

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

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Transportation Complaints	20	61	37	14	132
Customer Service Complaints	0	0	2	0	2
Equipment Complaints	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>2</u>
Total	21	61	40	14	136

Commendations: 5

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 10/1/2019 and 10/31/2019

Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
10/1/2019	27744	Late Schedule	Cary/Maymont	NonValid	C
10/1/2019	27738	Incorrect customer service information from CSR and Operator	Chamberlayne/Hull/Midlothian	Questionable (CS)	L
10/1/2019	27743	Late Schedule (CAD)	Cary/Maymont	NonValid	Webmail
10/1/2019	27737	Improper Operation of Vehicle	Laburnum Connector	Valid	C
10/1/2019	27769	Late Schedule	GRTC Pulse	Questionable	Webmail
10/1/2019	27739	Equipment	GlensideExpress	NonValid	C
10/2/2019	27753	Equipment		Questionable	Webmail
10/2/2019	27771	Passed-up Passenger (DVR)	Highland/JeffDavis/Harwood	Beyond our Control	Webmail
10/2/2019	27754	Late Schedule		Beyond our Control	Webmail
10/2/2019	27750	Late Schedule	GlensideExpress	Valid	Webmail
10/2/2019	27751	Late Schedule / No Show	GlensideExpress	Valid	Webmail
10/2/2019	27755	Bus Issues - Inspector Stood in the Door	GRTC Pulse	Questionable	Webmail
10/2/2019	27752	Late Schedule	Hermitage/East Main	Beyond our Control	Webmail
10/2/2019	27740	Reckless Driving (DVR)	Laburnum Connector	Valid	C
10/3/2019	27747	Passed-up Passenger	Highland/Jeff Davis	Valid	C
10/3/2019	27770	Late Schedule (CAD)	Stony Point Express (RIC)	NonValid	Webmail
10/3/2019	27748	Equipment		Questionable (Mechanical)	C

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Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
10/3/2019	27767	Passed-up Passenger	W Broad	NonValid	Webmail
10/3/2019	27772	Late Schedule / Rude Operator	A/B Nine Mile Henrico	Valid	C
10/3/2019	27758	Rude Operator / Unprofessional Operator		NonValid	C
10/3/2019	27757	Late Schedule (CAD)	Chamberlayne/Hull/Warwick	Twitter	
10/3/2019	27768	Late Schedule (CAD)	NorthAve/Forest Hill	Beyond our Control	Webmail
10/4/2019	27787	Rude Operator / Improper Operation of Vehicle	Chamberlayne/Hull/Midlothian	Questionable	Webmail
10/4/2019	27819	Late Schedule	A/B Nine Mile Henrico	Questionable	Facebook
10/4/2019	27779	Rude Operator	Cary/Maymont	Questionable	C
10/4/2019	27777	Passed-up Passengers (DVR)	Hermitage/East Main	NonValid	C
10/4/2019	27760	Passed-up Passenger	Oakwood	NonValid	C
10/4/2019	27765	Rude Operator	Highland/Harwood/Jeff Davis	NonValid	C
10/4/2019	27763	Improper Operation of Vehicle	Highland/Jeff Davis	Questionable	C
10/4/2019	27762	Rude Operator / Passed-up Passenger	Patterson/Parham	Valid	C
10/4/2019	27774	Rude Operator	NorthAve/Jahnke/Midlothian	Questionable	C
10/5/2019	27803	Late Schedule (CAD)	Chamberlayne/Hull/Elkhardt	Beyond our Control	C
10/5/2019	27799	No Show (CAD)	NorthAve/Forest Hill	NonValid	C
10/5/2019	27789	Late Schedule / No Show	NorthAve/Forest Hill	Beyond our Control	Webmail

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Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
10/6/2019	27785	No Show	NorthAve/Midlothian/Belt Blvd	Beyond our Control	Facebook
10/6/2019	27781	Rude Operator (DVR)	Highland/Harwood/Jeff Davis	NonValid	C
10/6/2019	27790	No Show	ChurchHill	NonValid	Webmail
10/7/2019	27791	No Show (DVR)	Grove	NonValid	Webmail
10/7/2019	27792	Operator Made Unscheduled Stop	Cary/Maymont	Questionable	Webmail
10/7/2019	27795	Rude Operator / Passed-up Passenger (DVR)	Cary/Main/Whitcomb	NonValid	C
10/7/2019	27786	Customer Injury	Cary/Main/Whitcomb	Questionable	P
10/7/2019	27784	Passed-up Passenger	Cary/Maymont	Questionable	C
10/8/2019	27793	Late Schedule (CAD)	Oakwood	NonValid	C
10/8/2019	27794	Early Schedule (CAD)	Highland/Jeff Davis	NonValid	C
10/8/2019	27797	Improper Operation of Vehicle		NonValid	Webmail
10/8/2019	27851	Improper Operation of Vehicle	GRTC Pulse	Questionable	C
10/8/2019	27798	Rude Operator (DVR)	Grove	NonValid	Webmail
10/9/2019	27811	No Show (CAD)	GRTC Pulse	NonValid	Webmail
10/9/2019	27818	Passed-up Passenger	Cary/Maymont	Questionable	Facebook
10/9/2019	27802	Improper Operation of Vehicle (DVR)	Cary/Main/Whitcomb	Valid	Webmail
10/9/2019	27801	Passed-up Passenger (DVR)		NonValid	C

