

Table A

2022 Feedback Sources	
AC Transit Mobile App	47.7%
Call Center	45.1%
Social Media	3.8%
District Web Site	2.1%
Board of Directors	1.0%
Email	0.3%
Letter	0.0%
511	0.0%

Table B

CUSREL REASON CODES		
ACCIDENT	COMMENDATION	OPERATOR MISCONDUCT
ADA-RELATED EQUIP OR SIGNAGE	CRIME/VANDALISM/SECURITY	OTHER
ALCOHOL/DRUGS	EARLY	PARATRANSIT
BICYCLE	EATING ON BUS	PASSENGER MISCONDUCT
BOARDING DENIED	END OF LINE VIOLATION	PASS-UP
BUNCHING	FARE CHANGES	REALTIME
BUS DESIGN	FARE DISPUTE	REASONABLE ACCOMODATION
BUS MAINTENANCE	HAZARDOUS OPERATION	ROUTES & SCHEDULES
BUS OVERLOADED	IDLING	SERVICE ANIMALS
BUS SHELTER CLEANING	IMPROPER/UNAUTHORIZED STOP	SEXUAL HARASSMENT/MISCONDUCT
BUS STOP	INJURY CLAIMED	SIGNAGE
CALL CENTER FEEDBACK	LACK OF INFORMATION	SMOKING ON BUS
CARRY-BY	LATE	TEMPO TVM
CELL PHONE	NO SHOW	WEB PAGE/MOBILE SITE
CLIPPER AND PASSES	OFF ROUTE	WITNESS

Table C

2022: Response Requested?		
Yes	4907	63%
No	2845	37%

Table D

2022 Pass-Up Complaints			
Line	Count	Rank	avg/mo
57	68	1	5.7
18	50	2	4.2
72	47	3	3.9
51A	46	4	3.8
33	45	5	3.8
72M	44	6	3.7
6	43	7	3.6
14	42	8	3.5
12	41	9	3.4
40	30	10	2.5

Table E

2022 Late Complaints			
Line	Count	Rank	avg/mo
18	29	1	2.4
51A	26	2	2.2
97	24	3	2.0
14	23	4	1.9
21	22	5	1.8
12	21	6	1.8
1T	20	7	1.7
72	17	8	1.4
76	17	9	1.4
57	16	10	1.3