

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

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Transportation Department	8	52	30	17	107
Customer Service Department	0	1	0	0	1
Maintenance Department	<u>5</u>	<u>1</u>	<u>1</u>	0	<u>7</u>
Total	13	54	31	17	115

Commendations: 3

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 12/1/2019 and 12/31/2019

Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
12/1/2019	28143	Improper Operation of Vehicle		NonValid	Webmail
12/1/2019	28140	Passed-up Passenger (DVR)	Chamberlayne/Hull/Elkhardt	NonValid	Webmail
12/2/2019	28138	Passed-up Passenger (DVR)	Orbital	Valid	N/R
12/2/2019	28145	No Show (CAD)	NorthAve/Forest Hill	NonValid	Webmail
12/2/2019	28146	No Show (CAD)	Hermitage/East Main	Questionable	Webmail
12/2/2019	28156	Late Schedule		Questionable	Webmail
12/2/2019	28141	Late Schedule (BRT)	GRTC Pulse	NonValid	C
12/3/2019	28152	Passed-up Passenger	Gaskins Express	NonValid	C
12/3/2019	28155	No Show	ChurchHill	Questionable	C
12/3/2019	28154	Bed Bugs	A/B Nine Mile Henrico	Questionable	P
12/3/2019	28153	Passed-up Passenger (DVR)	Chamberlayne/Hull/Elkhardt	NonValid	C
12/3/2019	28150	Improper Operation of Vehicle (DVR)	GRTC Pulse	NonValid	C
12/3/2019	28148	Passed-up Passenger	Orbital	NonValid	Twitter
12/3/2019	28147	Rude Operator / Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	Webmail
12/3/2019	28151	Early Schedule (CAD)	Orbital	Beyond our Control	C
12/4/2019	28162	Late Schedule	GRTC Pulse	Beyond our Control	Webmail
12/4/2019	28163	Late Schedule (CAD)	Darbytown	Beyond our Control	Webmail

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12/4/2019	28160	Late Schedule (BRT)	GRTC Pulse	Valid	Twitter
12/4/2019	28158	Improper Operation of Vehicle	Beyond our Control	C	
12/4/2019	28159	Passed-up Passenger	Grove	NonValid	C
12/4/2019	28161	Rude Operator		Beyond our Control	Webmail
12/5/2019	28169	Accident - "Possibly"		NonValid	P
12/5/2019	28164	Buses left idling for more than the approved 5 minutes		Valid	C
12/5/2019	28187	Rude Operator	Hermitage/East Main	Questionable	Webmail
12/5/2019	28192	Early Schedule	W Broad	Questionable	Webmail
12/5/2019	28188	Late Schedule	GRTC Pulse	Beyond our Control	Webmail
12/5/2019	28189	Operator not servicing stop (DVR)		NonValid	Webmail
12/5/2019	28190	Passed-up Passenger (DVR)	W Broad	Valid	Webmail
12/5/2019	28168	Rude Operator	Cary/Main/Whitcomb	NonValid	C
12/6/2019	28193	Late Schedule (ISR)	GlensideExpress	Valid (Mechanical)	Webmail
12/6/2019	28196	Late Schedule		Questionable	Webmail
12/6/2019	28201	Late Schedule (ISR)	GlensideExpress	Valid (Mechanical)	C
12/6/2019	28194	Improper Operation of Equipment	ChurchHill	Questionable	Webmail
12/6/2019	28172	Rude Operator (DVR)	NorthAve/Forest Hill	NonValid	C

