

**GRTC Transit System
Complaint & Commendation Monthly Report
January 2020**

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Transportation Complaints	21	48	18	7	94
Customer Service Complaints	0	1	1	0	2
Equipment Complaints	<u>3</u>	<u>0</u>	<u>1</u>	0	<u>4</u>
Total	24	49	20	7	100

Commendations: 6

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 1/1/2020 and 1/31/2020

Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
1/1/2020	28326	Rude Operator / Early Schedule	Chamberlayne/Hull/Warwick	Questionable	C
1/1/2020	28319	No Show (DVR)	NorthAve/Jahnke/Midlothian	Valid	C
1/2/2020	28322	Rude Fare Enforcement Officer		Questionable	C
1/3/2020	28335	No Show		Questionable	Webmail
1/3/2020	28336	Late Schedule		Questionable	Webmail
1/3/2020	28325	Rude Operator (DVR)	Cary/Maymont	NonValid	C
1/4/2020	28328	Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
1/4/2020	28340	Operator did not stop when customer requested a stop.	Orbital	Questionable	SM
1/4/2020	28342	Rude CSRs		NonValid	P
1/5/2020	28331	Rude Operator (BRT)	GRTC Pulse	NonValid	C
1/6/2020	28348	Bus Stop Closed	GRTC Pulse	NonValid (CS)	Webmail
1/6/2020	28345	Passed-up Passenger		Questionable	C
1/6/2020	28332	Fare Dispute (DVR)	W Broad	NonValid	C
1/6/2020	28338	Fare Dispute (DVR)	Highland/Jeff Davis	Valid	L
1/6/2020	28333	Improper Operation of Vehicle (DVR)	Richmond/Petersburg Express(PBG)	NonValid	C
1/6/2020	28344	Accident Involving Shuttle Bus		Questionable	P
1/7/2020	28355	Passed-up Passenger (DVR)	Orbital	Valid	C

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1/7/2020	28346	No Show		Questionable	Webmail
1/7/2020	28372	Early Schedule (CAD)	Chamberlayne/Hull/Elkhardt	Valid	C
1/7/2020	28363	Rude Operator / Late Schedule (CAD)		NonValid	Webmail
1/7/2020	28361	Rude Operator	Darbytown	Valid	N/R
1/7/2020	28371	No Show (CAD)	ChurchHill	Valid (Mechanical)	C
1/7/2020	28357	Rude Operator	GRTC Pulse	NonValid	C
1/7/2020	28364	Passed-up Disabled Passengers (BRT)	GRTC Pulse	NonValid	SM
1/7/2020	28356	No Show (CAD)	Grove	NonValid	C
1/7/2020	28351	Passed-up Passenger (DVR)	A/B Nine Mile Henrico	NonValid	C
1/7/2020	28354	No Show (CAD)	ChurchHill	NonValid	C
1/7/2020	28349	VCU Student Fare Dispute	Highland/Jeff Davis	Valid	L
1/8/2020	28360	Bus did not service Hospital Shelter as Scheduled (CAD)	Bellemeade/Hopkins	Valid	C
1/8/2020	28362	Unprofessional Operator	Commonwealth 20 Express (CHF)	Valid	P
1/8/2020	28373	Passed-up Passenger	Bellemeade/Hopkins	Valid	C
1/8/2020	28358	Early Schedule (CAD)	A/B Nine Mile Henrico	Valid	C
1/9/2020	28370	Early Schedule	Chamberlayne/Hull/Elkhardt	NonValid	C
1/9/2020	28365	Passenger Safety Concerns	Chamberlayne/Hull/Midlothian	Beyond our Control	C

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1/9/2020	28366	Rude Operator / Passed-up Passenger (DVR)	W Broad	Beyond our Control	C
1/10/2020	28374	Improper Operation Of Vehicle (DVR)	W Broad	NonValid	C
1/10/2020	28375	Improper Operation Of Vehicle (DVR)	NorthAve/Jahnke/Midlothian	Valid	C
1/10/2020	28385	Rude Operator (DVR)	ChurchHill	NonValid	Webmail
1/10/2020	28384	Rude Operator		Questionable	Webmail
1/11/2020	28378	Rude Operator (DVR)	NorthAve/Midlothian/Belt Blvd	NonValid	C
1/11/2020	28388	Passed-up Passenger (DVR)	Broad Street	NonValid	C
1/11/2020	28383	No Show (CAD)	Cary/Maymont	NonValid	Webmail
1/11/2020	28376	Early Schedule	W Broad	Valid	C
1/11/2020	28377	Unprofessional Operator		NonValid	C
1/11/2020	28380	Passed-up Passenger (DVR)	ChurchHill	NonValid	N/R
1/11/2020	28379	Early Schedule (CAD)	W Broad	Valid	C
1/12/2020	28387	Rude Operator	GRTC Pulse	NonValid	C
1/12/2020	28382	No Show (CAD)	Highland/Harwood/Jeff Davis	NonValid	C
1/13/2020	28381	Improper Operation of Vehicle/Equipment (DVR)	Cary/Main/Whitcomb	NonValid	C
1/13/2020	28391	Early Schedule (CAD)	Stony Point Express (RIC)	NonValid	Webmail
1/13/2020	28392	Late Schedule		Questionable	Webmail

