

## Complaint by Bus Operator 2017 to 2019- Bus Operator 2096 Jean Silney

Complaint Sub Type	Case Number	Brief Description	Incident Date	Response from Dept or Carrier	Case Validated?	Badge #	Investigator
Reckless	CAS-87174-DFRK0X	Bus driver doesn't stop at stop sign. Racist time. thanks.	3/5/2017	Inconclusive - We apologize for any inconvenience you may have experienced with this vehicle. Although this incident has been ruled inconclusive, this will be forwarded to the Service Delivery Manager over this route for informational purposes. JTA thanks you for taking the time to bring this incident to our attention.	No	2096	Theresa Carroll
Inappropriate Behavior	CAS-96441-Q52TFK	Caller states she asked the operator to kneel the bus. caller stated the operator only lowered the bus slightly. Then when she stepped off the bus, the operator yelled at her asking her what the F*** she was look at	11/3/2017	Based on Video review, and the date, time and location as provided by the complaintant, this incident was not observed...	No	2096	Peacola Mills
Possible improper use of procedures	CAS-96696-X7L0C7	States this operator gives this customer a hard time when she is on the route. States he never lets the bus down when customers are getting off. States she was trying to get off at Southside Baptist Church the operator didn't let her off at the corner but took her down a block and half instead. Customer is very upset that this operator is on route. Wishes he does not drive this route in the new changes in December.	11/10/2017	We apologize for the inconvenience you experienced with this route/bus. This concern will be forward to the Service Delivery Manager for that area so they can address the issue with the operator. We hope your future travels with JTA are pleasant.	Yes	2096	

No Show	CAS-96724-H6Y1J2	States the shuttle never showed up to the stop.	11/13/2017	The operator was scheduled to leave Beaches Baptist at 9:19am, Nextbus shows him leaving 6 minutes early 9:12:59am	Yes	2096	Arthur Webb II
Rude	CAS-98643-F2V1W3	You guys have the rudest drivers the 53 was running late this morning got to the station the 19 was still parked I ran over to the driver with my money in my hand she looked at me shook her head no and drove off I looked up at the time she left 2 minutes early which now is putting me 45 minutes to an hour late for work because your drivers are rude this has happened multiple times it's not my fault that your driver left early you guys really need to work on yalls customer service these buses everyday for work I don't bother nobody I should be valued customer along with everyone else that rides your drivers need to take a lesson and how to treat people.	1/10/2018	Per Rosa Parks manager, We apologize for the inconvenience you experienced with this route/bus. This information will be sent to the manager over this route for review and appropriate action. When manager reviewed the station video in reference to this case. The route 19 pulled into Bay N at 8:30am and pulled out at 8:34am, which would put it at 1 minute early before the schedule departure time but I didn't see any passenger running up to the bus. We hope your future travels with JTA are pleasant. Supervisor investigation at the time of this complaint 11:50am on bus 1614 was a MALE driver not a FEMALE driver.	Inconclusive	2096	Maria Quintana
Not lowering bus/wheelchair lift	CAS-105863-N4W3D1	Caller states that driver did not lower bus, so she had to lift and pick up her cart to get on the bus.. Caller also complains that driver did not pull all the way up to the bus stop..	8/14/2018	Based on Video review, and the date, time and location as provided by the complainant, this incident was not observed...	No	2096	Peacola Mills

<p>Poor Customer Service</p>	<p>CAS-109561-K7F1Y8</p>	<p>The caller stated the bus arrived late to Baymeadows Rd. &amp; Philips Hwy late and stated she asked the bus operator if he would contact the dispatcher to hold route 10-B for a few minutes since he's late. The customer stated the operator stated he rudely stated "No I'm not doing that". Ms. Andrea stated once the bus reached Kings Ave. Station, the operator got off the bus going into the men's room making the bus ever later. She went on to say, once the bus reached Rosa Parks Terminal, route 10-B had departed Rosa Parks. She stated she had to wait in the cold until 12:00 a.m. for the last bus departing.</p>	<p>12/13/2018</p>	<p>Based on Video review, and the date, time and location as provided by the complaintant, this incident was not observed...</p>	<p>No</p>	<p>2096</p>	<p>Peacola Mills</p>
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