Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

☑ COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information: unknown				Date of Incident: 01-24-23	
Date of Report: 01-27-23				Route: CARTA GO	Bus: 217
Time of Report: 06:55 AM				Time: 04:26 PM	
❑ Inbound ❑ Outbound		Received By:		Location: East Brainerd rd / First Volunteer Bank	
	❑ Letter	Tel ☒	❑ In Person	Operator:	

Nature of Incident:
The driver let Ms. Watson off at the bank across the street from the Food City (actual drop). He ( ) told her that the next time he'll drop her off at the Food City but today he didn't have time. Also yelled out the window that he promises to drop her off at the Food City next time.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

<table>
<tr><td colspan="4">Customer or Passenger Identity:</td><td colspan="2"></td></tr>
<tr><td colspan="4">Contact Information:</td><td colspan="2">Date of Incident: 2/8/23</td></tr>
<tr><td colspan="4">Date of Report: 2/9/23</td><td>Route: 21</td><td>Bus: 503</td></tr>
<tr><td colspan="4">Time of Report: 10:34 am</td><td colspan="2">Time: 2:40 pm</td></tr>
<tr><td colspan="2">❑Inbound ❑Outbound</td><td colspan="2">Received By:</td><td colspan="2">Location: Facing Giorgio's on Market Street</td></tr>
<tr><td></td><td>❑Letter</td><td>Tel ☒</td><td>❑In Person</td><td colspan="2">Operator:</td></tr>
</table>

Nature of Incident: Driver described as a tall, unshaved, brown-skinned man, not African-American who consistently presents a problem with . The complainant is a senior who request for the bus to be kneeled due to mobility issues. The driver allegedly told the passenger her request would be honored if she utilized a "wheelchair or walker". He suggested she ask other passengers for assistance; she did to board and deboard.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 1/27/23	
Date of Report: 2/10/23				Route: #2	Bus: Unknown
Time of Report: 6:31 pm				Time: 7:30 am	
❑Inbound x Outbound		Received By:		Location: SPS	
	❑Letter	Tel ☒	❑In Person	Operator: Unknown	

Nature of Incident: Per , she utilizes CARTA regularly for work. This is the second occurrence regarding a bus not arriving. This morning, a driver waiting to be relieved, informed the complainant that "the driver called out" resulting in a missed run. When she called to inquire on the status of the bus or a possible ride from management, she was told "there's nothing we can do" and "I just answer the phone". She called again and was transferred to my voicemail. eventually arrived 45 minutes late and felt the overall response was handled poorly and unprofessionally.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 2/9/23	
Date of Report: 2/13/23 vm & 2/14/23				Route: MOCS EXPRESS	Bus: 138 possibly
Time of Report: 9:38 am vm & 11:53 am				Time: 4:00 pm	
❑Inbound ❑Outbound		Received By:		Location: Palmetto & McCallie	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: reported that she and her 6-year-old son, her bio grandson, were walking near Palmetto & McCallie when approached by a driver on the bus. The complainant's son was questioned by the driver. She asked the child his name and before his mom advised him not to disclose, he answered. The driver then stated that he'd been a foster child in her aunt's home. was appalled, disagreed and a small verbal exchange followed. The child has since questioned his existence in foster care once more. The driver was described as a pretty, African-American female driver with long braids and the complainant described herself as a white female with a dark-skinned child.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 3/16/23	
Date of Report: 3/17/23				Route: DTS	Bus: Unknown
Time of Report: 10:38 am				Time: 7:00 or 8:00 pm	
❑Inbound ❑Outbound		Received By:		Location: E 11th Street	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: Driver allegedly passed Ms. Mallery on 11th & Market. Afterward, the complainant went to the library to catch the bus. Upon boarding, the passenger told the driver that she shouldn't have passed her. The driver responded by saying she's "a big piece of nothing" and that left in tears. This driver has always "picked on" and locals but seems very helpful to tourists. Other notable past incidents include racial accusations, passing passengers and using profanity. The driver is described as a heavyset, black female with little hair.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

<table>
<tr><td colspan="4">Customer or Passenger Identity:</td><td colspan="2"></td></tr>
<tr><td colspan="4">Contact Information:</td><td colspan="2">Date of Incident: Various days and every Saturday</td></tr>
<tr><td colspan="4">Date of Report: 03/29/23</td><td>Route: 4 & 10G</td><td>Bus: Unknown</td></tr>
<tr><td colspan="4">Time of Report: 4:53 pm</td><td colspan="2">Time: Varies</td></tr>
<tr><td colspan="2">X Inbound X Outbound</td><td colspan="2">Received By:</td><td colspan="2">Location: Stuart & Dodson, downtown</td></tr>
<tr><td></td><td>Letter</td><td>Tel</td><td>X In Person</td><td colspan="2">Operator: Varies</td></tr>
</table>

Nature of Incident: Per the complainant, in a two-week period, he's experienced three bus "breakdowns". Routes 4 & 10G are always greater than ten minutes late, even coming from the garage. has used our service for thirty years and the decline is evident. CARTA is no longer reliable and driver customer service is substandard.

