

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.

Every complaint is reviewed the same day it is received. *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, ADA Complimentary 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

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 2/2016

220 North Grant Ave.
Kittanning, PA 16201



*TOWN &
COUNTRY
TRANSIT*

HOW TO REGISTER A COMPLIMENT OR COMPLAINT

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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