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1/13/2020	28395	Inaccurate Operator information	NorthAve/Jahnke/Midlothian	Questionable	C
1/14/2020	28400	Rude Operator / Wrong Route (CAD)	Highland/Harwood/Jeff Davis	NonValid	C
1/14/2020	28397	Late Schedule	Oakwood	Questionable	C
1/14/2020	28424	Late Schedule (CAD)	Chamberlayne/Hull/Midlothian	Beyond our Control	Webmail
1/14/2020	28423	No Show (CAD)	Chamberlayne/Hull/Warwick	NonValid	Webmail
1/15/2020	28426	Rude Operator (DVR)	Cary/Main/Whitcomb	Valid	Webmail
1/15/2020	28401	Unprofessional Operator	Highland/Jeff Davis	Valid	C
1/15/2020	28399	Early Schedule (CAD)	NorthAve/Jahnke/Midlothian	Valid	C
1/16/2020	28409	Ruder Operators to Customers with Disabilities		Questionable	C
1/16/2020	28427	Passed-up Passenger	Broad Rock/Walmsley	Questionable	Webmail
1/16/2020	28411	No Show (ISR)	Patterson	Valid (Mechanical)	C
1/16/2020	28413	Unprofessional Operator	Bellemeade/Hopkins	Beyond our Control	C
1/17/2020	28414	Rude Operator / Unprofessional Operator (DVR)	GRTC Pulse	Valid	C
1/18/2020	28417	Passed-up Passenger	NorthAve/Midlothian/Belt Blvd	NonValid	C
1/18/2020	28416	Rude Operator (CAD)	NorthAve/Jahnke/Midlothian	NonValid	C
1/18/2020	28444	Late Schedule (CAD)	Patterson	Valid	Webmail
1/19/2020	28418	Rude Operator (BRT)	GRTC Pulse	NonValid	C

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1/20/2020	28428	No Show	Cary/Main/Whitcomb	NonValid	C
1/20/2020	28449	Late Schedule	NorthAve/Forest Hill	Questionable	Webmail
1/20/2020	28445	Rude Operator / Late Schedule (CAD)	GRTC Pulse	Valid	Webmail
1/20/2020	28421	Passed-up Passenger (DVR)	Broad Street	NonValid	C
1/21/2020	28422	Rude Operator (DVR)	Bellemeade/Hopkins	NonValid	C
1/21/2020	28430	No Show	Cary/Main/Whitcomb	Beyond our Control	L
1/21/2020	28431	Passed-up Passenger (DVR)	ChurchHill	NonValid	C
1/21/2020	28433	Passed-up Passenger (DVR)	Broad Rock/Walmsley	Valid	C
1/21/2020	28446	Equipment / Fumes	Commonwealth 20 Express (CHF)	Questionable (Mechanical)	Webmail
1/21/2020	28438	Passed-up Passenger (DVR)	ChurchHill	NonValid	C
1/22/2020	28447	No Show (ISR)	GlensideExpress	Valid (Mechanical)	Webmail
1/22/2020	28436	Improper Operation of Vehicle (DVR)		NonValid	C
1/22/2020	28434	Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
1/22/2020	28440	Early Schedule (CAD)	Laburnum Connector	NonValid	C
1/22/2020	28435	Rude Operator	GRTC Pulse	Valid	C
1/24/2020	28464	Rude Operator and Fare Operator	GRTC Pulse	Questionable	C
1/24/2020	28452	No Show / Early Schedule (CAD)	NorthAve/Forest Hill	NonValid	C

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1/24/2020	28454	Unprofessional Operator/Improper Operation of Vehicle (DVR)	Hermitage/East Main	NonValid	C
1/24/2020	28465	Rude Operator and Late Schedule (CAD)	GRTC Pulse	NonValid	C
1/24/2020	28461	Passed-up Passenger	Orbital	Questionable	Webmail
1/25/2020	28455	Passenger asked to Leave Bus (ISR)	Highland/Harwood/Jeff Davis	NonValid	C
1/25/2020	28456	Rude Operator / Passed-up Passenger (DVR)	W Broad	NonValid	C
1/27/2020	28468	Customer Inquiry - re: Shooting	Cary/Main/Whitcomb	Beyond our Control	C
1/27/2020	28462	Passed-up Passenger	Cary/Main/Whitcomb	NonValid	Webmail
1/27/2020	28460	Passed-up Passengers. Run 562. (DVR)	Cary/Main/Whitcomb	NonValid	L
1/27/2020	28463	Passed-up Passenger (DVR)	Hermitage/East Main	NonValid	Webmail
1/28/2020	28467	Rude CSR		Questionable (CS)	Webmail
1/28/2020	28475	Rude Operator		Questionable	C
1/28/2020	28470	Rude Operator	Chamberlayne/Hull/Midlothian	NonValid	C
1/28/2020	28471	Rude Operator (BRT)	GRTC Pulse	NonValid	C
1/28/2020	28472	Passed-up Passengers at two Pulse Platforms	GRTC Pulse	NonValid	SM
1/29/2020	28474	Bus Stop Issues	GRTC Pulse	Beyond our Control	Webmail

Commendation Report

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Date	ID	Commendation Description	Line Name	Commendation Resolution
1/10/2020	1965	Great work and customer service	ChurchHill	
1/24/2020	1969	Kind and Efficient Supervisor	GRTC Pulse	
1/26/2020	1967	Very polite, very friendly and very energetic	Chamberlayne/Hull/Elkhardt	
1/27/2020	1970	Calm Driver	Highland/JeffDavis/Harwood	
1/27/2020	1968	Kudos to the Driver	Chamberlayne/Hull/Elkhardt	
1/28/2020	1971	Excellent service provided	ChurchHill	