Please note that initially came in to get a lost and found item, then request our "administrator" to forge this complaint. He regularly calls the info line with general inquiries as well as complaints regarding late buses.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity: Unknown					
Contact Information:				Date of Incident: 4/26/2023	
Date of Report: 4/26/23				Route: CARTAGO	Bus: 216
Time of Report: 12:35 pm				Time: 12:34 pm	
❑Inbound ❑Outbound		Received By:		Location: Eastgate Library	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: Concerned caller phoned stating the referenced bus "ran a stop sign" and continues to speed. The caller seemed to have followed the driver, obtaining the license number, beginning with 637.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

<table>
<tr><td colspan="4">Customer or Passenger Identity: Unknown</td><td colspan="2"></td></tr>
<tr><td colspan="4">Contact Information:</td><td colspan="2">Date of Incident: 4/26/23</td></tr>
<tr><td colspan="4">Date of Report: 4/26/23</td><td>Route: 4</td><td>Bus: 751</td></tr>
<tr><td colspan="4">Time of Report: 2:45 pm</td><td colspan="2">Time: Unknown, prior to call</td></tr>
<tr><td colspan="3">❑Inbound ❑Outbound</td><td>Received By:</td><td colspan="2">Location: Unknown</td></tr>
<tr><td></td><td>❑Letter</td><td>Tel ☒</td><td>❑In Person</td><td colspan="2">Operator:</td></tr>
</table>

Nature of Incident: Caller phoned stating the driver allowed a passenger to "hold up" other riders. This driver is always "mouthy" and is often disrespectful. The complainant became aggravated during questioning and our call was disconnected.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information: Unknown				Date of Incident: 6/8/23	
Date of Report: 6/8/23				Route: 9	Bus: 134
Time of Report: 2:47 pm				Time: 2:40 pm	
❑Inbound x Outbound		Received By:		Location: Erlanger bus stop	
	❑Letter	Tel	X In Person	Operator:	

Nature of Incident: Per complainant, black female driver passed her on 3rd street at Erlanger. Passenger states this is the 2nd occurrence of being passed by. She didn't provide specifics regarding the 1st, but wanted to let us know that our drivers needed more training.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 6/11/23	
Date of Report: 6/12/23				Route: #4	Bus: 164
Time of Report: 11:56 am				Time: Between 5pm – 6 pm	
X Inbound ❑ Outbound		Received By:		Location: 5500 block of Brainerd Rd	
	❑ Letter	Tel ☒	❑ In Person	Operator:	

Nature of Incident: Passengers on bus notified the driver that there was an elderly woman attempting to catch number 4 between Krispy Kreme and Golden Big Bowl on Brainerd Rd. After passing the woman and stopping at the traffic signal, a vehicle pulled alongside, with the occupant also notifying the driver of the issue. Per , the driver responded by stating that she was 15 minutes late and didn't have time to wait. A verbal exchange ensued, prompting the driver to threaten the passenger with a call to the authorities. The complainant states he exited at CVS. He also alleges that the driver often speeds and make negative comments about drivers in Chattanooga. The driver is described as a black female with red hair.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 6/26/23	
Date of Report: 6/26/23				Route: 1	Bus: 171
Time of Report: 11:37am				Time: 11:20 am	
X Inbound ❑ Outbound		Received By:		Location: Mary Walker Towers	
	❑ Letter	Tel ☒	❑ In Person	Operator:	

Nature of Incident: Passenger boarded bus and made a statement to the driver that she was late. She responded by saying, "Man, just get on the damn bus!". Mr. Howard is a double amputee requiring a wheelchair. While being secured, the driver allegedly used profanity and intentionally knocked over his personal belongings. The complainant states occurrences as this happen often. He warns of a report to the mayor's office should this not get addressed.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 7/13/23	
Date of Report: 7/15/23				Route: CARTAGO	Bus: 216
Time of Report: 8:21 am				Time: 2:35 pm	
❑Inbound ❑Outbound		Received By:		Location: Gestamp to P.F. Chang's	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: Per the complainant, the driver arrived roughly 20 minutes early. When she asked for reasoning, the driver allegedly said that he wanted to see her. The next pickup was Silverdale Detention Center causing a wait in the parking area of Emery apartments. During that time, other uncomfortable statements were made. acknowledged no personal relationship and said she's ridden with this driver a minimum of three trips. With every trip, his inquiries/conversations are becoming more intrusive to include: Your age? Are you single? There's something about you. Are you on Facebook? I can look you up. You're beautiful. I love how you wear your scarf. I'm a pastor.

