	16	15	20	17	25	16	14	10	14	
4	OPERATOR MISCONDUCT	17	26	32	34	21	26	29	31	22	19	31	17	12	
5	BOARDING DENIED	4	3	9	9	2	2	4	3	3	6	7	5	5	
6	COMMENDATION	3	2	7	6	5	3	8	6	9	5	7	4	5	
7	EARLY	5	0	3	7	3	6	6	5	11	4	2	7	5	
8	OFF ROUTE	3	2	4	4	5	0	4	4	7	2	4	0	4	
9	ACCIDENT	2	1	1	2	0	0	0	1	1	0	0	1	1	
10	FARE DISPUTE	2	0	5	2	4	1	1	4	1	4	2	2	1	
11	SERVICE ANIMALS	0	0	0	0	1	0	1	0	0	0	0	0	1	
12	ALCOHOL/DRUGS	0	0	0	0	0	0	0	0	0	0	0	0	0	
13	CARRY-BY	0	0	1	1	1	1	0	1	2	1	1	2	0	
14	CELL PHONE	0	0	0	0	0	0	1	1	0	0	0	0	0	
15	EATING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0	
16	END OF LINE VIOLATION	0	0	0	0	0	0	0	0	0	0	0	0	0	
17	IDLING	1	0	0	0	0	0	1	0	0	0	0	0	0	
18	IMPROPER/UNAUTHORIZED STOP	0	2	0	0	1	0	2	1	0	1	0	0	0	
19	SEXUAL HARASSMENT/MISCONDUCT	0	0	0	0	0	0	0	0	1	0	0	0	0	
20	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0	

