

## Appendix A - Customer Requests for Service

### 1. Customer requests by Service Issue

Categories	Customer Requests
Weekend Service	60
Service to New Area	46
Earlier/Later Service	38
Stop Change	32
Routing Change	17
Higher Frequency	14
Response to Planned Changes	5
Time Adjustment	5
Service Improvement	1
Grand Total	218

## 2. Customer requests by route/area

Categories	Route / Area	Customer Requests
New Weekend Service	33	23
	36	22
	23	6
	57	3
	Other	4
Earlier / Later Service	21	7
	23	5
	36	3
	System Wide	2
	Other	21
Service to New Area	Vista Hills	9
	River Mill Community	5
	Laurentian West	4
	Breslau	4
	Conestoga College Reuter	3
	Royal Oak / Speedsville, CAM	3
	Kiwanis Park	2
	Mannheim	2
	Ottawa / Trussler	2
	Other	12