Complaint Form

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| **Section I** | | | | | | | | | | | | |
| Name |  | | | | | | Date |  | | | Time |  |
| Address |  | | | | | | | | | | | |
| City |  | | | State | |  | | | Zip Code | | |  |
| Telephone | (Home) | | | (Cell) | | | | | | | | |
| Email |  | | | | | | | | | | | |
| Location of Incident | |  | | | | | | | | | | |
| **Section II** | | | | | | | | | | | | |
| Are you filing this complaint on your own behalf? Yes No  \*If you answered “yes” to this question, please proceed to Section III. | | | | | | | | | | | | |
| If not, please provide the name and relationship of the person for whom you are filing this complaint. | | | | | | | | | | | | |
| If you are filing on behalf of a third party, please confirm that you Yes No  have obtained permission. | | | | | | | | | | | | |
| Please explain why you have filed for a third party: | | | | | | | | | | | | |
| **Section III** | | | | | | | | | | | | |
| What type of issue is this?  Missed Stop  On Time Performance  Customer Service  Maintenance/Equipment  Traffic Violation  Fare Media  Call Center  Other: | | | | | | | | | | | | |
| Please provide a description of your complaint to include names, dates, times, route numbers, vehicle numbers, witnesses and any vital information that would assist us in our investigation. Also, please provide any documentation that is relevant to this complaint. You may attach additional sheets as necessary. | | | | | | | | | | | | |
| Do you need a follow-up call?  Yes  The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.  No  The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. | | | | | | | | | | | | |
| **Section IV** | | | | | | | | | | | | |
| Is this complaint related to the Americans with Disabilities Act (ADA)? Yes No  ADA prohibits discrimination against individuals with disabilities  in all areas of public life, including jobs, schools, transportation, and  all public and private places that are open to the general public. | | | | | | | | | | | | |
| Is this complaint related to the Title VI Act? Yes No  Title VI prohibits discrimination on the basis of race, color, or national  origin in any program or activity that receives Federal funds or other  Federal financial assistance. | | | | | | | | | | | | |
| Have you filed this complaint with any other Federal, State or Local Agency? Please check all that apply.  Department of Transportation  The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.  Federal Transit Administration  U.S. Department of Justice  Equal Employment Opportunity Commission  Other (Please provide Agency Names below) | | | | | | | | | | | | |
| Agency Name | | | Contact Person | | Phone Number | | | | | Email Address | | |
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