

Incoming Call Log

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
ADA Shah Schedules	128	124	172	165	162	196	185	186	237*			
Route Information	412	492	690	723	681	717	679	743**	723			
Bus Location-On Time	335	374	566	479	546	492	428	558	504			
Call Stop	68	74	81	84	68	60	54	77	66			
Deviation Reservation	206	197	161	176	193	232	189	225	145			
Complaints ADA*	0	0	0	0	0	0	0	0	0			
Complaints*	2	1	0	0	2	2	0	2	2			
Compliments	1	1	0	0	0	0	0	0	0			
SNOW RELATED	304	288	0	0	0	0	0	0	0			
Mo Total	1456	1551	1670	1627	1652	1699	1535	1791	1440			

*Complaint Form Completed

**New route and schedule information

* This includes reservations for Waynesboor On Demand start date 9/6/16

Incoming Call Log

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
ADA Shah Schedules	128	124	172	165	162	196	185	186	237*	213		
Route Information	412	492	690	723	681	717	679	743**	723	822		
Bus Location-On Time	335	374	566	479	546	492	428	558	504	670		
Call Stop	68	74	81	84	68	60	54	77	66	37		
Deviation Reservation	206	197	161	176	193	232	189	225	145	79		
Complaints ADA*	0	0	0	0	0	0	0	0	0	0		
Complaints*	2	1	0	0	2	2	0	2	2	0		
Compliments	1	1	0	0	0	0	0	0	0	0		
SNOW RELATED	304	288	0	0	0	0	0	0	0	0		
Mo Total	1456	1551	1670	1627	1652	1699	1535	1791	1440	1821		

*Complaint Form Completed

**New route and schedule information

* This includes reservations for Waynesboor On Demand start date 9/6/16

Incoming Call Log

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
ADA Shah Schedules	128	124	172	165	162	196	185	186	237	213*	290	
Route Information	412	492	690	723	681	717	679	743**	723	822	841	
Bus Location-On Time	335	374	566	479	546	492	428	558	504	670	393	
Call Stop	68	74	81	84	68	60	54	77	66	37	33	
Deviation Reservation	206	197	161	176	193	232	189	225	145	79	82	
Complaints ADA*	0	0	0	0	0	0	0	0	0	0	0	
Complaints*	2	1	0	0	2	2	0	2	2	0	0	
Compliments	1	1	0	0	0	0	0	0	0	0	0	
SNOW RELATED	304	288	0	0	0	0	0	0	0	0	0	
Mo Total	1456	1551	1670	1627	1652	1699	1535	1791	1677	1608	1639	

*Complaint Form Completed

**New route and schedule information

* This includes reservations for 250 On Demand start date 9/6/16