Public Customer Registration Report

Date/Time of Call	Caller Name	Address	Complaint/Inquiry Description			Follow-Up
			Type	Description	Cause	Sol.
Monday, June 15, 2026 - Western Connecticut Regional Transit District - Public Customer Registration Report						
08:00 am Monday, June 15, 2026 Monday, June 15, 2026	**Jessica Lopez** Phone: (203) 555-0142 Email: jlopez@email.com	Stamford, CT, 06902 Stamford, CT, 06902 Stamford, CT, 06902	Other	Requested a route map for the Stamford Downtown Shuttle. Provided printed map and explained the new Saturday service hours.		
08:15 am Monday, June 15, 2026 Monday, June 15, 2026	**Thomas Wright** Phone: (203) 555-0188	Bridgeport, CT, 06604 Bridgeport, CT, 06604 Bridgeport, CT, 06604	Complaint	Bus 12 arrived 20 minutes late for the morning commute. Passenger missed a connection to a medical appointment.	Late Arrival	Yes
08:30 am Monday, June 15, 2026 Monday, June 15, 2026	**Maria Gonzalez** Phone: (203) 555-0210	Bridgeport, CT, 06604 Bridgeport, CT, 06604 Bridgeport, CT, 06604	Complaint	Bus 12 arrived 25 minutes late for the morning commute. Passenger missed a connection to a medical appointment.	Late Arrival	Yes
09:00 am Monday, June 15, 2026 Monday, June 15, 2026	**Kevin Patel** Phone: (203) 555-0301	Bridgeport, CT, 06604 Bridgeport, CT, 06604 Bridgeport, CT, 06604	Complaint	Bus 12 arrived 15 minutes late for the morning commute. Passenger missed a connection to a medical appointment.	Late Arrival	Yes
09:45 am Monday, June 15, 2026 Monday, June 15, 2026	**Sandra Kim** Phone: (203) 555-0415	Bridgeport, CT, 06604 Bridgeport, CT, 06604 Bridgeport, CT, 06604	Complaint	Bus 12 arrived 10 minutes late for the morning commute. Passenger missed a connection to a medical appointment.	Late Arrival	Yes
10:00 am Monday, June 15, 2026 Monday, June 15, 2026	**Robert Nguyen** Phone: (203) 555-0520	Stamford, CT, 06902 Stamford, CT, 06902 Stamford, CT, 06902	Other	Requested a schedule change for the Stamford Downtown Shuttle. Passenger requests earlier morning departure. Forwarded request to operations supervisor.		
10:30 am Monday, June 15, 2026 Monday, June 15, 2026	**Linda Martinez** Phone: (203) 555-0633	Bridgeport, CT, 06604 Bridgeport, CT, 06604 Bridgeport, CT, 06604	Complaint	Bus 12 arrived 30 minutes late for the morning commute. Passenger missed a connection to a medical appointment.	Late Arrival	Yes
11:00 am Monday, June 15, 2026 Monday, June 15, 2026	**Total Registrations: 6** **Morning Shift (6:00 - 12:00): 6**					