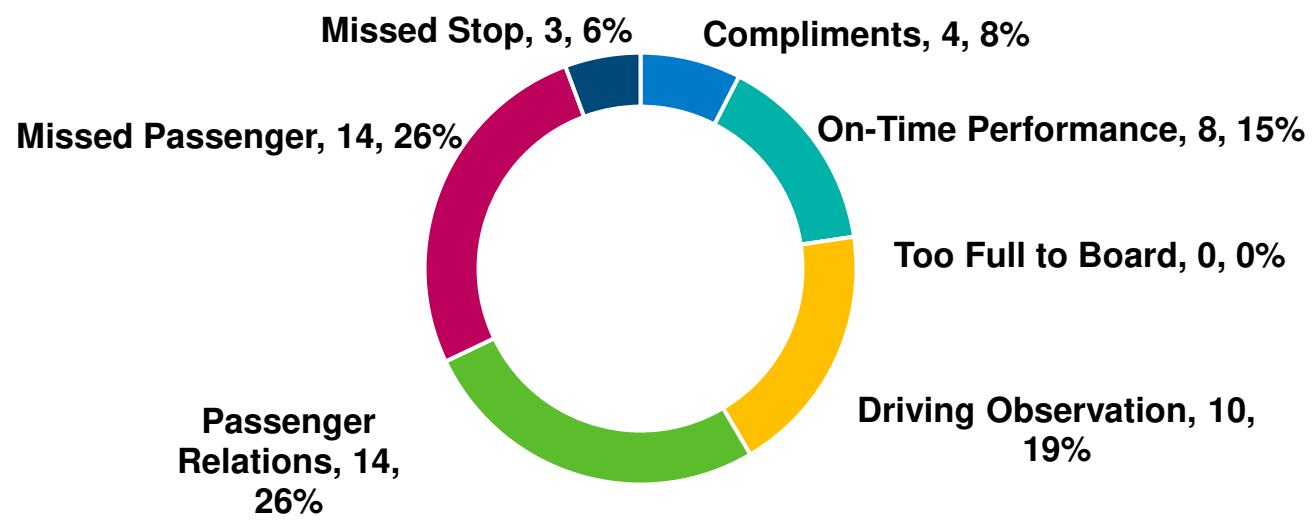




FY 2022-23 FOURTH QUARTER PERFORMANCE REPORTS

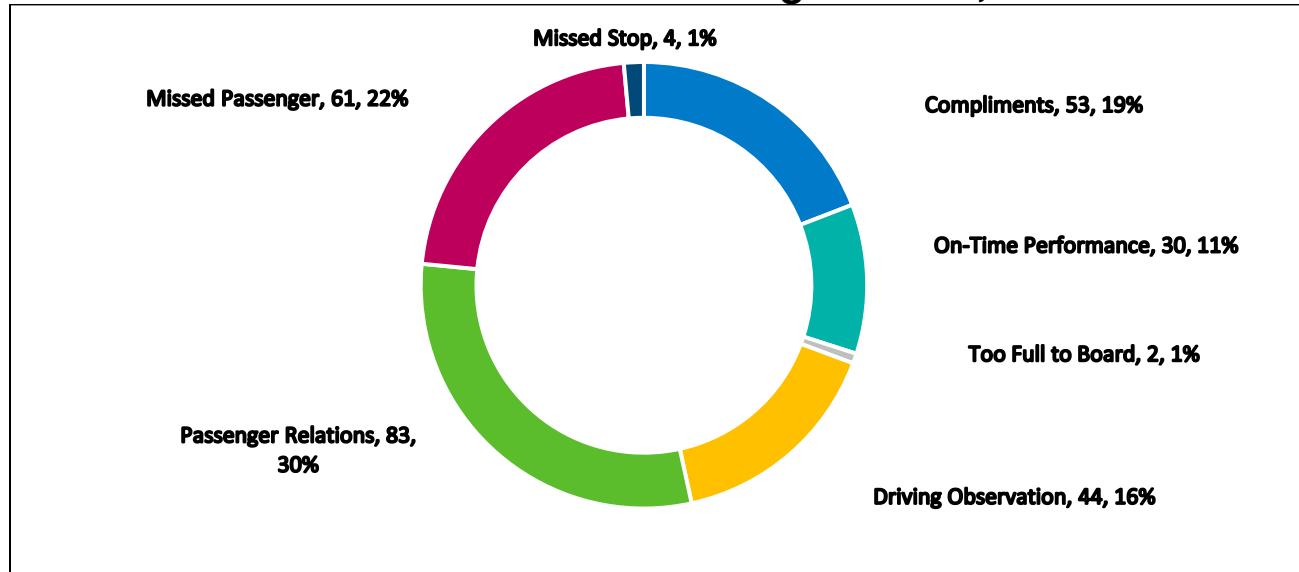
Customer Service Report

FY 2022-23 4th Quarter Customer Service Statistics



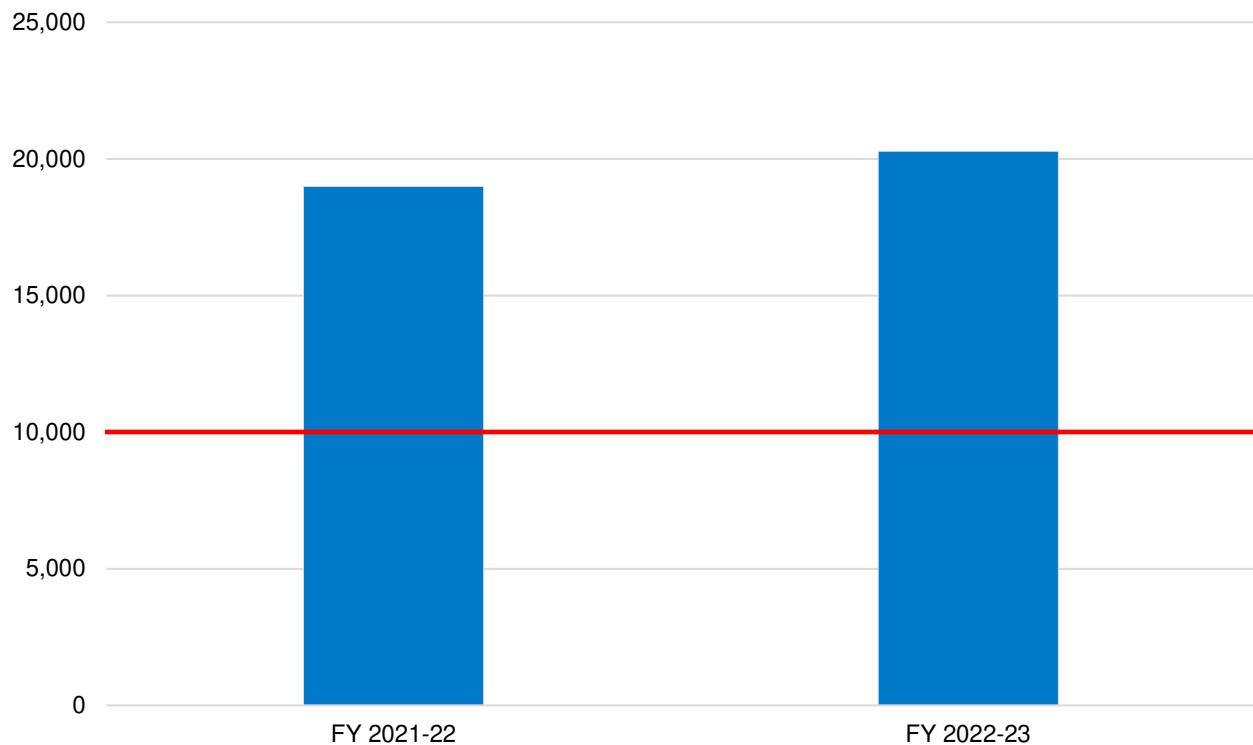
MTD Performance Standard: Passenger complaints shall average no more than 1 complaint per 10,000 MTD passenger boardings.

FY 2022-23 Year-to-Date Customer Service Statistics for the 12 Month Period Ending June 30, 2023



Compliments: Documented praise of MTD Employee's action; **On-Time Performance:** Complaints about buses running late; **Too Full to Board:** Complaints from passengers that could not board the bus; **Driving Observations:** Concerns regarding driving safety; **Passenger Relations:** Perceived negative treatment of passengers by an MTD Employee; **Missed Passengers:** Complaints that passengers were passed up at MTD authorized stops; **Missed Stop:** Complaint from passenger on board a bus where the driver did not stop at requested stop.

Q4 Passenger Boardings per Complaint



**4th Quarter
Compliments
& Complaints**



4 Compliments



49 Complaints

**FY 2022-23 YTD
Compliments
& Complaints**



53 Compliments



224 Complaints