

Complaints Report

Criteria: Date Range = 07/01/14 to 08/31/14

Date	Complaints
July 2014	18
August 2014	<u>36</u>
	54

July/Avg. Total Calls Answered - 11,680

Commendation Report

Criteria: Date Range = 07/01/14 to 08/31/14

Route	Date	CSF	Employee	Comments
	08/18/14	#####	Gabriel Sanchez	Caller wanted to commend the driver for the way he handled a difficult situation with one of their clients. The client has a medical condition that includes paranoia...she thought our driver was "kidnapping" her. Our driver reassured her and transported without interruption. He then reported the incident to both dispatch and the rehab facility he was transporting from.
	08/26/14	#####		Caller states the 15 was running extremely late and that Fernando Oliva (supervisor) went out of his way and took him to the middle school to pick up his son.
114	08/20/14	#####	Michael Dude	The driver today was wonderful, on time and the service is great.
115	08/20/14	#####	Joaquin Quevedo	The driver was wonderful, on time and the service is great.
127	07/21/14	#####	Maggie Chavez	Excellent driver was awesome! Driver was very courteous! Turned on A/C for her she was polite and was well mannered. This was her first time riding and she'll definitely ride again!
16	07/28/14	#####	Evyonne	Caller said that she is a great driver, always on time and great customer service.
93X	08/11/14	#####	Carrero, P #1817	Per customer email: I just want to give a BIG SHOUT OUT to my current driver Paul of the 93X departing Hillcrest Park and Ride at 5:47 a.m. Paul always has a smile on his face when he greets us in the morning. He is an awesome driver and is always conscientious of the passengers safety, and is always making sure that his passengers are comfortable and making sure he has our best interest at heart. I think County Connection has an awesome driver in their midst and should truly appreciate him in any and every way possible.
96X	08/15/14	#####	Portan, R #1785	Passenger wants to give driver kudos for noticing Bart's arrival and waiting for passengers to get on the bus. Says this never happens and really appreciates him doing this.
Alamo Creek	07/11/14	#####	Rosalie Perez	"Rosalie Perez has been a kind, cautious and alert driver for us on the morning pick up shift of the Alamo Creek Shuttle. Thank You for her services."
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Total: 10