

Public Transit Complaint Form

Public transit service is intended to be safe, reliable and accessible, and when something goes wrong, your transit agency needs to know so they can correct the problems.

How to Use This Form

This form is set up to help your transit agency investigate a customer complaint. You can fill it out or capture the details in some other way.

The Details

Provide as much of the following information as you can.

1. When did it happen?

Date: _____

Approximate Time: _____

2. Which service were you using? Check one

_____ Bus

_____ Light Rail

_____ Paratransit

_____ Call Center

_____ Other

3. Where did it happen?

Route No.: _____

Direction of Travel: _____

Location: _____

4. What happened?

5. Do you believe this is a safety concern?

No

Yes

If yes, explain why:

6. The US Department of Transportation requires transit agencies to report complaints alleging violations of the Americans with Disabilities Act (ADA) and Civil Rights Act. If you believe the service you received violated either law, please explain why.

No

Yes

7. If yes, explain why: What happened?

8. Would you like a follow-up call, email or note from the transit agency regarding this complaint?

No

Yes

If yes, please provide the following:

Name: _____

Email Address: _____

Phone: _____

Mailing Address: _____

Sharing This Complaint with Your Transit Agency

Once you have either filled out this form or captured this information in some other way, the next step is to share it with your transit agency.

Most transit agencies accept complaints by mail or by phone, and many accept comments by email or through their website. You can also post your comments to their social media pages.

You can usually find agency contact information and social media links on the transit agency's website or by calling the agency's Customer Service Department. We can also help. Just send an email to

Connect@AccessibleAvenue.net.

This Form is Yours

This form is free, and you may save, copy and use it any time you like. You may also share it with others. If you have comments that would make this form better or easier to use, please send an email to Connect@AccessibleAvenue.net.

About Accessible Avenue

Accessible Avenue exists to improve transportation for disabled people. We do this by working with transit agencies and mobility providers to make their services more accessible. And we serve as a guide for individuals and organizations working to address transportation challenges for themselves or others. For more information, visit www.AccessibleAvenue.net.



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