

# Complaint/Commendation Form

*Please complete and fax to Community Transit of Delaware County, Inc.  
at 610.490.3992 attn: Lisa S Soltner, Director of Operations*

Passenger's Name: \_\_\_\_\_ Passenger's ID #: \_\_\_\_\_

Incident Date: \_\_\_\_\_ Pick Up Time: \_\_\_\_\_ Actual Pick Up Time: \_\_\_\_\_

Vehicle Number: \_\_\_\_\_ Driver's Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Agency Representative: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

## Instructions:

Circle all items that apply and explain. Use reverse side if necessary.

### On-Time Performance:

#### *Pick-up was:*

More than 20 minutes early

More than 35 minutes late

More than 60 minutes late

Other: \_\_\_\_\_

Passenger rode on vehicle too long

Vehicle never showed

Other: \_\_\_\_\_

### Passenger arrived at destination:

More than 35 minutes late

More than 60 minutes late

Did not arrive at program at all

Other: \_\_\_\_\_

### Lack of Professionalism:

Driver

Vehicle Escort/Aide

Dispatcher

Customer Service Representative

### Driving:

Too fast/reckless

Lack of driver assistance

Driver smoking

Passenger not safely secured in vehicle

Driver not parking so that passenger may safely

embark/disembark vehicle

### Dispatch/Customer Service:

Inaccurate information given

Inability to contact driver via radio for ETA

### Phones:

On hold longer than 12 minutes

Busy signal

No answer

### Trip Scheduling:

Not in computer

Wrong date/time/destination

Wrong type of vehicle sent

Standing order unavailable

### Vehicle:

Dirty

Heating/Air Conditioning

Securement/Belts

Other: \_\_\_\_\_

### Commendation:

Driver

Vehicle Escort/Aide

Dispatcher

Customer Service Representative

Other: \_\_\_\_\_

Additional Comments: \_\_\_\_\_

### For Community Transit Use Only:

Assigned to: \_\_\_\_\_ for investigation on \_\_\_\_/\_\_\_\_/\_\_\_\_

Response to: \_\_\_\_\_ no later than \_\_\_\_/\_\_\_\_/\_\_\_\_

“Q” Incident Number: \_\_\_\_\_

What follow-up is needed?

Follow-up completed by: \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_