



Reference Id	Incident Type	Date Time	Assign To	Customer Comments	
9-2020-CS	Complaints - Telephone	0 days 22/Jan/2020 09:29 AM	Heather Lindsteadt (A001)	Passenger reported early bus. Operations Supervisor contacted passenger and explained the bus he saw was running late and that the bus he was looking for was the next bus 9 minutes later. Passenger understood situation.	Complete
7-2020-CS	BUS OPERATOR	8 days 15/Jan/2020 03:20 PM	Jacob King (373)	The MTA bus passed him as he was at the Hospital Drive bus stop at 3:10 p.m. 01/15/2020. Call came into HR, HR transferred to dispatch as passenger needed a pick-up.	Complete
5-2020-CS	PASSENGER RELATED COMPLAINTS	20 days 03/Jan/2020 02:18 PM	Jacob King (373)	Passenger feeling threatened by other passenger named "*****." Message sent to Jacob. He replied to passenger.	In Process
4-2020-CS	Complaints - Telephone	21 days 02/Jan/2020 03:09 PM	Luis Martinez (420)	Luis followed up with a message. Mrs. **** complained that the new vehicles going around Todd Grove Park are adding noise to the area. Jacob said that there are no MTA busses near Todd Grove during the week.	Complete
2-2020-CS	POSITIVE	21 days 19/Dec/2019 03:02 PM	Heather Lindsteadt (A001)	Passenger contacted dispatch and thanked MTA for great service over her years as a passenger. She is moving to Modesto. She said the drivers all showed great compassion and always ere very helpful and dispatch was super awesome as well.	Complete

6-2019-CS	Complaints - Telephone	38 days 16/Dec/2019 12:14 PM	Jacob King (373)	Dial A Ride - Dispatch was very rude and very unprofessional. Stated that MTA needs to schedule an appointment a head of time unless passenger was elderly or disabled.	Complete
3-2020-CS	Positive Bus Operator	21 days 03/Dec/2019 03:04 PM	Heather Lindsteadt (A001)	Complimented Cheryl and Fort Bragg Dave's (David's) for exceptional service. Asked MTA to add "Commendation" to the customer service area of the website.	Complete
6-2020-CS	All Customer Service	13 days 27/Nov/2019 10:43 AM	Heather Lindsteadt (A001)	Passenger concerns about biohazard issues for passengers and drivers. Other passengers with hygiene issues. Disinfection of vehicles.	Complete
2-2019-CS	Positive Bus Operator	26 days 13/Nov/2019 08:58 AM	Heather Lindsteadt (A001)	Passenger called and said that he rode from Fort Bragg to Ukiah with Amy. He said it was the best ride he has had in 5 years taking MTA. He reported that she had the perfect speed going around corners, she kept the bus at the perfect temperature and also was prepared with transfer slips. He said she was very cordial and he thanked MTA and Amy.	Complete
4-2019-CS	Positive Bus Operator	112 days 24/Jul/2019 09:27 PM	Heather Lindsteadt (A001)	Facebook Compliment - Jody doing a great job.	Complete

8-2020-CS	GENERAL	0 days 12/Dec/2019 09:24 AM	Heather Lindsteadt (A001)	Ms. *****s concerns related to possible bio-hazards on MTA vehicles and hygiene of other passengers. ED replied via letter.	Complete
5-2019-CS	GENERAL	3 days 06/Dec/2019 09:44 AM	Heather Lindsteadt (A001)	12/6/2019 @ 9:30AM on Northbound Route 9 Want to commend Kim for good customer service. Name: *****	Complete
1-2020-CS	POSITIVE	0 days 08/Nov/2019 10:26 AM	Heather Lindsteadt (A001)	Gratitude for Jacob King's assistance during power outage.	Complete
3-2019-CS	PASSENGER RELATED COMPLAINTS	8 days 15/Oct/2019 09:05 AM	Heather Lindsteadt (A001)	Man sleeping at the Safeway shelter every night. He is urinating in the nearby bushes and she is nervous to use shelter.	Complete