



**TAC Accessibility Advisory Committee  
 October 21, 2021 Meeting  
 Customer Service Report  
 August 1-September 30, 2021**

# STAR

**Total Complaints 25**

**Complaints by Issue Type**

<b>Complaints About</b>	
<b>Passengers</b>	<b>3</b>
<b>Customer No-Show</b>	<b>1</b>
<b>Driver Courtesy-Sensitivity</b>	<b>4</b>
<b>Driver No-show</b>	<b>7</b>
<b>Injury</b>	<b>1</b>
<b>Late Arrival</b>	<b>1</b>
<b>Late Pick-Up</b>	<b>7</b>
<b>Other</b>	<b>1</b>

**Notes**

- Complaints about Passengers – All three complaints came from STAR drivers regarding customer behavior toward them. The Call Center reminded the customers of their responsibility to treat drivers with courtesy.
- Driver Courtesy-Sensitivity – All four complaints had to do with the level of assistance drivers provide to customers. Both providers received complaints of this type, and have counseled their drivers about how much assistance to provide STAR customers. In one case, the customer expected more assistance than the driver is required to provide.
- Driver No-Show, Late Arrival, Late Pick-Up – These issue types account for 15 of the STAR complaints (60%) during the period. Both STAR providers are having difficulty meeting demand due to labor shortages, which is part of a nationwide economic trend



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during the COVID recovery. The providers are working to recruit and train new drivers, and the STAR Call Center tries to balance trip assignments between the two providers.

- Injury – A customer fell out of her wheelchair and struck the wall of the vehicle as it turned, receiving minor injuries. The driver and the customer’s PCA helped her back into the wheelchair, and the driver asked if she needed further medical treatment, which she declined. The driver brought her back to her home.
- Multiple complaints from individual customers – 38% of STAR customers who filed complaints submitted two or more complaints, accounting for a total of 15 complaints (60% of the total) during the period.



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**ART  
(Accessibility-related issues only)**

**Total Complaints** 1

**Complaints by Issue Type**

**Severe Safety Issue** 1

**Notes**

- An elderly rider with a disability card reported that the bus did not pull all the way to the curb, forcing him to walk in the street to board and nearly get hit by a bicycle. The service provider counseled the bus operator about curbing the bus properly.