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10/9/2019	27804	Early Schedule (CAD)	NorthAve/Jahnke/Midlothian	NonValid	C
10/10/2019	27809	Passed-up Passenger	Laburnum Connector	NonValid	Webmail
10/11/2019	27810	Improper Operation of Vehicle (DVR)	Stony Point Express (RIC)	NonValid	C
10/11/2019	27814	Fare Dispute	NorthAve/Jahnke/Midlothian	Questionable	C
10/11/2019	27809	No Show (CAD)	Richmond/Petersburg Express(PBG)	NonValid	C
10/11/2019	27810	Passed-up Passenger	NorthAve/Midlothian/Belt Blvd	NonValid	C
10/11/2019	27826	Passed-Up Passenger (DVR)	Cary/Main/Whitcomb	NonValid	Webmail
10/11/2019	27808	Rude Operator / Operator Passed Customer's Desired Stop	Highland/Jeff Davis	Questionable	C
10/11/2019	27825	Bus Issues - Arrival Times	GRTC Pulse	Questionable	Webmail
10/11/2019	27807	Rude Operators / Late Schedule		Questionable	Webmail
10/11/2019	27806	Improper Operation of Vehicle	W Broad	NonValid	C
10/12/2019	27824	Late Schedule / Passed-Up Passenger (CAD)	NorthAve/Forest Hill	Valid	Webmail
10/12/2019	27811	Rude Operator	GRTC Pulse	Valid	C
10/13/2019	27813	Passed-up Passenger (DVR)	Highland/Harwood/Jeff Davis	NonValid	C
10/13/2019	27827	Passed-up Passenger (CAD)	Chamberlayne/Hull/Elkhardt	NonValid	C
10/14/2019	27817	Early Schedule (CAD)	A/B Nine Mile Henrico	Valid	C
10/14/2019	27834	Early Schedule (CAD)	Darbytown	NonValid	C

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Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
10/14/2019	27815	Early Schedule (CAD)	NorthAve/Forest Hill	Valid	C
10/14/2019	27821	Passed-up Passenger	Stony Point Express (RIC)	NonValid	C
10/14/2019	27822	Early Schedule	Highland/Jeff Davis	Questionable	C
10/14/2019	27828	Improper Operation Of Vehicle (DVR)	Highland/Harwood/Jeff Davis	NonValid	C
10/14/2019	27829	Early Schedule (CAD)	NorthAve/Jahnke/Midlothian	NonValid	C
10/14/2019	27816	Early Schedule (CAD)	Highland/Jeff Davis	Valid	C
10/15/2019	27843	No Show		Questionable	Facebook
10/15/2019	27841	Rude Operator / Equipment - Air Condition	Laburnum Connector	Questionable	Webmail
10/15/2019	27838	Late Schedule / No Show	Gaskins Express	NonValid	Webmail
10/15/2019	27837	Improper Operation of Vehicle	Stony Point Express (RIC)	Valid	Webmail
10/15/2019	27831	Improper Operation of Vehicle (DVR)		NonValid	C
10/15/2019	27830	Late Schedule	NorthAve/Jahnke/Midlothian	Questionable	C
10/16/2019	27850	Rude Operator / Passed-up Passenger	Hermitage/East Main	NonValid	Webmail
10/16/2019	27846	Early Schedule (CAD)	Patterson/Parham	Valid	C
10/16/2019	27849	No Show	Gaskins Express	NonValid	Webmail
10/16/2019	27836	Passed-up Passenger	Chamberlayne/Hull/Warwick	Valid	C
10/16/2019	27835	Improper Operations of Vehicle	GRTC Pulse	NonValid	C

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Date of Incident	ID	Complaint Description	Line Name	Internal Review Classification	Complaint Resolution
10/17/2019	27852	Early Schedule	A/B Nine Mile Henrico	NonValid	C
10/17/2019	27854	Improper Operation of Vehicle	GRTC Pulse	NonValid	Twitter
10/17/2019	27856	Improper Operation of Vehicle	Chamberlayne/Hull/Warwick	Questionable	Webmail
10/17/2019	27848	Improper Operation of Vehicle / Rude Operator	Gaskins Express	NonValid	Webmail
10/18/2019	27872	Late Schedule	GRTC Pulse	Questionable	Webmail
10/18/2019	27868	Late Schedule	Chamberlayne/Hull/Warwick	NonValid	Twitter
10/18/2019	27860	Passed-up Passenger (DVR)	ChurchHill	NonValid	C
10/18/2019	27855	Equipment - Heat	Commonwealth 20 Express (CHF)	Questionable	Webmail
10/19/2019	27870	Rude Operator	GRTC Pulse	NonValid	Webmail
10/19/2019	27871	Late Schedule / Rude Operator	Cary/Maymont	NonValid	Webmail
10/20/2019	27863	Rude Operator	Cary/Maymont	Questionable	C
10/20/2019	27876	Late Schedule	Gaskins Express	Beyond our Control	C
10/21/2019	27885	GRTC Apps - No Updated Information of Detour	Hermitage/East Main	Questionable (CS)	Webmail
10/21/2019	27883	Rude Operator	Hermitage/East Main	Questionable	Webmail
10/21/2019	27878	Operator Passed Customer's Desired Stop / Rude Operator	Cary/Main/Whitcomb	NonValid	C
10/21/2019	27874	Drivers Honking (DVR)		NonValid	C
10/21/2019	27867	Operator Made Unscheduled Stop (CAD)	NorthAve/Midlothian/Belt Blvd	Valid	C

