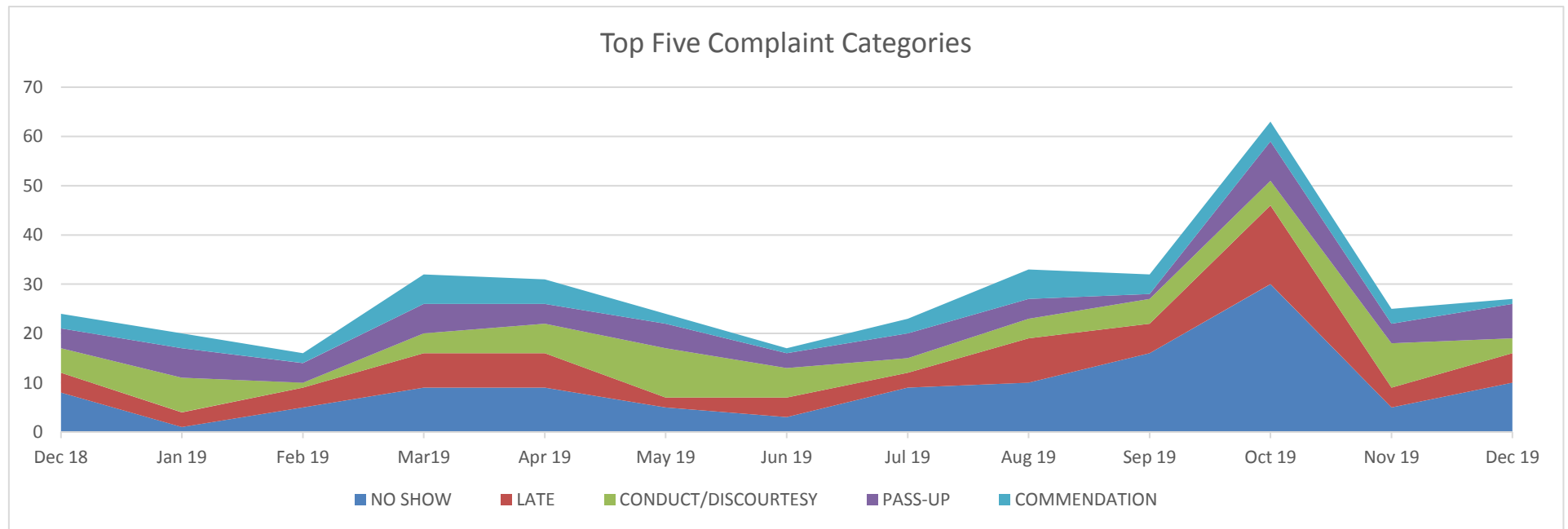


51A Line Customer Feedback

Total number of Contacts per month		34	31	26	43	45	45	23	30	43	44	75	37	41	517
Rank	Category	Dec 18	Jan 19	Feb 19	Mar19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Total
1	NO SHOW	8	1	5	9	9	5	3	9	10	16	30	5	10	120
2	LATE	4	3	4	7	7	2	4	3	9	6	16	4	6	75
3	CONDUCT/DISOURTESY	5	7	1	4	6	10	6	3	4	5	5	9	3	68
4	PASS-UP	4	6	4	6	4	5	3	5	4	1	8	4	7	61
5	COMMENDATION	3	3	2	6	5	2	1	3	6	4	4	3	1	43
6	HAZARDOUS OPERATION	4	0	2	3	2	9	3	2	1	3	2	5	2	38
7	BOARDING DENIED	0	3	4	0	0	4	0	3	4	2	0	3	1	24
8	EARLY	2	2	0	0	1	1	0	0	3	0	0	1	1	11
9	BUS STOP	0	0	0	0	3	0	1	1	0	2	3	0	1	11
10	ROUTES & SCHEDULES	0	0	1	1	2	0	1	0	0	0	1	1	1	8



[illegible]