

Division

Div 9

	FY04				
Complaint	JUL	AUG	SEP	DEC	JAN
No Show	18%	20%	30%	19%	21%
Passed Up	17%	20%	17%	25%	21%
Late Schedule	15%	13%	19%	10%	7%
Operator Discourtesy	7%	10%	13%	19%	14%
Unsafe Operation	10%	11%	5%	8%	8%
Charged Wrong Fare	3%	4%	2%	3%	17%
Early Schedule	6%	7%	2%	2%	6%
Accident	4%	5%	3%	3%	3%
Off Route	8%	3%	2%	2%	0%
Operator Conduct	3%	3%	3%	6%	3%
Div	Div 3				
Total	136	146	147	72	86

| Commendation (Operator) | 10% 4% 4% 3% 1%

Division

Div 3

	FY04				
Complaint	JUL	AUG	SEP	DEC	JAN
Passed Up	17%	12%	18%	18%	26%
Operator Discourtesy	21%	20%	16%	18%	9%
No Show	17%	25%	16%	10%	16%
Unsafe Operation	16%	13%	11%	25%	13%
Late Schedule	9%	15%	20%	4%	12%
Accident	5%	6%	5%	6%	4%
Early Schedule	2%	2%	4%	5%	1%
Operator Conduct	6%	0%	1%	4%	4%
Charged Wrong Fare	1%	1%	2%	4%	6%
Carried Past Stop	3%	1%	3%	0%	4%
Div	Div 3				
Total	137	110	109	93	79

| Commendation (Operator) | 3% 4% 3% 7% 4%

Total No. of Complaints:	273	256	256	165	165
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Division

Complaint
Charged Wrong Fare
Operator Conduct
Accident
Early Schedule
Operator Discourtesy
Off Route
Unsafe Operation
Late Schedule
Passed Up
No Show
Div
Total
Change from Previous Mo.
Change from July

| Commendation (Operator)

Division

Complaint
Charged Wrong Fare
Early Schedule
Carried Past Stop
Accident
Operator Conduct
Late Schedule
Unsafe Operation
No Show
Passed Up
Operator Discourtesy
Div
Total
Change from Previous Mo.
Change from July

| Commendation (Operator)

Total No. of Complaints:

Div 9

FY04					
	JUL	AUG	SEP	DEC	JAN
	3%	4%	2%	3%	17%
	3%	3%	3%	6%	3%
	4%	5%	3%	3%	3%
	6%	7%	2%	2%	6%
	7%	10%	13%	19%	14%
	8%	3%	2%	2%	0%
	10%	11%	5%	8%	8%
	15%	13%	19%	10%	7%
	17%	20%	17%	25%	21%
	18%	20%	30%	19%	21%
Div 3					
	136	146	147	72	86
		7.4%	0.7%	#####	19.4%
		7.4%	8.1%	#####	#####

