

Community First Solutions/ The Fleet  
 ADA CONSUMER COMPLAINT FORM

FTA C 4710.1 Chapter 12 – Oversight, Complaints, and Monitoring Attachment Page 12A-1 [Community First Fleet] 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 [513-867-9195], visit our Customer Service Center at [140 Ross Ave. Hamilton, OH 45013], 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. [Community First Fleet, Director of Transportation, 230 Ludlow St. Hamilton, OH 45013, 513-867-9195, [egiuliano@community-first.org](mailto:egiuliano@community-first.org)] Attachment 12-1 Sample Comment Form

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:					
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      Subway      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 [Text box on web form for narrative]:					
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			