

## When You Should Contact Us

Please notify TACT promptly if you have any of the following problems:

- Your prescheduled vehicle is more than 15 minutes late
- Your prescheduled vehicle is more than 15 minutes early
- The telephone operator or driver is rude or fails to provide assistance
- The vehicle is dirty, does not meet safety standards (working seatbelts, tie-downs for wheelchairs, etc.), or you notice anything about the service which seems unsafe
- You were charged the wrong fare
- Your ride took over one hour (excluding long distance trips)
- You can't get through to TACT on the telephone or you are on hold for more than 5 minutes
- Anything else you would like us to know

*Revised 7/2023*



220 North Grant Ave.  
Kittanning, PA 16201




## ***TOWN & AND COUNTRY TRANSIT (TACT)***

## ***How To REGISTER A COMPLIMENT OR COMPLAINT***

***Office Hours: Monday-Friday  
8:00 a.m. until 3:45 p.m.***

**220 North Grant Avenue  
Kittanning, PA 16201**

 724.548.8696

 1.800.245.8588

 724.545.3356

Visit us:

 <http://www.tactbus.com>

 <http://www.facebook.com/tactbus>

 @tactbus

## We Want To Hear From You!

Your comments and suggestions help TACT continue improving the transportation system and are valuable in planning and evaluating the transportation service.

We need your help to keep us informed about your service.

Please let us know promptly when you have a problem so that we can try to prevent it from happening again. *All complaints are investigated and responded to – usually within two weeks.*

When you have a positive experience, we appreciate hearing about that as well. Compliments about drivers, other staff, or service in general are passed along to highlight superior performance.

***TACT does not accept nor act upon anonymous compliments or complaints.***

## Where To Call Or Write

You may file a compliment or complaint by telephone, in writing, or in person at TACT's main office.

Compliments or complaints must be registered with the TACT's office or through TACT website [www.tactbus.com](http://www.tactbus.com).

***Drivers are not allowed to accept compliments or complaints.***

WHERE TO CALL:  
724.548.8696 or  
800.245.8588

WHERE TO WRITE:  
Town & Country Transit  
220 North Grant Avenue  
Kittanning, PA 16201



**OFFICE HOURS:**  
Monday through Friday  
8:00 a.m. to 3:45 p.m.

## Information We Will Need

Prompt, accurate reporting of complaints makes follow-up easier and more effective. Your complaint should include as much of the following information as you can provide:

- Your name and address
- The date and day of the week of your trip (example: Monday, March 7)
- The TACT service you were using (example: fixed-route, shared-ride, Complementary Paratransit or PWD)
- Scheduled pick-up and return time, or the time you called for return
- The address of your destination
- The name of the person who took your call
- An exact description of the incident
- TACT vehicle number