



Yakima Transit - Complaint Form

City Of Yakima, Transit Division

2301 Fruitvale Blvd, Yakima, WA 98902

Phone: (509)576-6415 (M-F 7am-8pm & Sat 8am-6pm) (Spanish M-F 8am-5pm) or

Fax: (509)576-6414

INTRODUCTION Please type or print your answers clearly.

Yakima Transit is committed to providing safe and reliable Transit options within the City of Yakima, City of Selah, and a portion of Terrace Heights. Customers of Yakima Transit are a fundamental aspect of our business and as such, their feedback is crucial to Yakima Transit's growth and development.

The Yakima Transit Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback to Yakima Transit regarding complaints, comments, suggestions, or concerns. A complaint form is available upon request.

All incident-related complaints must be filed within 180 days from the date of the incident.

Feedback sent via email, mail, or fax will receive with a response within seven business days.

PART I - GENERAL INFORMATION

1. Complainant's Name, Address, & Phone Number	Name:				
	Street:				
	City:	ST:	Zip:	Phone: ()	

2. Transit Service	Check One	<input type="checkbox"/> Bus	<input type="checkbox"/> Dial-A-Ride	<input type="checkbox"/> Vanpool	<input type="checkbox"/> Commuter
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3. Is the reason for this complaint related to an employee? Yes No If so, please complete the following

Employee	Route	Incident Date, Time, & Location
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4. Is a returned call necessary?: Yes No

5. Is the basis of this complaint based on a protected Civil Rights Class, if so what type?: (Check All That Apply)

- race color national origin creed sex sexual orientation military status
 honorably discharged veteran the presence of any sensory, mental, or physical disability
 use of a trained guide dog or service animal by a person with a disability

6. Please describe the nature of the complaint or the events that took place:

PART II - CERTIFICATION

7. I certify that the information on this form and any attachments are true and correct to the best of my knowledge.

Complainant's Signature

Date

If you are not satisfied with the final outcome, you have the right to file a complaint or appeal with one of the following organizations: WA State Dept. of Transportation, Federal Transit Administration, or U.S. Dept. of Justice

For Administrative Use Only

Revised 6-10

Notes:		File #
Date & Time Received	Receiving Employee	