

**GRTC Transit System
Complaint & Commendation Monthly Report
November 2019**

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Transportation Complaints	9	67	30	10	116
Customer Service Complaints	0	1	0	0	1
Equipment Complaints	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>5</u>
Total	13	68	31	10	122

Commendations: 9

Complaint Report

L - Letter Sent

L/T - Letter and Tickets Sent

C - Called

N/R - Can't Reach by phone or mail

P - Pending

Report Date Range is Between 11/1/2019 and 11/30/2019

Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
11/1/2019	27952	Passed-up Passenger (DVR)	GRTC Pulse	NonValid	C
11/1/2019	27968	Late Schedule (ISR)	NorthAve/Jahnke/Midlothian	Questionable (Mechanical)	Webmail
11/1/2019	27967	No Show (ISR)	Laburnum Connector	Valid (Mechanical)	Webmail
11/1/2019	27982	Rude Operator (DVR)	Grove	Valid	Webmail
11/1/2019	27994	Passed-up Passenger	Cary/Main/Whitcomb	Questionable	Webmail
11/1/2019	27953	Equipment (ISR)	Pemberton	Valid (Mechanical)	C
11/1/2019	27947	Passed-up Passenger (DVR)	Cary/Main/Whitcomb	NonValid	C
11/2/2019	27979	Rude Operator	A/B Nine Mile Henrico	Questionable	Webmail
11/2/2019	27954	Rude Operator (DVR)	W Broad	NonValid	C
11/3/2019	27959	Rude Fare Enforcement Person	GRTC Pulse	NonValid (Cust. Serv.)-	C
11/4/2019	27998	Improper Operation of Vehicle/Equipment	Highland/Jeff Davis	NonValid	C
11/4/2019	27965	Improper Operation of Vehicle (CAD)		Questionable	Webmail
11/5/2019	27975	Rude Operator	Henrico Government Center	NonValid	Webmail
11/5/2019	27971	Late Schedule	GRTC Pulse	Questionable	Twitter
11/5/2019	27970	Late Schedule	GRTC Pulse	Questionable	Twitter
11/5/2019	27966	Passed-up Passenger	ChurchHill	NonValid	C
11/6/2019	27999	Late Schedule		Questionable	Webmail
11/6/2019	27988	Rude Operator (CAD)	Patterson/Parham	NonValid	C

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11/6/2019	27990	Passed-up Passenger (CAD)	W Broad	NonValid	C
11/6/2019	27976	Rude Operator / Operator Not Servicing Stop		NonValid	C
11/6/2019	27973	Operator Passed Customers Desired Stop/Rude Operator	Laburnum Connector	Questionable	C
11/6/2019	27991	Passed-up Passenger (DVR)	GRTC Pulse	NonValid	Twitter
11/7/2019	28005	Passed-up Passenger	Grove	NonValid	C
11/7/2019	28013	Rude Operator	Cary/Main/Whitcomb	NonValid	C
11/7/2019	27992	Unprofessional Operator	GRTC Pulse	NonValid	C
11/7/2019	28011	Inaccurate CS Information	Richmond/Petersburg Express (PBG)	Beyond our Control	Webmail
11/7/2019	28010	Bus Stop Closures / Rude Operator	GRTC Pulse	Beyond our Control	Webmail
11/7/2019	28028	Passed-up Passenger	ChurchHill	NonValid	Webmail
11/7/2019	28001	Customer Injury	Bellemeade/Hopkins	Questionable	P
11/7/2019	28002	Late Schedule	Laburnum Connector	NonValid	C
11/7/2019	27996	Improper Operation of Vehicle/Equipment	Highland/Harwood/Jeff Davis	NonValid	C
11/7/2019	28007	No Show	Darbytown	NonValid	C
11/8/2019	28021	Improper Operation of Vehicle / Customer Injured	Highland/JeffDavis/Harwood	Questionable	P
11/8/2019	28019	Passed-up Passenger	NorthAve/Forest Hill	Valid	C
11/8/2019	28033	Early Schedule (CAD)	NorthAve/Forest Hill	Valid	C
11/8/2019	28014	Passed-up Passenger	Chamberlayne/Hull/Elkhardt	NonValid	C

