

Specialized Transportation Complaint & Commendation Monthly Report October 2019

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Operation Complaints	3	9	1	1	14
Customer Service Complaints	3	3	0	0	6
Equipment Complaints	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	6	12	1	1	20
Commendations: 6					

Specialized Transportation – Complaint

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 10/1/2019 and 10/31/2019

Date of Incident	ID	Complaint Description	Disposition	Internal Review Classification	Complaint Resolution
10/2/2019	5326	The customer stated she was on the van returning home for two hours and the van was late picking her up. The customer's pickup time was from 1:50PM - 2:20PM.	The van arrived at 2:35PM and the customer was dropped off at 4:35PM.	Valid	C
10/2/2019	5319	The customer called stating the van did not stop in front of his home. The customer had a doctor's appointment and couldn't make it.	The DVR was reviewed and the driver did stop at the customer's residence.	NonValid	C
10/2/2019	5316	The customer called to say the driver was rude. She has been riding for years and she doesn't understand why she need to show her ID.	It was explained to customer the policy is to show your ID card so that the wrong person is not picked up. The driver is following policies and procedures.	NonValid	C
10/3/2019	5317	The customer's job coach emailed and stated the customer was told he did not have a trip scheduled going to work.	The trip was scheduled as requested. The trip was cancelled by a dispatcher due to the customer calling in to cancel it.	NonValid (CS)	C
10/3/2019	5318	The customer missed his van. Several phone calls were made and received no answer. The van was 7 minutes late arriving. His original vehicle broke down and he was added to another driver's manifest.	Upon speaking to operator, the original vehicle broke down and he was assigned to her. The driver was 7 minutes outside his window.	NonValid	C
10/3/2019	5322	The customer stated she was on the van from 4:10PM – 5:23PM. The customer wants to know why she can't go straight home.	The customer was not on the van over 90 minutes. The customer is aware that this is a shared ride service.	NonValid	C
10/10/2019	5320	The customer called and stated the driver from New York cursed him out. Upon checking the driver was a female not a male driver.	The voicemail was reviewed and upon asking for customer, the brother Anthony stated it was him who was cursed out. The two brothers ride the service and it was not determined which one filed the complaint. We were unable to get a clear understanding from customer.	Questionable	C
10/10/2019	5321	The customers daughter called because the van did not wait for her to get her mother out of the house. She stated the van was early.	The van arrived at 8:50AM and waited until 9:07AM. The customer's pick-up time is 9AM – 9:30AM. The driver waited seven minutes pass the pick-up time.	NonValid	C

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10/11/2019	5325	The customers wife called and complained about the van not arriving to pick him up and the time is 10:5AM. The customers pick up time is 9:02AM - 9:32AM. The customer has until 11:15AM to make the appointment. This is the fourth time this has happened.	The customer was picked up at 11:12AM and was dropped off at 11:58AM. The trip was late due to tight scheduling.	Valid	C
10/15/2019	5327	The customer called and stated that her van never showed up for her doctor's appointment. The customer's window time was from 7:44AM - 8:14AM.	The customer called in to cancel her ride at 8:45AM. Per the dispatcher, the driver was running late.	Valid	C
10/17/2019	5324	The customer called to complain about the ride because of the pot holes and also the times. She wanted to be taken directly to her destination.	The street potholes are beyond transportation control. Due to the shortage of drivers today, all runs were running behind schedule.	Beyond our Control	C
10/17/2019	5323	The customer called stated the van came early. Upon checking, the van was there at 11:33AM within the window time of 11:27AM - 1157AM. The customer missed his van.	The driver arrived at location 11:33AM stood by until 11:40AM. The customer was called, and a message was left.	NonValid	C
10/18/2019	5330	A staff member from the dialysis center called and stated her patient was 45 minutes late to the appointment. The staff member went to tell the van driver she would be out in 5 minutes and the van left. The customer was marked a no show at 4:02pm after the driver waited 5 minutes.	The customer was marked a call when ready at 1:03PM. The return trip was cancelled and when the customer was ready a van was sent.	NonValid	C
10/18/2019	5331	The customers mom called and stated a reservation was made for 10/18/19 and no reservation was made.	The call was reviewed and the reservation was scheduled as requested.	NonValid (CS)	C
10/19/2019	5332	An email was sent stating van 1907 ran the stop sign at Hart Street and Nine Mile Rd.	The video was viewed and the driver did not run any red lights during the time mentioned on the email at 6:13PM.	NonValid	N/R
10/21/2019	5328	The customers wife called to complain that her husband was on the van for over 2 hours. She stated that he had a medical appointment and has health issues. The customer had not eaten.	The customer was picked up at 4:21PM and dropped off at 6:04PM.	NonValid	C

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10/21/2019	5329	The customer stated that her reservations for the week were incorrect. She stated that she requested a return pick up of 6PM; however, her trips showed 4PM. On 10/21/2019, she was picked up at 7:45PM because the trip time was incorrectly entered as 4PM.	The call was reviewed and the customer requested to be picked up at 6PM. This was an error by the CSR. The dispatcher did accommodate the customer and the CSR is aware of the error.	Valid (CS)	C
10/23/2019	5334	The customer left a message stating the pick-up time entered was not correct.	The call was reviewed and the time was entered in error. The time entered was 5PM instead of 7PM.	Valid (CS)	C
10/24/2019	5333	The customer called to say that his pick-up window was 12:37PM-1:07PM. The customer had a 2PM doctor's appointment. As of 1:57PM the van had not arrived. The customer was upset that dispatch could not tell him where the van was.	The van arrived at 2:11PM and the customer was dropped off at 2:29PM.	Valid	C
10/25/2019	5336	The customer emailed stating her reservation times were changed and she was not aware of it. The times were changed from 6AM – 6:30AM to 6:15AM - 6:45AM.	The trip was scheduled correctly. Customer lives in an area where we cannot enter the county prior to 6AM and customer was fully aware of the times.	NonValid (CS)	C
10/29/2019	5335	The customer called and stated the reservation for her son was entered under her name.	The trip was researched and it was scheduled incorrectly. The CSR has been advised of this error.	Valid (CS)	C
10/29/2019	5337	The driver never showed up. The customer states she was in the lobby waiting with the receptionist.	The customer was marked a call when ready and a second trip was entered. The customer was marked a no show at 3:36PM.	NonValid	C

Specialized Transportation – Commendation

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Date	ID	Commendation Description	Commendation Resolution
10/1/2019	877	The CSR was very helpful with her questions and quick making the reservations.	C
10/2/2019	879	The customer called to commend Operator for her kindness.	C
10/2/2019	878	The customer called to commend Operator for being so kind.	C
10/3/2019	880	CSR did a very good job assisting the customer with the reservation.	C
10/21/2019	881	The CSR was very nice, helpful, and professional.	C
10/31/2019	884	We have a great group of drivers and customer service representatives.	C