

Complaint Log QTR 1 2026 from Passenger Transit:

2/21- Received an email about pick up close to closing time- Rider requested a ride 5 min before closing time - dispatcher shared that we were closing and unable to give the ride- responded to rider and shared closing time and our policy of having vehicles parked by that time.

3/2- Passenger shared concerns of driver safety- reviewed dash cameras and took action to address concerns.

3/4- Phone was not working for about 30 minutes around noon

3/27- School contacted Megan with concerns about wait times. The demand at specific times of the day is more than capacity at times, which result in wait times. Wait times are monitored with the overall goal of less than 20 min on average wait times. These metrics are met.