



**SERVICING CHEBOYGAN, EMMET
AND PRESQUE ISLE COUNTIES
521 Stempky Street, Cheboygan MI 49721
Phone: 1-866-731-1204**

Last updated 10/27/2020

Straits Regional Ride Complaint process for General Complaints

Straits Regional Ride takes all complaints of any nature very seriously. We encourage the public to come forward to report unsafe practices and knowledge of general practices that appear as negative to the users of our Transit system, the public to whom it serves, and the taxpayers who support our efforts.

When reporting complaints or issues of concern please attempt to collect information such as the number identifying the bus, license plate, location, time and description of the situation. Please provide us with the best way to contact you.

Straits Regional Ride's Transportation Manager typically handles your concern and will address the issue within 24-36 hours of the notification. To report a complaint please call our Dispatch at 231-597-9262 or 866-731-1204 and ask to speak to the Transportation Manager and/or email us at srr@cheboygancounty.net, with the word "complaint" in the subject line.

In the event that the Transportation Manager is not be reached, Dispatch will forward your complaint to the proper Cheboygan County Representative and respond within the same 24-36 hour timeframe.

Thank you for your concerns.

