

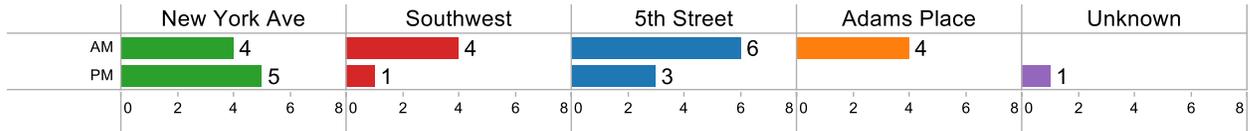


October 21, 2013
 OSSE-DOT Department of Audit and Compliance
 Ta-Tanisha Wallace, Associate Director

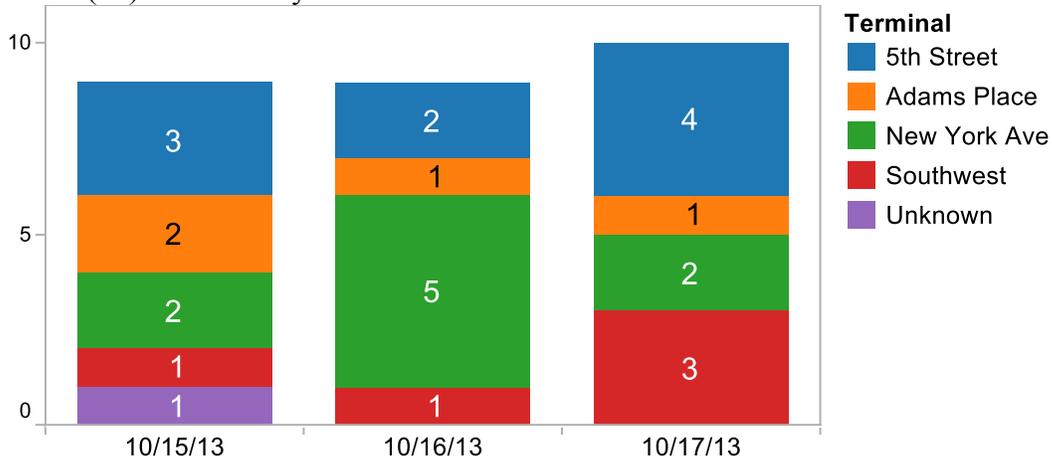
October 14 – 18, 2013 Weekly Terminal Complaints Report

COMPLAINT: Reports from citizens, parents, and school administrators to the Division regarding transportation issues.

During the week of Oct. 14-18 there were 28 complaints, two (2) more than the previous week, and two (2) days without any complaints. Sixty-four percent of the complaints were regarding issues during morning transport.



Complaints were regular throughout the week with nine (9) on Tuesday and Wednesday and ten (10) on Thursday.



Most frequent categories: Early/Late Bus (13) and Unprofessional Conduct (8).