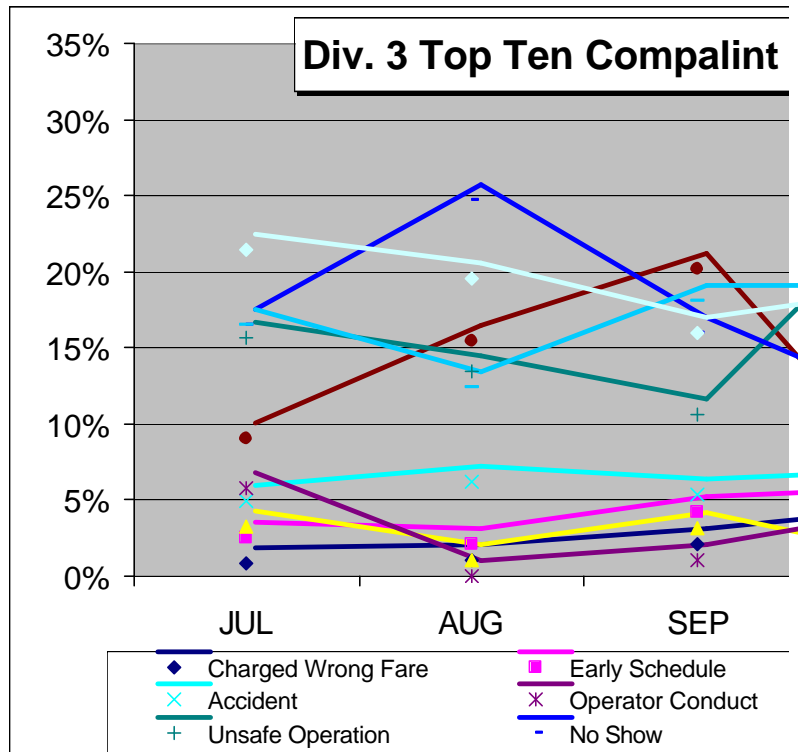
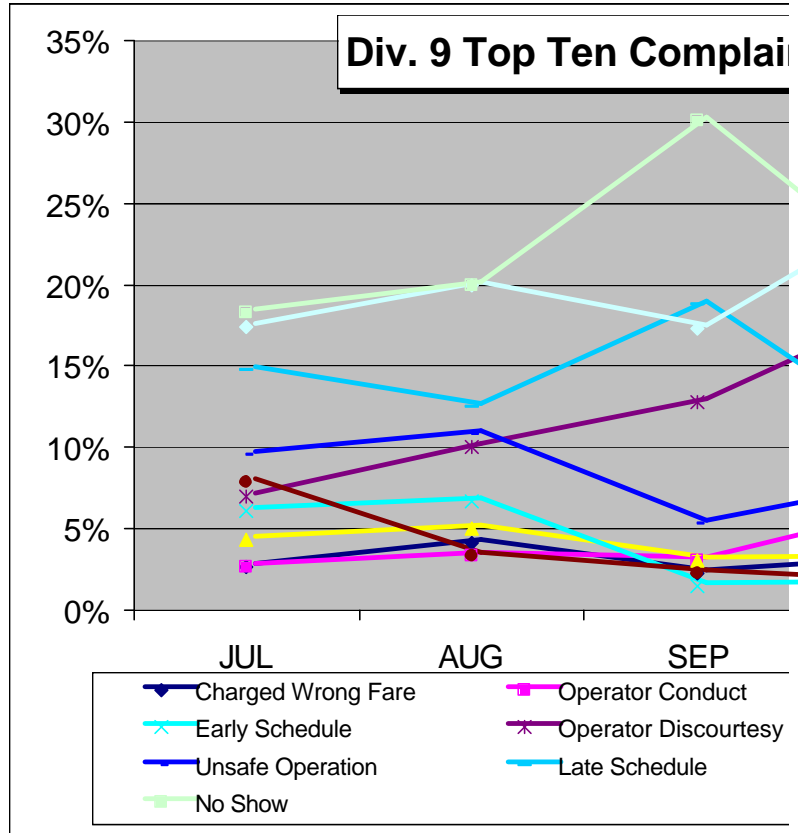
	10%	4%	4%	3%	1%
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Div 3

FY04					
	JUL	AUG	SEP	DEC	JAN
	1%	1%	2%	4%	6%
	2%	2%	4%	5%	1%
	3%	1%	3%	0%	4%
	5%	6%	5%	6%	4%
	6%	0%	1%	4%	4%
	9%	15%	20%	4%	12%
	16%	13%	11%	25%	13%
	17%	25%	16%	10%	16%
	17%	12%	18%	18%	26%
	21%	20%	16%	18%	9%
Div 3					
	137	110	109	93	79
		#####	-0.9%	#####	#####
		#####	#####	#####	#####

