

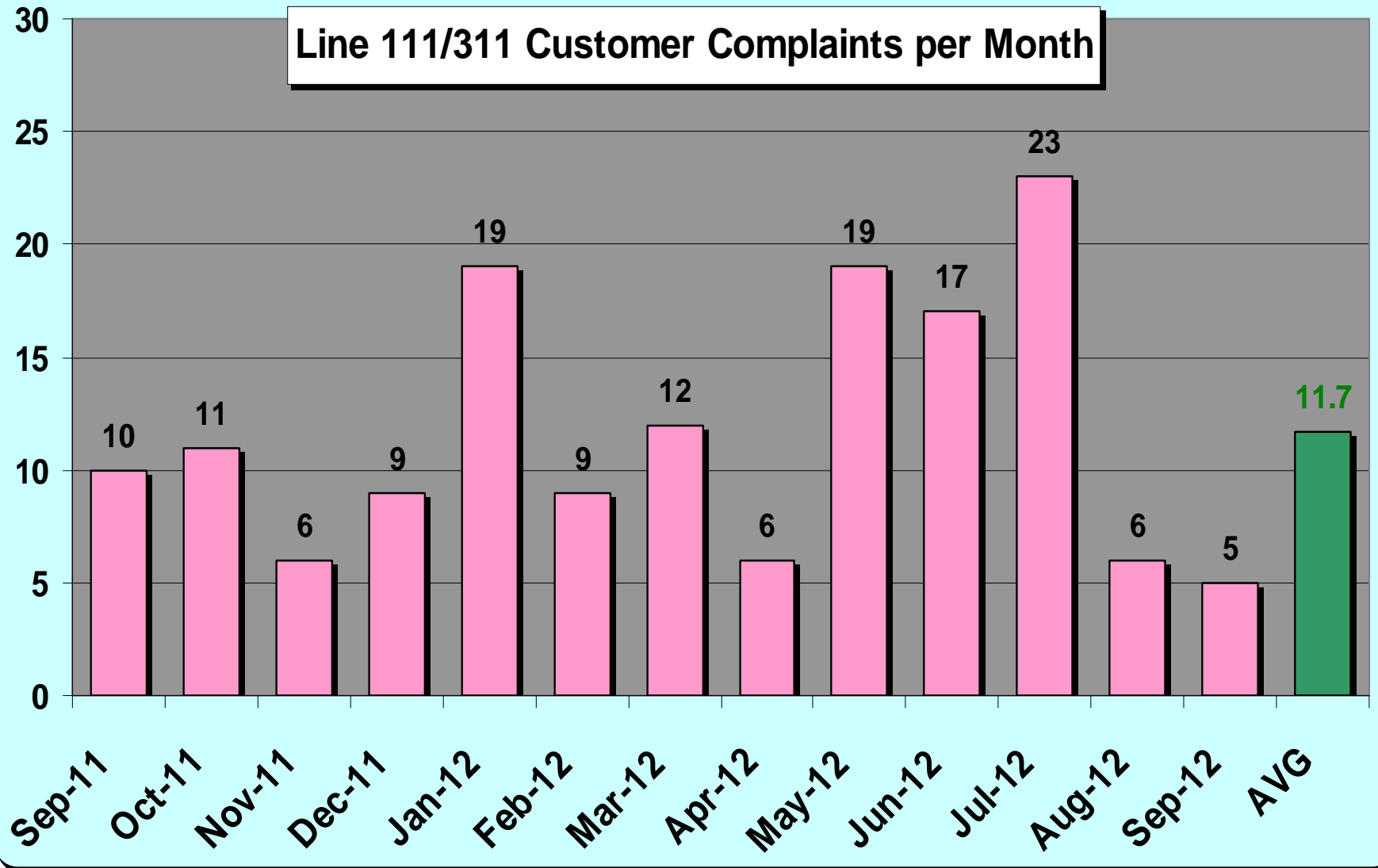
*Metro Gateway Cities Valley  
Service Council*

