

COLTS Comment Form

COLTS 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 (570) 346-2061, email us at info@coltsbus.com, visit us at our Administrative Office, or mail this form to our Administrative Offices at 800 North South Road, Scranton, PA 18504. Please make sure to provide us with your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One)*				
Compliment__	Suggestion__	Complaint__	Other:_____	ADA Related? Y / N Title VI Related? Y / N
SECTION II: CONTACT INFORMATION				
Salutation [Mr./Mrs./Ms., etc.]:				
Name:				
Rider ID (if applicable):				
Street Address:				
City, State, Zip code:				
Phone:			Email:	
Accessible Format Requirements:	Large Print__	TDD/Relay__	Audio Recording__	Other__
SECTION III: COMMENT DETAILS				
Transit Service (Choose One) [as applicable] [Bus/Paratransit]				
Date of Occurrence:			Time of Occurrence:	
Name/ID of Employee(s) or Others Involved:				
Vehicle ID/Route Name or Number:				
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 employee:				
Description of Incident or Message (Attach additional sheet if needed.)				
SECTION IV: FOLLOW UP				
May we contact you if we need more details or information?			Yes	No
What is the best way to reach you? (Choose One)*		Phone	Email	Mail
If a phone call is preferred, what is the best day and time to reach you?				
SECTION V: DESIRED RESPONSE (Choose One)*				
<ul style="list-style-type: none"> - Email response - Telephone response - Response by U.S. Postal Mail 				