



On the Move... for You!

COMMENT/COMPLAINT 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 Customer Service at customersupport@mmvta.com. Please make sure to provide us with your contact information in order to receive a response.

TYPE OF COMMENT:

COMPLAINT () COMPLIMENT () SUGGESTION () ADA RELATED? Y / N

CONTACT INFORMATION:

NAME:

STREET ADDRESS:

PHONE:

EMAIL:

ACCESSIBLE FORMAT REQUIREMENTS: LG. PRINT__ TDD/RELAY__ AUDIO__ Other_____

COMMENT DETAILS:

Date of Occurrence:

Time of Occurrence:

Name/ID of Driver or Others Involved:

Vehicle Number and/or Route Name:

Direction of Travel:

Location of Incident:

Mobility Aid Used (if any):

If above information is unknown, please provide other descriptive information to help identify the Driver:

Description of Incident or Message:

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_____) Email__ Mail__