	3%	4%	3%	7%	4%
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	273	256	256	165	165
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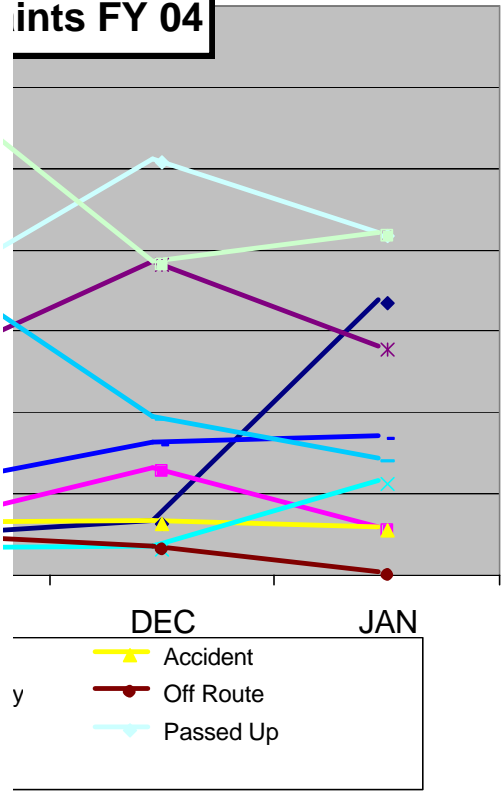


Create Operation

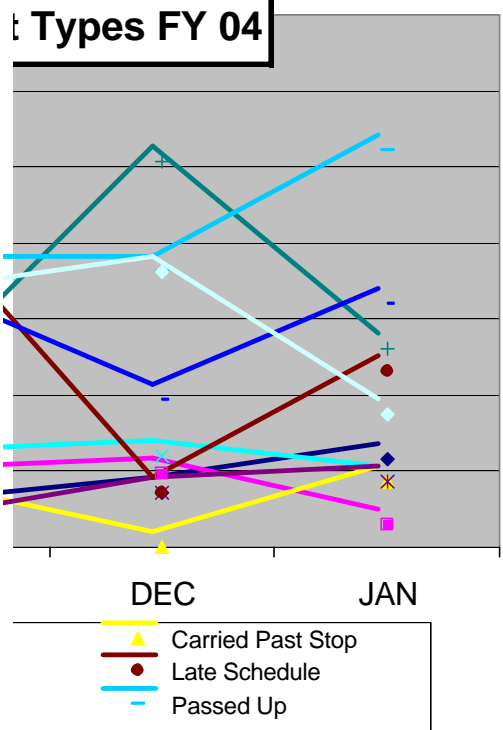
NO SHOW

Operator Discourtesy

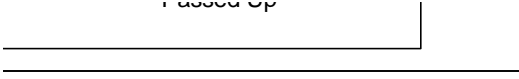
Incidents FY 04



Incident Types FY 04



Passed up



	FY04				
Complaint	JUL	AUG	SEP	DEC	JAN
Accident	6	7	4	2	2
Accident	7	7	6	6	3
Carried Past Stop	5	1	3	0	3
Charged Wrong Fare	4	6	3	2	14
Charged Wrong Fare	1	1	2	3	5
Commendation (Operator)	13	6	6	2	1
Commendation (Operator)	5	5	3	7	3
Early Schedule	8	10	2	1	5
Early Schedule	3	2	5	4	1
Late Schedule	20	18	28	7	6
Late Schedule	12	17	22	3	9
No Show	25	29	44	14	18
No Show	23	27	17	9	13
Off Route	11	5	3	1	0
Operator Conduct	4	5	4	5	2
Operator Conduct	8	0	1	3	3
Operator Discourtesy	9	15	19	14	12
Operator Discourtesy	29	22	17	17	7
Passed Up	24	29	25	18	18
Passed Up	23	14	20	17	21
Unsafe Operation	13	16	8	6	7
Unsafe Operation	22	15	12	24	10
	273	256	256	165	165

Unsafe Operation
Unsafe Operation

Div. 9
Div. 3