



Pee Dee Regional Transportation Authority  
313 S. Stadium Rd.  
Florence, South Carolina 29506

## Customer Comment/Complaint Form - ADA

Thank you for taking the time to share your experience aboard PDRTA. Your input helps us provide better service. Your report will be reviewed by our Safety & Training Manager and given appropriate management follow-up. To contact him directly you may call 843-519-0885 or email [tcollins@pdrta.org](mailto:tcollins@pdrta.org). You may also mail us at the address above.

*Note: This form is for ADA related issues only. Please use this form only to report your actual experience using PDRTA's services. If you have a suggestion, opinion or other comments, or want to request maps or brochures, please give us a call at (843) 665-2227 ext 2 or contact us at [WWW.PDRTA.org](http://WWW.PDRTA.org)*

Complaint  Comment  Date: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Date & Time of Incident: \_\_\_\_\_  
Complaint taken by: \_\_\_\_\_

Examples : I asked the driver to announce my bus stop and they forgot. The driver refused to put the wheelchair lift out so I could board the bus in my wheelchair

Action Taken: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*"Again, we thank you for your time and patience. Thanks for letting us serve you"*