

Crawford County Council on Aging, Inc.
Public Transportation
Comment Form

The Crawford County Council on Aging 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 419-562-3050 or 1-800-589-7853, visit our Transportation Department at 200 S. Spring Street, Bucyrus, OH or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. (Include Name, Responsible Employee Name or Title, Address, Telephone, and Email link).

SECTION I: TYPE OF COMMENT (Choose One)*

Compliment ___ Suggestion ___ Complaint ___ Other: _____

ADA Related? Y / N

SECTION II: CONTACT INFORMATION

Salutation [Mr./Mrs./Ms., etc.]:

Name:

Street Address:

City, State, Zip code:

Phone:

Email:

Accessible Format Requirements: Large Print ___ TDD/Relay ___ Audio Recording ___

Other _____

SECTION III: COMMENT DETAILS

Date of Occurrence: _____ Time of Occurrence: _____

Name/ID of Employee(s) or Others Involved: _____

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:

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)*

-Email response _____

-Telephone response _____

-Response by U.S. Postal Mail _____

Office Only:

Date received: _____

Date of assignment for investigation: _____

Date of resolution: _____

Date of communication to complainant: _____