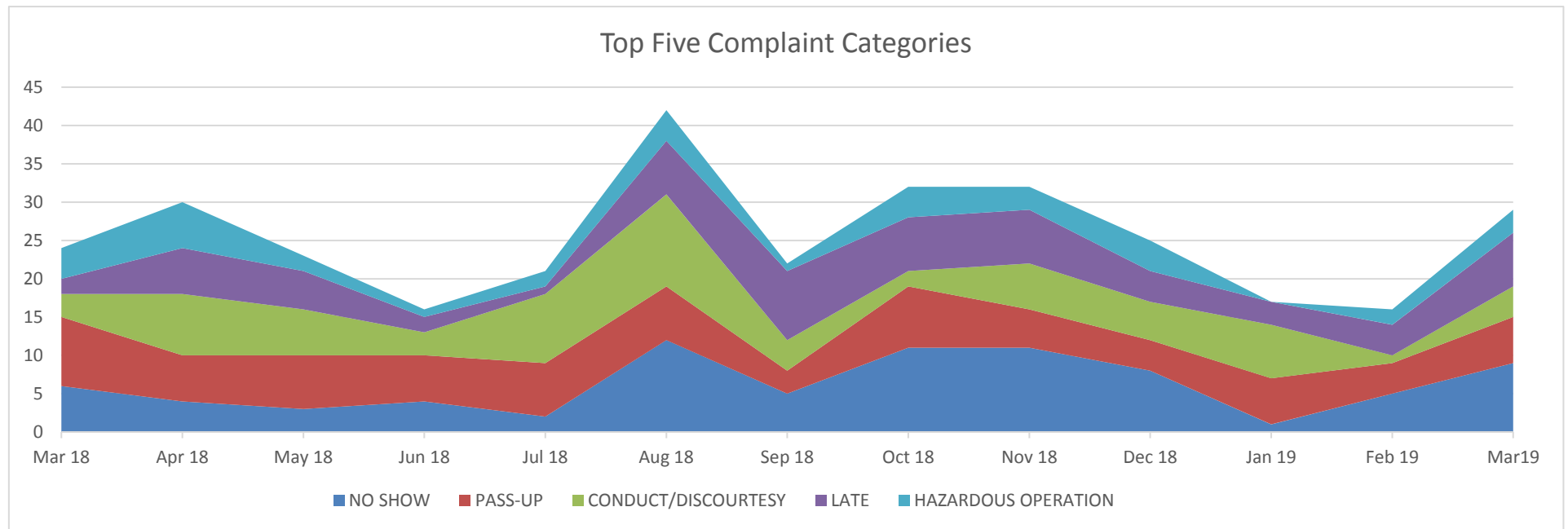


51A Line Customer Feedback

Total number of Contacts per month		33	46	33	23	28	49	30	49	40	34	31	26	43	453
Rank	Category	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar19	Total
1	NO SHOW	6	4	3	4	2	12	5	11	11	8	1	5	9	81
2	PASS-UP	9	6	7	6	7	7	3	8	5	4	6	4	6	78
3	CONDUCT/DISOURTESY	3	8	6	3	9	12	4	2	6	5	7	1	4	70
4	LATE	2	6	5	2	1	7	9	7	7	4	3	4	7	64
5	HAZARDOUS OPERATION	4	6	2	1	2	4	1	4	3	4	0	2	3	36
6	COMMENDATION	3	5	0	0	2	2	3	4	2	3	3	2	6	35
7	BOARDING DENIED	2	2	3	0	0	0	1	1	2	0	3	4	0	18
8	ROUTES & SCHEDULES	1	2	2	0	0	2	0	1	2	0	0	1	1	12
9	SHARP	2	1	1	2	0	1	0	1	0	2	2	0	0	12
10	BUS STOP	1	0	1	0	2	1	0	0	4	0	0	0	0	9



[illegible]