Per she has experienced an aggressive situation with driver, on route 15 awhile back; that situation was resolved. Now, she feels unsafe with and simply wants to be transported to her destination.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:				
Contact Information:			Date of Incident: 8/23/23	
Date of Report: 8/25/23			Route: 1	Bus: Unknown
Time of Report: 6:21 pm			Time: Between 8:00a-8:22a	
❑Inbound x Outbound		Received By:	Location: Across from Truist Bank on Market Street	
	❑Letter	Tel ☒ ❑In Person	Operator:	

Nature of Incident: Per siblings , the bus operator is described as a black female with long braids and stout in size. Allegedly, there was a small verbal exchange regarding the bus slightly passing the designated stop versus where they stood. Upon boarding the bus, informed the driver of visual disability. The driver then began using profanity causing to feel uncomfortable. She decided to catch the next bus while continued his ride, as he'd paid his fare. The duo stated this driver has a reputation for having a bad attitude and heard about other passengers' negative experiences.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 9/8/23	
Date of Report: 9/8/23				Route: 9	Bus: LF160
Time of Report: 2:28 pm				Time: Roughly 2:23 pm	
❑Inbound X Outbound		Received By:		Location: Dodds Ave @ East Lake Middle traffic light	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: phoned to share an alarming and unsafe experience. The complainant was at a red light when it signaled green. She was unable to proceed due to a child crossing the intersection. The driver, described as a white male, began to "honk the horn", make obscene gestures (raising his middle finger and sticking his tongue out), and followed closely. newborn accompanied her, making this issue more unnerving. Side note, is ' daughter.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

<table>
<tr><td colspan="4">Customer or Passenger Identity:</td><td colspan="2"></td></tr>
<tr><td colspan="4">Contact Information:</td><td colspan="2">Date of Incident: 9/11/23</td></tr>
<tr><td colspan="4">Date of Report: 9/11/23</td><td>Route: 10G</td><td>Bus: Unknown</td></tr>
<tr><td colspan="4">Time of Report: 3:41 p.m.</td><td colspan="2">Time: 3:30 p.m.</td></tr>
<tr><td colspan="3">❑Inbound x Outbound</td><td>Received By:</td><td colspan="2">Location: 12th & Market</td></tr>
<tr><td></td><td>❑Letter</td><td>Tel ☒</td><td>❑In Person</td><td colspan="2">Operator: Unknown</td></tr>
</table>

Nature of Incident: Approximately eight (8) passengers are legendary riders who rely on the 10G bus to get home. They allege that the referenced bus has been late daily for the last two weeks.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 9/27/23	
Date of Report: 9/27/23				Route: 16	Bus: 152
Time of Report:				Time: Roughly 11:45 am	
X Inbound ❑ Outbound		Received By:		Location: Hixson Goodwill	
	❑ Letter	Tel ☒	❑ In Person	Operator:	

Nature of Incident: Complainant standing at the bus stop, made eye contact with the driver and he passed her. has experienced two negative interactions with the referenced driver in the past. Driver described as a rude, white male with eyeglasses.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 10/3/23	
Date of Report: 10/4/23				Route: 9	Bus: Unknown
Time of Report: 10:46 am				Time: 9:30 pm	
❑Inbound x Outbound		Received By:		Location: Boarded @ EPB	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: Complainant states the driver passed her at lineup. #4 witnessed and followed, allowing her to catch #9. Once boarded, asked the driver about the mishap and a verbal exchange ensued, lasting until they reached the area of East Lake. The driver is described as a heavy-set white male with salt & pepper hair and eyeglasses.

