



SERVICING CHEBOYGAN, EMMET
AND PRESQUE ISLE COUNTIES
1520 Levering Rd Cheboygan MI 49721
Phone: 1-866-731-1204

Last updated 12/5/2019

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 general things of a nature that may put our Transit system in any type of negative perception by its users or the public to who it serves and the tax payers who support our efforts.

When reporting complaints: Please attempt to collect the bus number, license plate number, location, time and situation along with names, the best way to contact you and an alternate way of contact for you, if available.

All complaints are usually handled by the Transportation Manager and answered within 24-36 hours of the notification. To report a complaint, call 231-597-9262 or 1-866-731-1204 and ask to speak to the Transportation Manager. Straits Regional Ride can also be contacted by email at srr@cheboygancounty.net, with the word "complaint" in the subject line.

In the event the Transportation Manager cannot be reached, dispatch will forward your complaint to the proper Cheboygan County Representative and respond within the same 24-36 hour time frame.

Thank you for your concerns