Customer Complaints  
Review  
Line 111/311

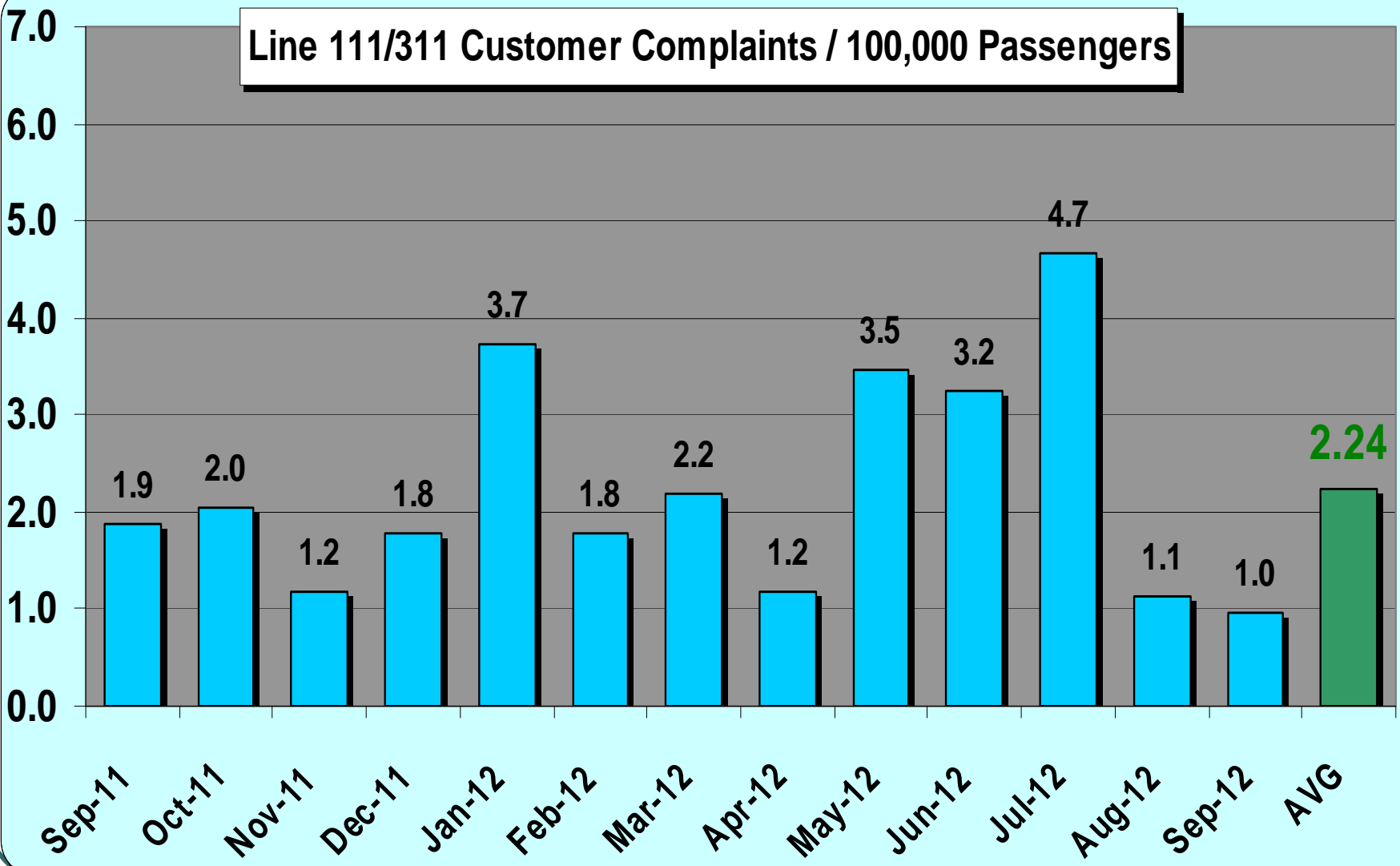


# GWC Service Council November 2012 Meeting

Line 111/311 Customer Complaints per Month



# GWC Service Council November 2012 Meeting



# GWC Service Council November 2012 Meeting

## Line 111/311 Customer Complaint Types (Sept. 2011 – Sept. 2012)

	<b>Complaint Type</b>	<b>Received</b>	<b>Pct.</b>	<b>AVG.</b>
1	Passed Up	39	26%	3.0
2	Operator Discourtesy	31	20%	2.4
3	Late Schedule	22	14%	1.7
4	No Show	16	11%	1.2
5	Accident	9	6%	0.7
6	Misc. Complaint	9	6%	0.7
7	AccSvc Transit Failure (Other)	4	3%	0.3
8	Disputed/Wrong Fare	4	3%	0.3
9	Operator Conduct	4	3%	0.3
10	Unsafe Operation	3	2%	0.2
11	Accessible Service - Pass Up	2	1.3%	0.2
12	AccSvc Operator Behavior	2	1.3%	0.2
13	Early Schedule	2	1.3%	0.2
14	AccSvc Pass Up (Denied)	1	0.7%	0.1
15	AccSvc Wchr Securement	1	0.7%	0.1
16	Crowded Bus (Add'l Svc Rq.)	1	0.7%	0.1
17	Improper Curb Stop	1	0.7%	0.1
18	Passenger Conduct/Security Issues	1	0.7%	0.1
-----				
	<b>Totals</b>	<b>152</b>		<b>11.7</b>

---

Line 111/311  
Customer  
Complaint Review

Discussion