



FEEDBACK FORM

MMVTA is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments and complaints. You may also call us at 724.489.0880, visit our Transit Center at 1300 McKean Avenue, Charleroi, PA 15022 or email our Marketing & Planning Director, Ashley Altemare at customersupport@mmvta.com. Please make sure to provide us with your contact information in order to receive a response. Thank you!

DATE & TIME feedback RECEIVED: / / AM / PM

TYPE OF feedback:

COMPLAINT [] COMPLIMENT [] SUGGESTION [] ADA RELATED? Y / N

CONTACT INFORMATION:

NAME:

ADDRESS:

PHONE: E-MAIL:

FOLLOW-UP:

May we contact you if we need more details or information? Y / N

What is the best way to reach you? Phone (Time) E-Mail Mail

ACCESSIBLE FORMAT REQUIREMENTS:

LARGE PRINT [] TDD/RELAY [] AUDIO [] OTHER

FEEDBACK DETAILS:

DATE OF OCCURRENCE: TIME OF OCCURRENCE: AM / PM

NAME/ID OF DRIVERS or OTHERS INVOLVED:

VEHICLE NUMER and/or ROUTE NAME:

DIRECTION OF TRAVEL: LOCATION OF INCIDENT:

MOBILITY AIDE USED (if any):

DESCRIPTION OF INCIDENT or MESSAGE:

[FOR MMVTA USE ONLY]

IF APPLICABLE, DATE & TIME FORWARDED TO CONTRACTOR (no later than next business day)

CONTRACTOR: / / AM / PM

[FOR CONTRACTOR USE ONLY]

DATE & TIME RESPONSE SENT TO MMVTA: / / AM / PM

NOTES: (investigation results, corrective actions taken, final resolution - within 3 business days)

(attach additional information as necessary)

DATE & TIME OF FOLLOW-UP (if applicable): / / AM / PM