

ADA TRANSIT COMPLAINT/COMMENT FORM

The City of Manteca 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 (209) 456-8775, visit our Customer Service at the Manteca Transit Center, 220 Moffat Blvd., or contact us by email or U.S. Mail at the addresses below. Please be sure to provide us with your contact information in order to receive a response.

Juan Portillo, Transit Manager
 City of Manteca
 1001 W. Center Street
 Manteca, CA 95337
 Phone: (209) 456-8775 or e-mail: jportillo@ci.manteca.ca.us

SECTION I: TYPE OF COMMENT (Choose One)				
Compliment _____	Suggestion _____	Complaint _____	Other: _____	ADA Related? Y / N
SECTION II: CONTACT INFORMATION				
Name:				
Physical Address:				
Primary Phone:			Email:	
Accessible Format Requirements:	Large Print _____	TDD/Relay _____	Audio Recording _____	Other _____
SECTION III: COMMENT DETAILS				
Transit Service (Choose One) :	Fixed Route _____	ADA/DAR _____	Transit Staff _____	Other _____
Date and Time of Occurrence:		Mobility Aide Used (if any):	Route Number/Vehicle ID:	
Name/ID of Employee(s) or Others Involved:				
Location of Incident/Direction of Travel:				
If any of above information is unknown, please provide other descriptive information:				
Description of Incident:				
SECTION IV: FOLLOW UP				
May we contact you if we need more information? Yes _____ No _____		What is the best way to reach you? Phone _____ Email _____ Mail _____		
SECTION V: DESIRED METHOD OF RESPONSE FROM CITY OF MANTECA (Choose One)				
Email response _____	Telephone response _____	Response by U.S. Mail _____	Other _____	