

**Specialized Transportation  
Complaint & Commendation Monthly Report  
January 2020**

	Valid	Non-Valid	Questionable	Beyond our Control	Total
<b>Operation Complaints</b>	3	12	0	0	15
<b>Customer Service Dept. Complaints</b>	1	1	1	0	3
<b>Equipment Complaints</b>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Total</b>	4	13	1	0	18

**Commendations: 2**

## Specialized Transportation - Complaint Report

Report Date Range is Between 1/1/2020 and 1/31/2020

L - Letter Sent    L/T - Letter and Tickets Sent    C – Called    N/R - Can't Reach by phone or mail    P - Pending

Date of Incident	ID	Complaint Description	Disposition	Internal Review Classification	Complaint Resolution
1/3/2020	5364	Lady phoned stating the driver put the customer off in the middle of the circular parking lot and left her there.	The video was reviewed and the Operator escorted the customer to the door. The Operator called Dispatch to advise that they called someone to come escort customer into the building. The customer was not left in the parking lot.	NonValid	C
1/4/2020	5368	A letter was sent stating van 1886 was weaving in and out of lanes with no signals. The bus was exceeding the speed limit up to 60 MPH in a 45 MPH zone.	The DVR and drive cam was reviewed and it did not show any of these actions described in the complaint.	NonValid	N/R
1/10/2020	5365	The customer called at 1:11PM wanting to know where her van was. Her pick up time was 10:41AM-11:11AM.	The trip was researched and the customer was not picked up. The driver has been addressed on this incident.	Valid	C
1/10/2020	5366	The customer called looking for his ride for today.	Upon checking the customer was not scheduled for pick up today. He only made reservations through January 9. It was explained to the customer we would try to accommodate him if possible, but there was no guarantee.	NonValid (CS)	C
1/13/2020	5372	The customer called because she was on the vehicle for over two hours. The pickup time was 4:00PM-4:30PM and she was picked up before 4:30PM. The customer was dropped off at 6:10PM.	Management has advised the Operator if he is unsure of how to run his route he should call Dispatch for directions and suggestions. The customer should not be riding over 90 minutes. The customer was picked up at 4:26PM and dropped off at 6:13PM.	NonValid	C
1/13/2020	5369	Customer called because she was not picked up yesterday. Someone from Sheltering Arms called Dispatch and advised that she already had a ride.	The trip was cancelled when Dispatch received the call.	NonValid	C
1/16/2020	5370	The customer called stating the Dispatcher was rude. She wanted to know why she could not tell her when she would be picked up and taken directly home.	The call was reviewed, and Dispatcher answered the customers question with no tone or rudeness in her voice at all. The customer did not want anyone else picked up before being dropped off. Returned call and left voice mail.	NonValid	C

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1/16/2020	5371	The customer called and stated the driver cut him off causing him to slam on brakes and to almost strike his vehicle. The driver made an illegal left turn.	The DVR was pulled and the driver did not cut driver off.	NonValid	C
1/17/2020	5373	The customer called and stated the driver was rude and would not answer her questions when she asked her.	The DVR was pulled and viewed, the driver did respond to customer. She was respectful and answered questions when asked by the customer.	NonValid	C
1/22/2020	5374	A staff member from the adult day care called in because a customer was dropped off passed his appointment time.	The driver picked customer up within the window time and there was not enough time to be dropped off by 8AM. The driver had other scheduled pickups. The customer did not allow enough traveling time when she scheduled her ride.	NonValid	C
1/23/2020	5375	The customer called because she was upset that she did not make her 8:00AM appointment.	Management attempted to explain to customer that she did not allow herself enough time for an 8:00AM appointment. She became very belligerent and stated she will just find herself another means of transportation and hung up.	NonValid	C
1/24/2020	5376	The customer was transferred by Eligibility Coordinator.	Upon calling her back customer stated there was no need she had already talked to someone.	NonValid	C
1/27/2020	5379	The customers mom left a message saying she could not get through to Dispatch to cancel her son's ride. She held on for 45 minutes until her phone went dead. The phone kept saying your call will be answered in 3 seconds.	The IT Department is still researching this issue.	Questionable (CS)	C
1/28/2020	5377	The customer phoned in and stated the driver was rude and did not let her off at the curb. She was let off in the street.	The DVR was pulled and the driver was not rude to the customer and was dropped off in a safe location.	NonValid	C
1/28/2020	5382	The customer left a message stating everyday he is picked up late from his location. He has a 3:00PM-3:30PM pick up time.	The customers trips were researched and for the last two weeks he has been picked up late.	Valid	C
1/29/2020	5378	The customer called stating the dispatcher was very short with her when she called to check on her ride.	The call was reviewed and the dispatcher was only trying to assist the customer.	NonValid	C

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1/30/2020	5383	The customers aunt called because he was late for his dialysis chair time of 6:30AM and was not dropped off until 730AM.	The driver was late and she had four 6:00AM pickups due to tight scheduling.	Valid	C
1/31/2020	5380	The customers mom called to check on her ride and no ride was showing in the system.	The call was reviewed and the trip was made in error for February 4. The CSR is aware and has been advised of this error.	Valid (CS)	C

## Specialized Transportation – Commendation

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L/T - Letter and Tickets Sent

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

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Date	ID	Commendation Description	Commendation Resolution
1/13/2020	896	Dispatch did an excellent job doing a dual reservation quickly.	L/T
1/16/2020	897	The customer called to commend the driver for getting her to church on time.	C