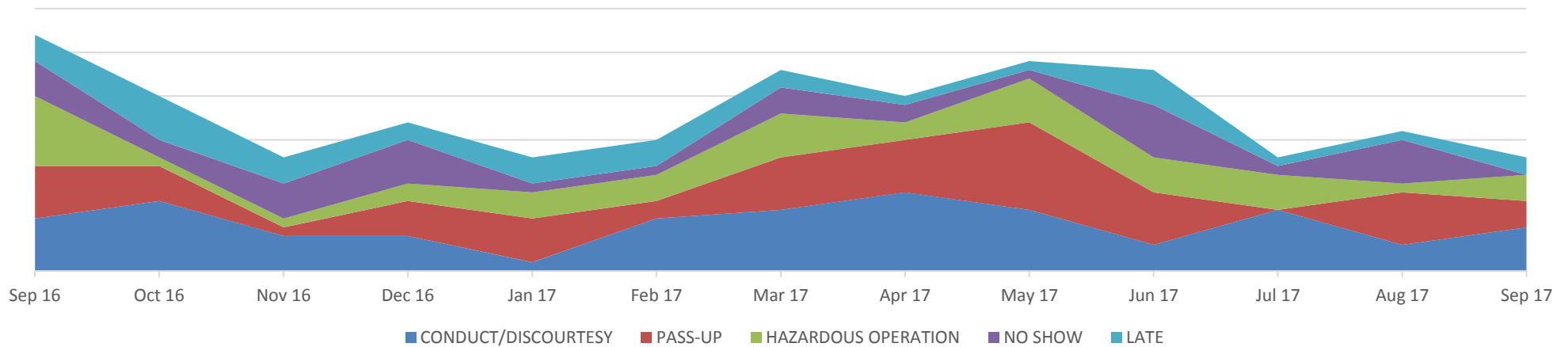


51A-Line Customer Feedback by Category

Aug 2016 - Sep 2017

Total number of Contacts per month		32	24	20	26	20	30	39	34	35	34	24	27	19	364
Rank	Category	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	total
1	CONDUCT/DISOURTESY	6	8	4	4	1	6	7	9	7	3	7	3	5	70
2	PASS-UP	6	4	1	4	5	2	6	6	10	6	0	6	3	59
3	HAZARDOUS OPERATION	8	1	1	2	3	3	5	2	5	4	4	1	3	42
4	NO SHOW	4	2	4	5	1	1	3	2	1	6	1	5	0	35
5	LATE	3	5	3	2	3	3	2	1	1	4	1	1	2	31
6	BUS STOP	0	2	1	0	2	1	1	2	0	1	2	1	2	15
7	BOARDING DENIED	2	1	0	3	0	2	4	0	1	1	1	0	0	15
8	ROUTES & SCHEDULES	0	1	1	0	0	0	2	2	2	1	4	0	1	14
9	SIGNAGE	1	0	0	1	0	0	1	3	2	1	1	0	0	10
10	SHARP	0	0	0	1	1	1	1	1	1	1	1	0	0	8

Most Common Complaint Categories



[illegible]