



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

Last updated 12-7-18

Straits Regional Ride Complaint process for General Complaints

To whom it may concern:

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 and the best way to contact you and an alternate way of contact for you if available. Also your name is always helpful

As the Director of Straits Regional Ride: All Complaints are usually handled by myself, Answered within 24 to 36 hours of the notification. To report a complaint Please call 231-597-9262 or 1-866-731-1204 To Dispatch and ask for Michael Couture. I also can be contacted by Email at mcouture@cheboygancounty.net and use the word complaint in the subject line.

In the event I am out of town or off on Vacation, Angel Manning the Operations Manager for Straits Regional Ride will respond to your complaint as my alternate within the same 24 to 36 hour time frame.

Thank you for your concerns
Director of Public Transit

Michael Couture
231-445-2595
mcouture@cheboygancounty.net