Top Five Categories

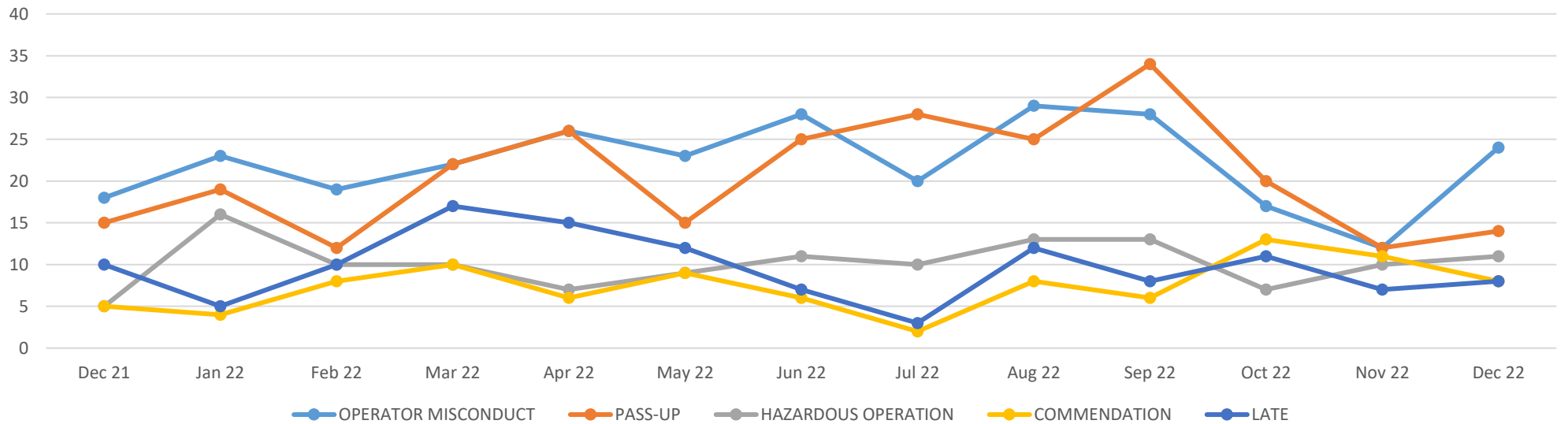


D6 Driver-Related Customer Feedback

Total Driver-Related: 67 73 63 89 99 82 88 75 101 105 74 62 72

Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22
1	OPERATOR MISCONDUCT	18	23	19	22	26	23	28	20	29	28	17	12	24
2	PASS-UP	15	19	12	22	26	15	25	28	25	34	20	12	14
3	HAZARDOUS OPERATION	5	16	10	10	7	9	11	10	13	13	7	10	11
4	COMMENDATION	5	4	8	10	6	9	6	2	8	6	13	11	8
5	LATE	10	5	10	17	15	12	7	3	12	8	11	7	8
6	EARLY	3	1	2	2	3	3	6	7	3	2	3	1	4
7	FARE DISPUTE	5	0	0	2	2	1	2	0	5	2	0	0	2
8	IMPROPER/UNAUTHORIZED STOP	0	0	0	1	0	0	1	0	0	2	0	0	1
9	ACCIDENT	0	0	0	0	0	0	0	0	0	0	0	0	0
10	ALCOHOL/DRUGS	0	0	0	0	0	0	0	0	0	0	0	0	0
11	BOARDING DENIED	3	3	1	2	12	4	1	3	2	7	0	7	0
12	CARRY-BY	1	1	0	0	1	3	0	1	0	1	1	1	0
13	CELL PHONE	0	0	0	0	0	0	0	0	0	0	0	0	0
14	EATING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0
15	END OF LINE VIOLATION	0	0	0	0	0	0	0	0	0	0	0	0	0
16	IDLING	2	0	0	0	0	0	0	0	0	0	0	0	0
17	OFF ROUTE	0	1	1	1	1	3	1	1	3	2	1	1	0
18	SERVICE ANIMALS	0	0	0	0	0	0	0	0	0	0	0	0	0
19	SEXUAL HARASSMENT/MISCONDUCT	0	0	0	0	0	0	0	0	1	0	1	0	0
20	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0

Top Five Categories



Driver-Related Customer Feedback - All Divisions

		Total Driver-Related:													
		322	308	351	423	430	391	400	380	464	453	381	365	336	
Rank	Category	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	
1	PASS-UP	104	93	90	100	131	91	103	97	112	129	113	94	91	
2	OPERATOR MISCONDUCT	76	88	102	109	109	93	104	107	106	88	83	91	78	
3	HAZARDOUS OPERATION	39	42	47	65	45	46	59	45	67	62	54	49	43	
4	LATE	34	44	51	56	45	69	47	36	67	67	40	46	34	
5	COMMENDATION	14	15	22	27	24	31	23	30	32	28	37	34	24	
6	EARLY	13	4	10	18	14	18	23	25	29	14	15	14	17	
7	BOARDING DENIED	14	8	11	18	27	14	14	10	9	29	10	13	13	
8	OFF ROUTE	5	4	5	8	13	7	8	11	19	11	13	4	13	
9	FARE DISPUTE	11	1	7	11	8	8	7	11	12	13	6	10	9	
10	ACCIDENT	2	3	2	5	4	3	5	2	3	1	2	4	6	
11	IMPROPER/UNAUTHORIZED STOP	0	4	2	1	2	1	4	1	1	5	2	2	5	
12	ALCOHOL/DRUGS	0	0	0	0	0	0	0	0	0	0	0	0	1	
13	EATING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	1	
14	SERVICE ANIMALS	0	0	0	1	2	1	1	0	0	0	0	0	1	
15	CARRY-BY	6	2	2	4	6	7	0	3	5	5	4	4	0	
16	CELL PHONE	0	0	0	0	0	0	1	1	0	0	1	0	0	
17	END OF LINE VIOLATION	0	0	0	0	0	0	0	0	0	1	0	0	0	
18	IDLING	4	0	0	0	0	2	1	1	0	0	0	0	0	
19	SEXUAL HARASSMENT/MISCONDUCT	0	0	0	0	0	0	0	0	2	0	1	0	0	
20	SMOKING ON BUS	0	0	0	0	0	0	0	0	0	0	0	0	0	

Top Five Categories