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11/8/2019	28008	Early Schedule	South Laburnum	NonValid	Webmail
11/8/2019	28006	Passed-up Passenger	Patterson/Parham	NonValid	C
11/8/2019	28017	Improper Operation of Vehicle	Hermitage/East Main	Questionable	Twitter
11/9/2019	28022	Passed-up Passengers	Highland/Jeff Davis	NonValid	C
11/9/2019	28023	Rude Operator	Chamberlayne/Hull/Warwick	NonValid	C
11/9/2019	28025	Rude Operator / Passed-up Passenger (BRT)	GRTC Pulse	NonValid	C
11/10/2019	28058	Rude Operator	NorthAve/Forest Hill	Questionable	C
11/11/2019	28027	Passed-up Passenger	Chamberlayne/Hull/Warwick	NonValid	C
11/11/2019	28030	Rude Operator	Chamberlayne/Hull/Midlothian	NonValid	C
11/11/2019	28032	Early Schedule (CAD)	NorthAve/Midlothian/Belt Blvd	NonValid	Webmail
11/11/2019	28031	Rude Operator (DVR)	ChurchHill	NonValid	C
11/11/2019	28037	Late Schedule	Chamberlayne/Hull/Elkhardt	Questionable	Webmail
11/11/2019	28040	Passed-up Passenger (DVR)	Broad Rock/Walmsley	NonValid	C
11/11/2019	28034	Rude Operator	A/B Nine Mile Henrico	NonValid	C
11/12/2019	28039	No Show	Henrico Government Center	Valid (Mechanical)	Webmail
11/12/2019	28041	Fare Dispute	ChurchHill	Questionable	C
11/12/2019	28042	Late Schedule	NorthAve/Midlothian/Belt Blvd	Questionable	C
11/13/2019	28044	Late Schedule	NorthAve/Jahnke/Midlothian	Questionable	C

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11/13/2019	28045	Late Schedule	Cary/Main/Whitcomb	Valid (Mechanical)	Twitter
11/13/2019	28047	Passed-up Passenger	Cary/Maymont	NonValid	C
11/13/2019	28046	Early Schedule (CAD)	Stony Point Express (RIC)	Valid	C
11/13/2019	28050	Aggressive Passenger (CAD)	W Broad	NonValid	P
11/14/2019	28055	Improper Operation of Vehicle		Beyond our Control	Webmail
11/14/2019	28056	Late Schedule	Hermitage/East Main	Questionable	Twitter
11/14/2019	28054	Operator Passed Customer's Desired Stop	Highland/Harwood/Jeff Davis	Questionable	C
11/14/2019	28052	Early Schedule	Azalea Connector	Questionable	C
11/14/2019	28049	Fare Dispute	GRTC Pulse	NonValid	C
11/14/2019	28051	Operator Driving Too Fast (DVR)	Highland/JeffDavis/Harwood	NonValid	C
11/15/2019	28066	Unprofessional Operator / Rude Operator		NonValid	Webmail
11/15/2019	28053	Passed-up Passenger / Rude Operator	Oakwood	NonValid	P
11/15/2019	28059	Rude Operator / Passed-up Passenger	Gaskins Express	Questionable	C
11/15/2019	28093	Late Schedule	Laburnum Connector	Questionable	C
11/15/2019	28057	Passed-up Passenger	Chamberlayne/Hull/Midlothian	NonValid	C
11/16/2019	28102	No Show	Cary/Main/Whitcomb	NonValid	L
11/16/2019	28062	Improper Operation of Vehicle	NorthAve/Jahnke/Midlothian	NonValid	C
11/16/2019	28061	Passed-up Passenger	Highland/Jeff Davis	NonValid	C

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11/16/2019	28063	Rude Operator	Chamberlayne/Hull/Elkhardt	NonValid	C
11/16/2019	28068	Rude Operator	Cary/Main/Whitcomb	Questionable	C
11/17/2019	28065	Rude Operator	A/B Nine Mile Henrico	NonValid	C
11/17/2019	28067	Improper Operation of Vehicle	NorthAve/Jahnke/Midlothian	Beyond our Control	C
11/18/2019	28072	Fare Dispute	GRTC Pulse	Beyond our Control	Webmail
11/19/2019	28097	Bus Route	Orbital	Valid	Webmail
11/19/2019	28085	Passed-up Passenger (DVR)	Grove	NonValid	C
11/19/2019	28081	Rude Operator .	Grove	NonValid	C
11/19/2019	28078	Rude Operator	NorthAve/Midlothian/Belt Blvd	NonValid	C
11/19/2019	28076	Rude Operator (DVR)	Highland/Jeff Davis	Questionable	C
11/19/2019	28075	Rude Operator / Rude Employee	GRTC Pulse	NonValid	C
11/19/2019	28079	Passed-up Passenger	Gaskins Express	NonValid	C
11/19/2019	28080	Passed-up Passenger (DVR)	Gaskins Express	NonValid	C
11/19/2019	28074	Early Schedule (CAD)	Darbytown	Valid	C
11/19/2019	28071	Rude Operator / Operator Left Bus Unattended (DVR)	Gaskins Express	NonValid	C
11/19/2019	28073	Rude Employee - Fare Enforcement	GRTC Pulse	Questionable	Webmail
11/20/2019	28099	Rude Operator	GRTC Pulse	NonValid	Webmail
11/20/2019	28100	Operator Making Unscheduled Stops		Questionable	Webmail

