PacificTransit

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.pacifictransit.org.

Send this completed form to:
ADA Coordinator
PO Box 489
Raymond WA 98577
Or email to ada@pacifictransit.org

Date complaint submitted: _____

Date of alleged violation: _____

Time of alleged violation: _____

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

What happened?: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Name (please print clearly): _____

How do we contact you? _____

Signature: _____ Date: _____

Date received: _____

By: _____

Pacific Transit System will contact the complainant within 15 calendar days to discuss the complaint, gather additional information, and identify possible resolutions. After the initial contact, the ADA Coordinator or designee shall respond within 21 calendar days in writing or other accessible formats.

Investigated by: _____ Date(s): _____

Findings: _____

Follow-up required? _____

Signature: _____ Date: _____

Title: _____