

Specialized Transportation Complaint & Commendation Monthly Report December 2019

	Valid	Non-Valid	Questionable	Beyond our Control	Total
Operation Complaints	2	9	0	1	12
Customer Service Complaints	0	2	0	0	2
Equipment Complaints	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	2	11	0	1	14

Commendations: 7

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 12/1/2019 and 12/31/2019

Date of Incident	ID	Complaint Description	Disposition	Internal Review Classification	Complaint Resolution
11/19/2019	5353	Customers son called stating his mother is being dropped off late to work.	The trip was researched and there were two different drivers on 11/19/19 and on 11/21/19. The customer has been dropped off before noon. The customer appointment time is not until 1PM.	NonValid	C
11/28/2019	5352	The customer called in and left a message stating she made her reservation for AM and not PM.	The call was reviewed and the customer did not request the reservations for AM. The CSR repeated PM to the customer and she agreed.	NonValid (CS)	C
11/30/2019	5348	The customer emailed stating that there was a reservation sent to AMBLE for 12/1/19. The reservation was not entered.	The customer forwarded an email with a reservation as if it was sent as an email. There were no reservations in Amble from the customer.	NonValid (CS)	C
12/2/2019	5350	The customer called to complain that the driver refused to come to the rear of her home which is paved to pick up her husband. The customer is ambulatory, but she has to put him in a wheelchair in order to get him to the van.	The DVR was pulled and viewed. Upon checking the video, the driver could have gone into the driveway. The driver has been advised and addressed on this complaint.	Valid	C
12/2/2019	5349	Customer called in and stated she is waiting on her check from Care for reimbursement of tickets.	Spoke to finance employee and she explained to customer the check will be cut this week. Phoned customer and left message.	Beyond our Control	C
12/3/2019	5351	The customer called because the driver left her. She was coming out the door and the driver pulled off.	The customer was called twice by the dispatcher and the driver gave her 5 minutes.	NonValid	C
12/4/2019	5355	Customer stated the dispatchers are rude and they need to be fired because they don't know how to do their jobs. The customer stated, "why does she have to wait" and "why tell her the van is in route to her when it was picking up someone else?"	The dispatchers answered the customer's question and was not rude to customer. She spoke to the dispatcher and advised customer that the van was in route. The customer called back and spoke to dispatcher and asked for managers name and numbers. There was no rudeness from either dispatcher observed on the call.	NonValid	C
12/4/2019	5354	Customer called because she wants to be picked up at 5:30AM for work.	The operator picked customer up within her window time of 6:15AM-6:45AM. The customer is aware she lives in the county and cannot be picked up before 6:00AM.	NonValid	C
12/5/2019	5356	The customers wife called stating the dispatcher called and said we could not pick him up today. The customer had to go to work.	The dispatcher called to let the customer know the driver was running behind and they had to find another van to send. The customer stated his daughter would take him.	NonValid	C

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12/6/2019	5359	The mother of client called and stated her daughter rode for over three hours. The customer's pick-up time was 1:30PM-2:00PM. She was picked up at 2:05PM and dropped off at 3:51PM. The client was on for a little over 90 minutes but not three hours.	The operator was running late due to traffic and he did advise dispatch.	NonValid	N/R
12/6/2019	5357	The customers daughter called concerning his pick-up. The customers scheduled time was 9:36AM-10:06AM.	I spoke to customer on Tuesday and she stated everything was resolved. The customer was picked up at 9:55AM and dropped off at 10:11AM.	NonValid	C
12/8/2019	5360	The customer is a visitor and she stated the van pulled off before she could board.	The trip was researched and management spoke with the driver. The driver arrived at 11:30PM and waited the 5 minutes. The dispatcher called the number on file and it was an incorrect number. The driver went back a second time and still did not see the customer.	NonValid	N/R
12/11/2019	5362	The customer called and left a message stating she called dispatch several times and the van still hadn't showed. The customer stated she had a 11:00AM-11:30AM pickup time. The dispatcher kept telling her it was on the way.	The customer was scheduled for a 11:30AM-12:00AM. The trip was cancelled at 11:53AM due to the driver running late.	Valid	C
12/19/2019	5361	The customer called to complain that the driver had on the air conditioner and not the heat.	The driver did not have the air conditioner turned on.	NonValid	C

Specialized Transportation – Commendation

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Date	ID	Commendation Description	Commendation Resolution
11/29/2019	890	The reservationist was very patient while entering my three appointments.	C
11/30/2019	889	The driver is very polite.	L
12/1/2019	891	The CSR was very good with scheduling the reservations.	C
12/3/2019	892	The CSR did an excellent job assisting her with the reservations.	N/R
12/5/2019	894	Customer called to commend operator for her kindness	C
12/5/2019	893	Customer called to commend operator for a very fine job.	C
12/9/2019	895	Customer called to commend operator for his kindness.	C