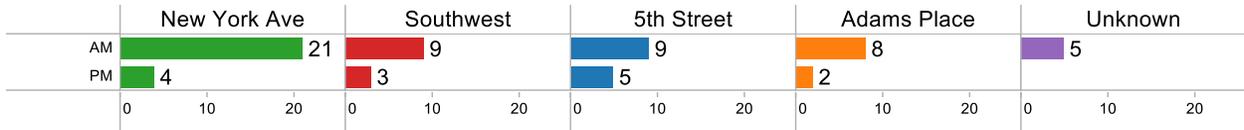


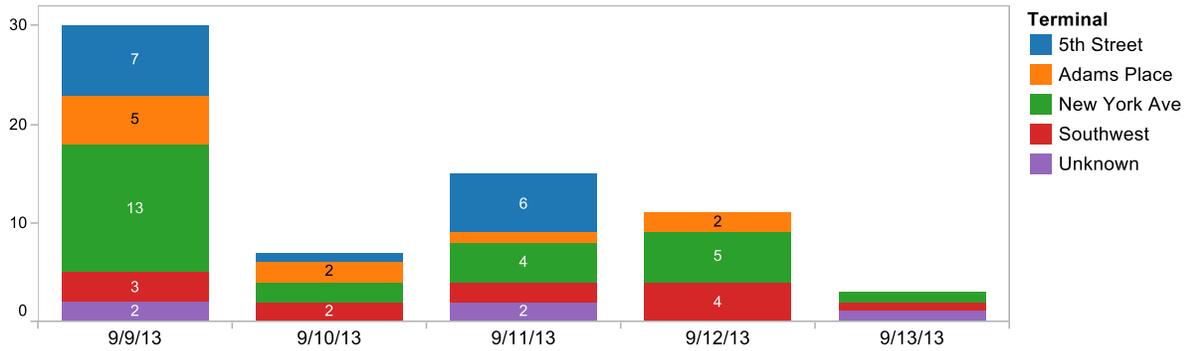
September 9 – 13, 2013 Weekly Terminal Complaints Report

COMPLAINT: Reports from citizens, parents, and school administrators to the Division regarding transportation issues.

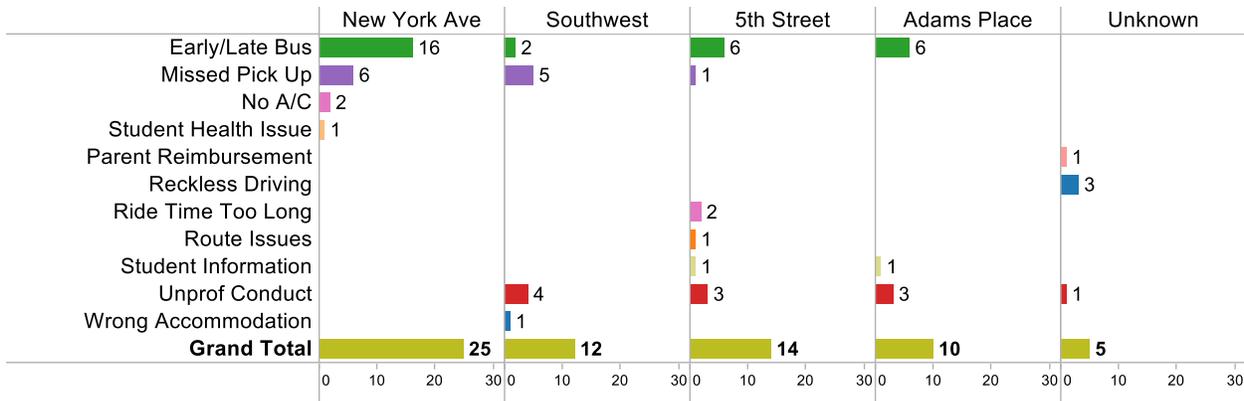
During the week of September 9-13, there were 67 complaints. Seventy-nine percent of the complaints were regarding issues during morning transport.



Complaints were highest at the beginning of the week with 30 on Monday and only 3 on Friday.



Most frequent categories: Early/Late Bus (30), Missed Pick Up (12), and Unprofessional Conduct (11).



Compliment

Southwest received a compliment on route 371 for the bus staff and especially the attendant. The parent is pleased with their professionalism and how they interact with her daughter and make sure she feels comfortable on a bus with all male students.