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10/21/2019	27864	Improper Operation of Vehicle	GRTC Pulse	NonValid	C
10/21/2019	27875	Rude Operator / Fare Dispute	Chamberlayne/Hull/Elkhardt	NonValid	C
10/21/2019	27877	Improper Operation of Vehicle	NorthAve/Midlothian/Belt Blvd	NonValid	C
10/22/2019	27895	No Show	A/B Nine Mile Henrico	Beyond our Control	C
10/22/2019	27882	Early Schedule (CAD)	Cary/Main/Whitcomb	NonValid	C
10/22/2019	27889	Rude Operator / Operator Passed Customer's Desired Stop	Cary/Main/Whitcomb	Questionable	Webmail
10/22/2019	27891	No Show	Cary/Main/Whitcomb	Questionable	Twitter
10/22/2019	27901	Passed-up Passenger (DVR)	Cary/Maymont	NonValid	C
10/22/2019	27897	Late Schedule	GRTC Pulse	Questionable	Twitter
10/23/2019	27898	Late Schedule	Chamberlayne/Hull/Midlothian	Beyond our Control	Twitter
10/23/2019	27896	No Show	Chamberlayne/Hull/Warwick	NonValid	C
10/23/2019	27894	Rude Operator	W Broad	Questionable	Webmail
10/23/2019	27888	Rude Operator	Chamberlayne/Hull/Elkhardt	Questionable	C
10/23/2019	27914	No Show	Chamberlayne/Hull/Warwick	Beyond our Control	Email
10/24/2019	27899	Improper Operation of Vehicle / Rude Operator (DVR)	Chamberlayne/Hull/Midlothian	Valid	C
10/24/2019	27900	Passed-up Passenger (DVR)	Highland/Jeff Davis	NonValid	C
10/24/2019	27893	Customer Injury	Cary/Main/Whitcomb	Questionable	P

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10/25/2019	27910	Passed-up Passenger (DVR)	Chamberlayne/Hull/Elkhardt	NonValid	C
10/25/2019	27903	Early Schedule (CAD)	ChurchHill	Valid	C
10/25/2019	27908	Rude Operator	Chamberlayne/Hull/Elkhardt	Questionable	C
10/25/2019	27906	Late Schedule	A/B Nine Mile Henrico	Questionable	C
10/26/2019	27913	Construction Caused a Detour this Weekend on Main St.?	GRTC Pulse	Beyond our Control	C
10/27/2019	27915	No Show	Chamberlayne/Hull/Elkhardt	Beyond our Control	C
10/28/2019	27912	Late Schedule (CAD)	ChurchHill	Beyond our Control	C
10/28/2019	27941	Rude Operator		Questionable	L
10/29/2019	27925	Late Schedule (ISR)	NorthAve/Jahnke/Midlothian	Valid (Mechanical)	C
10/29/2019	27938	Passed-up Passenger (ISR)	GRTC Pulse	Questionable	Email
10/29/2019	27936	Improper Operation of Vehicle (DVR)		NonValid	Webmail
10/29/2019	27933	No Show	Chamberlayne/Hull/Midlothian	Questionable	Facebook
10/29/2019	27929	Rude Operator / Improper Operation of Vehicle (DVR)	GRTC Pulse	NonValid	C
10/29/2019	27926	Late Schedule (CAD)	GlensideExpress	NonValid	C
10/29/2019	27932	Rude Operator / Unprofessional Operator (DVR)	Chamberlayne/Hull/Midlothian	NonValid	C
10/30/2019	27934	No Show (CAD)	Highland/Harwood/Jeff Davis	NonValid	C
10/30/2019	27935	Fare Dispute	GRTC Pulse	NonValid	C

Commendation 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 10/1/2019 and 10/31/2019

Date	ID	Commendation Description	Line Name	Commendation Resolution
10/11/2019	1927	Thank you for great service!	White Oak Village Express	
10/14/2019	1928	Kudos to an amazing CSR experience		
10/19/2019	1929	Kind and considerate	ChurchHill	
10/21/2019	1930	Helpful driver	W Broad	
10/23/2019	1931	Above and beyond scope of duties	Laburnum Connector	