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12/7/2019	28200	No Show	Broad Rock/Walmsley	NonValid	C
12/7/2019	28195	Passed-up Passenger		Questionable	Webmail
12/7/2019	28178	Passed-up Passenger (DVR)	Chamberlayne/Hull/Elkhardt	Questionable	C
12/8/2019	28175	Passed up Passenger (DVR)	NorthAve/Jahnke/Midlothian	NonValid	C
12/9/2019	28213	Late Schedule	Darbytown	Beyond our Control	Webmail
12/9/2019	28212	Late Schedule		Questionable	Webmail
12/9/2019	28198	No Show / Improper Operation of Vehicle (DVR)	ChurchHill	NonValid	C
12/9/2019	28199	No Show	NorthAve/Jahnke/Midlothian	Beyond our Control	C
12/9/2019	28184	Rude Operator (DVR)		NonValid	C
12/9/2019	28232	No Show	NorthAve/Jahnke/Midlothian	Beyond our Control	C
12/9/2019	28179	Late Schedule (CAD)	Chamberlayne/Hull/Elkhardt	Questionable	C
12/9/2019	28177	Early Schedule	Henrico Government Center	NonValid	C
12/9/2019	28174	Passed-up Passenger (DVR)	Oakwood	NonValid	Webmail
12/9/2019	28234	No response from Customer Service Manager.	NorthAve/Jahnke/Midlothian	NonValid (CS)	P
12/10/2019	28185	Passed-up Passenger (DVR)	Broad Rock/Walmsley	Valid	C
12/10/2019	28202	Passed-up Passenger (DVR)	Henrico Government Center	NonValid	C
12/10/2019	28211	Rude Operator		Questionable	Webmail

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12/10/2019	28186	Rude Operator / Passed-up Passenger (BRT)	GRTC Pulse	NonValid	C
12/10/2019	28208	Unprofessional Operators - Operators Talking		Questionable	Webmail
12/10/2019	28210	Rude Operator (**Refer to # 28208)		Questionable	Webmail
12/11/2019	28255	Passed-up Passengers	GRTC Pulse	NonValid	SM
12/11/2019	28220	No Show (CAD)	NorthAve/Forest Hill	NonValid	C
12/11/2019	28209	Passed-up Passenger / Rude Operator		NonValid	Webmail
12/11/2019	28207	Accident - Customer Injured	Laburnum Connector	Questionable	P
12/12/2019	28216	Fare Dispute / Rude Operator (DVR)	A/B Nine Mile Henrico	NonValid	C
12/12/2019	28217	Rude Operator (DVR)	Gaskins Express	NonValid	C
12/12/2019	28219	Passed-up Passenger bus#401 @ Hancock & Broad westbound.		NonValid	C
12/12/2019	28223	Passed-up Passenger (DVR)	Laburnum Connector	NonValid	C
12/13/2019	28231	Rude Operator (DVR)	Cary/Maymont	NonValid	Webmail
12/13/2019	28224	Bus Not properly Curbed Due To Motor Vehicle (DVR)	Chamberlayne/Hull/Warwick	Beyond our Control	P
12/14/2019	28233	Passed-up Passenger (DVR)	Chamberlayne/Hull/Warwick	Valid	Webmail
12/14/2019	28225	Rude Operator (DVR)	Hermitage/East Main	NonValid	C
12/15/2019	28228	Fare Dispute - IVM @ Pulse Station	GRTC Pulse	Questionable	Webmail
12/15/2019	28227	Improper Operation of Vehicle / Wheelchair Equipment	GRTC Pulse	Questionable	Webmail

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12/15/2019	28229	Rude Operator (DVR)	Orbital	NonValid	Twitter
12/16/2019	28239	Passed-up Passenger	Grove	Valid	C
12/16/2019	28240	Passed-up Passenger (DVR)	Highland/Jeff Davis	NonValid	C
12/16/2019	28244	No Show / Late Schedule / Early Schedule (DVR)	Grove	NonValid	Webmail
12/16/2019	28237	Passed-up Passenger	Orbital	NonValid	C
12/17/2019	28249	No Show (DVR)	Grove	NonValid	N/R
12/17/2019	28241	Rude Operator / Improper Operation of Vehicle	Laburnum Connector	NonValid	C
12/18/2019	28251	Improper Signage	Hermitage/East Main	NonValid	C
12/18/2019	28250	Rude Operator (DVR)	Highland/Jeff Davis	NonValid	C
12/18/2019	28246	Passed-up Passenger	GRTC Pulse	NonValid	Webmail
12/18/2019	28248	Early Schedule (DVR)	Highland/Jeff Davis	NonValid	C
12/19/2019	28267	Fare Dispute (ISR)	W Broad	Valid (Mechanical)	C
12/19/2019	28259	No Show (CAD)	Highland/Jeff Davis	Questionable	C
12/19/2019	28283	Operator nearly hit pedestrian by not honking loud enough	GRTC Pulse	Beyond our Control	L
12/19/2019	28262	Passed-up Passenger	Chamberlayne/Hull/Elkhardt	NonValid	C
12/19/2019	28253	Wrong Sign	Chamberlayne/Hull/Midlothian	NonValid (Mechanical)	C
12/19/2019	28252	No Show	Chamberlayne/Hull/Midlothian	Valid (Mechanical)	C

