

WRTA Complaints

Offense	Date Reported	Date Handled	Date Resolved	Resolution
Late				
Under 10 minutes				
10-20 minutes				
20 - 30 minutes				
over 30 minutes				
Rude or abusive				
Unsafe:				
Improperly secured wheelchair				
Irratic driving				
Seatbelt not fastened properly				
Rough treatment of passenger				
Rough treatment of equipment				
Refusing to use lift when appropriate				
Not putting down kneeler				
Missing or broken seatbelt				
Driver on cell phone				
Other				
Missed				
bus passes by				
beuase of broken lift				
because of no call outs				
Stop call out				
Route number and destination call out				
Lift not working				
Alternative lift transportation not sent				
Length of time for replacement transportation				
Sending appropriate type transportation				
Cleanliness of vehicle				
Other				