

Specialized Transportation  
Complaint & Commendation Monthly Report  
November 2019

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Operation Complaints	2	7	0	0	9
Customer Service Complaints	1	0	0	0	1
Equipment Complaints	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	3	7	0	0	10

Commendations: 4

## Specialized Transportation - 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

<u>Date of Incident</u>	<u>ID</u>	<u>Complaint Description</u>	<u>Disposition</u>	<u>Internal Review Classification</u>	<u>Complaint Resolution</u>
11/3/2019	5339	The customer called and stated the van never showed up to pick her up from church.	The customer had a 1:00pm-1:30pm. The van arrived at 1:06pm and left at 1:13pm. The customer had already left.	NonValid	C
11/4/2019	5338	The customer stated we leave the phones off the hook and do not answer the calls. The customer then stated the dispatcher called her and stated the van was out there but it wasn't. Customers time was 12:30pm-1:00pm.	The calls were being answered and the customer was picked up at 12:39pm.	NonValid	C
11/8/2019	5341	There was a van out front of a facility for a customer and the driver pulled off. The staff was walking the customer out of the facility.	The driver was out there from 1:48pm-2:08pm. The driver saw no sign of the customer.	NonValid	C
11/11/2019	5342	The customer called in to the fixed route center and stated he was near Parham and Rivers Road. The driver almost ran him off the road. The operator put his middle finger up and got out of the vehicle hit the window while using profanity.	After reviewing the footage, the only scene observed was the operator getting out the van. The operator was addressed on this by the General Manager.	NonValid	C
11/13/2019	5340	Van 1870 was observed going the wrong way east bound on Main Street. There were cars honking the horn at the van.	The video was reviewed and the driver was going the wrong way. The driver is aware of this complaint and she has been addressed.	Valid	C
11/18/2019	5346	A customer emailed in for customer stating she was left stranded at the dialysis center.	The customer had a pick up time from 12:45pm-1:15pm. The van arrived at 2:17pm.	NonValid	C
11/20/2019	5344	Mr. Garrett feels the driver should not carry trainees on the vehicle. There was nowhere to sit. The Customer was rude because another passenger had sat in the rear where he usually sits.	The customer was advised that this is a shared ride service and no one has an assigned seat and to please be respectful to everyone. He was also advised that the language used was not appropriate.	NonValid	C
11/20/2019	5343	The customer states the driver drove her all over the city. The pick up location was 612 N.38th Street and the drop off was 4700 Laburnum Ave. The customer's time was 10:30am-11:00am.	The customer was only on vehicle for a total of ten minutes before being dropped off. The customer was picked up at 10:25am and dropped off at 10:35am.	NonValid	C
11/22/2019	5347	The customer emailed stating he scheduled a return ride leaving from O'Tooles and the van did not come back to pick him up.	The trips were researched and the times were put in for AM and not PM.	Valid (CS)	L
11/22/2019	5345 C	The customer called because the driver did not assist him with his bags.		The drivers are to assist customers to and from the door if needed. The driver has been advised to assist the customer.	Valid

## Specialized Transportation - Commendation

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<b>Date</b>	<b>ID</b>	<b>Commendation Description</b>	<b>Commendation Resolution</b>
11/8/2019	885	The CSR made the reservation without a long hold time and was courteous.	C
11/18/2019	886	The CSR was very nice and pleasant.	C
11/20/2019	887	Customer called to commend driver for being kind and going above and beyond.	C
11/21/2019	888	The customer called to commend the driver for her kindness.	N/R