



ADA Complaints

COMPLAINT PROCESS §49 CFR 37.17

Pacific Transit System is committed to providing safe, reliable, and accessible transportation options for the community. Pacific Transit System has established a Customer Complaint Policy and individuals wishing to file a complaint and or obtain a copy of the Customer Complaint Policy may contact Pacific Transit System at (360) 875-9418 or (360) 642-9418 or in person at our Raymond Office located at 216 2nd Street Raymond, WA 98577 or on our website at www.pacificttransit.org.

Date complaint submitted: _____

Date of alleged violation: _____

Time of alleged violation: _____

Place of alleged violation (Route, bus number, bus stop): _____

Send this completed form to:

ADA Coordinator

PO Box 489

Raymond WA 98577

Or email to ada@pacificttransit.org

What happened?: _____

Name (please print clearly): _____

How do we contact you? _____

Signature: _____ Date: _____

Date received: _____

By: _____

Pacific Transit System will promptly communicate its response to these allegations within 14 days. The response will include reasons for the response to the complaint, and the response will be documented.

Investigated by: _____ Date(s): _____

Findings: _____

Follow-up required? _____

Signature: _____ Date: _____

Title: _____