Referred To:

Investigation / Final Action:

CARTA

CUSTOMER SERVICE FORM

❑ **COMPLAINT**

IDENTITY OF CUSTOMER OR OTHER **PERSON**					
Anonymous				**DATE OF INCIDENT: Daily – Tuesday through Friday**	
				ROUTE: #16 Northgate	**BUS:**
Chattanooga	TN			INBOUND X OUTBOUND	**TIME: 6:30 p.m.**
DATE OF REPORT: 11/10/23 TIME OF REPORT		RECEIVED BY		**Location: Dartmouth & Hixson Pike**	
BY: ❑ E-MAIL	TELEPHONE	❑ IN PERSON		**OPERATOR:**	

NATURE OF INCIDENT:

This caller who asked to remain anonymous for fear of retaliation from the bus driver, called to express her concerns about the behavior of driver, in addition to him being chronically late every day for the 6:30 p.m. lineup. She said that she misses her connecting bus, the #10G every Tuesday through Friday because this driver is late arriving at Dartmouth & Hixson Pike. The bus is scheduled to leave the Dartmouth & Hixson timepoint at 6:20 p.m., but she said that he does not get there until 6:30 p.m. She said the only day that she can catch the #10G bus is on Monday when is off.

She also said that had made advances towards her by asking her if she had a boyfriend, which made her very uncomfortable. She said that when she declined his advances, he now acts differently towards her and feels that he had other passengers make unnecessary comments to her when she boards the bus.

REFERRED TO:

INVESTIGATION / FINAL ACTION:

CARTA

CUSTOMER SERVICE FORM

✓ ❑ **COMPLAINT**

IDENTITY OF CUSTOMER OR OTHER **PERSON** **Unknown**					
				DATE OF INCIDENT: 10/18/2023	
				ROUTE: 4	BUS: LFH148
Chattanooga	TN			INBOUND OUTBOUND unknown	TIME: 5:10 PM
DATE OF REPORT: 10/19/2023	TIME OF REPORT : 9:10 am	RECEIVED BY:		Location: Brainerd Rd.	
BY:	❑LETTER	✓ TELEPHONE	❑IN PERSON	OPERATOR/EMPLOYEE:	

NATURE OF INCIDENT:

REFERRED TO:

The person driving down Brainerd Rd in her personal vehicle was cut off by bus # LFH 148 yesterday At 5:10pm. She said the driver of the bus was driving very erratic and that this needs to be handled. Immediately! She also said that her grandchild was in the backseat of the vehicle, and she thought th the way this driver drove the bus that they're going to hurt someone.

INVESTIGATION / FINAL ACTION:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:				
Contact Information:			Date of Incident: 11/17/23	
Date of Report: 11/17/23			Route:	Bus: 159
Time of Report: 11:10 am			Time: 10:57 am	
❑Inbound ❑Outbound		Received By:	Location: 5th & Market	
	❑Letter	Tel ☒ ❑In Person	Operator:	

Nature of Incident: Per the complainant, she was driving a gray Mazda CX5 along Market Street when a bus attempted to pull out in front of her. After she declined to allow the bus in front of her, our driver blared his horn and continued to do so, intimidating . Had she allowed the bus over, an accident would've occurred per her account.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

X COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 11/27/23	
Date of Report: 11/27/23				Route: 4	Bus: 161
Time of Report: 1:52pm				Time: Approximately 1:05pm	
X Inbound	❑ Outbound	Received By:		Location: Lee Hwy Family Dollar	
	❑ Letter	Tel ☒	❑ In Person	Operator:	

Nature of Incident: Driver was rude and argumentative during inquiries about her passing bus stops.

Referred To:

Investigation / Final Action:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

x COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:					
Contact Information:				Date of Incident: 12/5/23	
Date of Report: 12/5/23				Route: 1	Bus: 152
Time of Report: 4:05pm				Time: 4:00pm	
❑Inbound ❑Outbound		Received By:		Location: 37th & Central @ railroad crossing/tracks	
	❑Letter	Tel ☒	❑In Person	Operator:	

Nature of Incident: Complainant admits to wrongfully passing the bus approaching the crossing. Shortly afterward, states the driver confronted him and was aggressive in language and his actions. He requests that we review the video to confirm the exchange. Driver described as a white male with glasses and shaved down beard.

Referred To:

Investigation / Final Action:

CARTA

CUSTOMER SERVICE FORM

❑ **COMPLAINT**

IDENTITY OF CUSTOMER OR OTHER **PERSON**					
				DATE OF INCIDENT: 7/3/24	
				ROUTE: CARTA GO	**BUS: 101**
Chattanooga	TN			INBOUND X OUTBOUND	**TIME: 10 a.m.**
DATE OF REPORT: 7/3/24 TIME OF REPORT		RECEIVED BY		**Location: N. Moore & Brainerd Roads**	
BY: ❑ E-MAIL TELEPHONE	❑ IN PERSON			**OPERATOR:**	

NATURE OF INCIDENT:

called to complain about the aggressive behavior of bus operator,. She said that she was in the left turn lane on N. Moore Road going to Brainerd Road when van #101 blew his horn several times for her and the two cars in front of her to turn left. She said that when she approached the intersection, the left turn arrow was yellow as she proceeded through the intersection. She said that he kept blowing the horn and then gestured his middle finger at her before continuing on Brainerd Road. She expressed that while she knows there are aggressive drivers, she "would not expect this from professional drivers in company vehicles, especially public transportation providers who should operate in a safe manner".