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12/19/2019	28258	Passed-up Passenger	Henrico Government Center	NonValid	C
12/20/2019	28274	No Show	Cary/Maymont	Valid (Mechanical)	C
12/20/2019	28264	Passed-up Passengers	GRTC Pulse	NonValid	C
12/20/2019	28266	Early Schedule	NorthAve/Jahnke/Midlothian	Questionable	C
12/20/2019	28263	Passed-up Passenger	GRTC Pulse	NonValid	C
12/22/2019	28269	Improper Operation of Vehicle		Questionable	C
12/22/2019	28272	TVM credit card not working at Allison St East. Rude FEO.	GRTC Pulse	Questionable	L
12/23/2019	28305	No Show	Gaskins Express	Beyond our Control	L
12/23/2019	28282	Rude Operators	GRTC Pulse	NonValid	L
12/23/2019	28276	Rude Operator		Questionable	C
12/23/2019	28273	Equipment / Dirty Bus	Highland/JeffDavis/Harwood	Questionable	C
12/24/2019	28278	No show	Highland/JeffDavis/Harwood	Beyond our Control	C
12/24/2019	28277	Rude Operator	W Broad	NonValid	C
12/25/2019	28281	No Show Pulse buses for an hour.	GRTC Pulse	Beyond our Control	SM
12/26/2019	28287	Passed-up Passenger	A/B Nine Mile Henrico	NonValid	C
12/26/2019	28293	Early Schedule / Passed-up Passenger	Chamberlayne/Hull/Elkhardt	Questionable	C
12/26/2019	28290	Late Schedule	A/B Nine Mile Henrico	Questionable	C

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12/27/2019	28291	Late Schedule	ChurchHill	Beyond our Control	C
12/27/2019	28294	No Shows on Multiple Dates	Gaskins Express	Valid	L
12/27/2019	28295	Equipment - Carbon Dioxide Leak (ISR)		Questionable (Mechanical)	C
12/27/2019	28292	No Show on early Route 14 buses both Dec 26 and 27	Hermitage/East Main	Beyond our Control	L
12/28/2019	28296	Passed-up Passenger (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
12/28/2019	28298	Improper Operation of Vehicle (DVR)	Highland/Jeff Davis	NonValid	C
12/28/2019	28297	No Show (CAD)	Montrose	NonValid	C
12/28/2019	28299	Rude Operator	A/B Nine Mile Henrico	Questionable	C
12/28/2019	28307	Delay (ISR)	A/B Nine Mile Henrico	Beyond our Control	SM
12/29/2019	28304	Operator not Servicing Stop	Chamberlayne/Hull/Eikhardt	Questionable	Webmail
12/30/2019	28301	No Show	ChurchHill	Questionable	P
12/30/2019	28302	Early Schedule	Highland/Jeff Davis	Questionable	C
12/30/2019	28310	Rude Operator (DVR)	NorthAve/Midlothian/Belt Blvd	NonValid	C

Commendation Report

L - Letter Sent

L/T - Letter and Tickets Sent

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

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Report Date Range is Between 12/1/2019 and 12/31/2019

Date	ID	Commendation Description	Line Name	Commendation Resolution
12/4/2019	1958	Good Driving Skills	Orbital	
12/4/2019	1955	Friendly Driver	Cary/Main/Whitcomb	
12/8/2019	1957	Helpful Customer	Orbital	