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11/20/2019	28098	Late Schedule		Questionable	Webmail
11/20/2019	28086	Rude Operator		Questionable	C
11/20/2019	28084	Early Schedule (CAD)	White Oak Village Express	NonValid	C
11/20/2019	28083	Improper Operation of Vehicle	Henrico Government Center	NonValid	C
11/20/2019	28082	Late Schedule	Gaskins Express	Valid	C
11/21/2019	28089	Early Schedule (CAD)	W Broad	Valid	C
11/21/2019	28095	Rude Operator	Bellemeade/Hopkins	NonValid	C
11/21/2019	28101	Rude Operator	Broad Rock/Walmsley	NonValid	Webmail
11/21/2019	28088	Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
11/22/2019	28104	Late Schedule	GRTC Pulse	Questionable	C
11/22/2019	28105	Passed-up Passenger	Cary/Main/Whitcomb	NonValid	C
11/22/2019	28103	Early Schedule	Highland/Jeff Davis	Questionable	C
11/23/2019	28107	Passed-up Passenger (CAD)	A/B Nine Mile Henrico	NonValid	C
11/24/2019	28106	Passed-up-Passenger	NorthAve/Midlothian/Belt Blvd	NonValid	C
11/25/2019	28110	Rude Operator	W Broad	NonValid	C
11/25/2019	28111	Rude Operator (DVR)	A/B Nine Mile Henrico	NonValid	C
11/25/2019	28109	Rude Operator / Passed-up Passenger	Pemberton	NonValid	C
11/25/2019	28114	Late Schedule (CAD)	Gaskins Express	Valid	C

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11/25/2019	28113	Passed-up Passenger	A/B Nine Mile Henrico	Beyond our Control	C
11/25/2019	28116	Rude Operator (DVR)	A/B Nine Mile Henrico	NonValid	C
11/25/2019	28117	Rude Operator	A/B Nine Mile Henrico	NonValid	C
11/26/2019	28121	Operator Failed to Assist	Chamberlayne/Hull/Midlothian	Beyond our Control	C
11/26/2019	28120	Passed-up Passenger's Stop	A/B Nine Mile Henrico	NonValid	C
11/27/2019	28126	Improper Operation of Vehicle/Equipment (DVR)	NorthAve/Jahnke/Midlothian	NonValid	C
11/27/2019	28127	Passed-up Passenger (DVR)	Chamberlayne/Hull/Elkhardt	NonValid	C
11/28/2019	28130	No Show	Highland/Harwood/Jeff Davis	Beyond our Control	C
11/28/2019	28131	No Show	A/B Nine Mile Henrico	Beyond our Control	C
11/28/2019	28137	No Show	Oakwood	Beyond our Control	Facebook
11/28/2019	28129	Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
11/29/2019	28139	Bus Stop Issues - Terrible Odor		Questionable	Webmail
11/30/2019	28134	Injury to Customer (BRT)	GRTC Pulse	NonValid	P
11/30/2019	28135	Operator Not in Accordance		Questionable	

Commendation Report

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Date	ID	Commendation Description	Line Name	Commendation Resolution
11/1/2019	1935	Kudos to the CSR		
11/3/2019	1936	Kudos to the Operator	Grove	
11/15/2019	1948	Always safe and courteous	Orbital	
11/15/2019	1947	Always a safe, courteous driver	Highland/JeffDavis/Harwood	
11/15/2019	1946	Very professional and courteous	Orbital	
11/15/2019	1945	Very professional & courteous	Cary/Main/Whitcomb	
11/15/2019	1944	Very kind, patient, very special	A/B Nine Mile Henrico	
11/16/2019	1942	Driver very safe with the marathon detours	NorthAve/Midlothian/Belt Blvd	
11/18/2019	1943	Outstanding/patient operator	Chamberlayne/Hull/Warwick	