REFERRED TO:

INVESTIGATION / FINAL ACTION:

CARTA

CUSTOMER SERVICE FORM

☑ **COMPLAINT**

<table>
<tr><td colspan="5">IDENTITY OF CUSTOMER OR OTHER PERSON</td><td colspan="3"></td></tr>
<tr><td colspan="5">FIRST NAME MR. MRS. MISS</td><td colspan="3">DATE OF INCIDENT: 07/03/2024</td></tr>
<tr><td colspan="5"></td><td colspan="2">ROUTE: CARTA GO</td><td>BUS 100</td></tr>
<tr><td colspan="3">Chattanooga</td><td>TN</td><td></td><td colspan="2">INBOUND
OUTBOUND √</td><td>TIME: 6:39 AM</td></tr>
<tr><td colspan="4">DATE OF REPORT TIME OF REPORT: 7/3/24</td><td>RECEIVED BY:</td><td colspan="3">Location: CARTA MAIN OFFICE</td></tr>
<tr><td>BY:</td><td>❑LETTER</td><td>TELEPHONE ☑</td><td colspan="2">❑IN PERSON</td><td colspan="3">OPERATOR/EMPLOYEE</td></tr>
</table>

This young lady called asking to speak to the supervisor about the driver assigned to pick her up, she stated that the driver didn't give her time to get to the bus and that he never pulled up to the front of the circle k for her to get on the bus. She stated that this driver always leaves her and all she wants to do is to go home from working a long shift.

The young lady also stated that the driver is very rude and that at one time he had put her off the bus in the wrong stop. The passenger is asking for some help.

NATURE OF INCIDENT:

REFERRED TO

INVESTIGATION / FINAL ACTION:

Chattanooga Area Regional Transportation Authority

CUSTOMER SERVICE FORM

☑ COMPLAINT ❑ COMPLIMENT

Customer or Passenger Identity:				
Contact Information:			Date of Incident: 7/15/2024	
Date of Report: 07/15/2024			Route: CARTA GO	Bus: 219
Time of Report: 7:40 AM			Time: 7:38 AM	
❑Inbound ☑Outbound		Received By:	Location: Hamilton plc. mall	
	❑Letter	Tel ☒ ❑In Person	Operator:	

Nature of Incident: : called stating that did not stop at the yield sign; he rolled through the yield sign cutting him off. stated that . was speeding in a 15-mile area, for to catch up to take a picture he had to do 45-miles, he also said that was doing 50 miles and driving on the wrong side of the road.

Referred To:

Investigation / Final Action:

CARTA

CUSTOMER SERVICE FORM

❑ **COMPLAINT**

IDENTITY OF CUSTOMER OR OTHER **PERSON**					
				DATE OF INCIDENT: 02/07/2024	
				ROUTE: CARTA GO	BUS: 217
Chattanooga	TN			INBOUND OUTBOUND √	TIME: 1:17 PM
DATE OF REPORT: 02/07/2024 TIME OF REPORT : 1:17PM			RECEIVED BY:	Location: Carta	
BY:	❑LETTER	TELEPHONE*	❑IN PERSON	OPERATOR/EMPLOYEE:	

NATURE OF INCIDENT: The driver picks up the passenger she had requested to be dropped off at the Food City on lee Hwy and Shallowford rd. once he picked her up, he followed the Via app on the iPad, which told him to go to his next pick up. As he proceeded to go to the pick she started to complain and yell at him (she was so loud I could barely hear on the radio). He called to let me know what was going on with her being angry. As I'm speaking with him, she is calling and states she doesn't want to be on his bus anymore and that if he picks her up that it's going to be a problem. She said that she is being disrespected and that she doesn't want to ride his bus anymore, I explained to her that we can't do that. She asked to speak to a supervisor, I tried to get her connected with one, she hung up and that's when I gave the rode supervisor the information on the incident.

The time of the phone is 1:17 pm

REFERRED TO:

INVESTIGATION / FINAL ACTION: