

## When You Should Contact Us

Please notify TACT promptly if you have any of the following problems:

- Your prescheduled vehicle is more than 15 minutes late
- Your prescheduled vehicle is more than 15 minutes early
- The telephone operator or driver is rude or fails to provide assistance
- The vehicle is dirty, does not meet safety standards (working seatbelts, tie-downs for wheelchairs, etc.), or you notice anything about the service which seems unsafe
- You were charged the wrong fare
- Your ride took over one hour
- You can't get through to TACT on the telephone or you are on hold for more than 5 minutes
- Anything else you would like us to know

*Revised 7/2019*

220 North Grant Ave.  
Kittanning, PA 16201



***TOWN & AND  
COUNTRY TRANSIT  
(TACT)***

***HOW TO  
REGISTER A  
COMPLIMENT OR  
COMPLAINT***

***Office Hours: Monday-Friday  
8:00 a.m. until 3:45 p.m.***

**220 North Grant Avenue  
Kittanning, PA 16201**

**Telephone 724.548.8696  
Toll Free: 1.800.245.8588  
Fax: 724.545.3356**

## We Want To Hear From You!

Your comments and suggestions help TACT continue improving the transportation system and are valuable in planning and evaluating the transportation service.

**We need your help to keep us informed about your service.**

Please let us know promptly when you have a problem so that we can try to prevent it from happening again. *All complaints are investigated and responded to — usually within two weeks.*

When you have a positive experience, we appreciate hearing about that as well. Compliments about drivers, other staff, or service in general are passed along to highlight superior performance.

*TACT does not accept nor act upon anonymous compliments or complaints.*

## Where To Call Or Write

You may file a compliment or complaint by telephone, in writing, or in person at TACT's main office.

Compliments or complaints must be registered with the TACT's office.

*Drivers are not allowed to accept compliments or complaints.*

**WHERE TO CALL:**  
724.548.8696 or  
800.245.8588

**WHERE TO WRITE:**  
Town & Country Transit  
220 North Grant Avenue  
Kittanning, PA 16201



**OFFICE HOURS:**  
Monday through Friday  
8:00 a.m. to 3:45 p.m.

## Information We Will Need

Prompt, accurate reporting of complaints makes follow-up easier and more effective. Your complaint should include as much of the following information as you can provide:

- Your name and address
- The date and day of the week of your trip (example: Monday, March 7)
- The TACT service you were using (example: fixed-route, shared-ride, Complementary Paratransit or PWD)
- Scheduled pick-up and return time, or the time you called for return
- The address of your destination
- The name of the person who took your call
- An exact description of the incident
- TACT vehicle number