

When You Should Complain

Please notify COLTS promptly whenever 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
- You can't get through to SEATS on the telephone or you are on hold for more than 5 minutes
- Anything else you would like us to know

County of Lackawanna Transit System
800 North South Road
Scranton, PA 18504



*How To
Register
A Complaint
Or
A Compliment*

**570-963-6795
or
TDD 570-963-6484**

800 North South Road
Scranton, PA 18504

Effective April 12, 2013

We Want To Hear From You!

Your comments and suggestions help COLTS to continue improving the 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 had a problem so that we can try to prevent it from happening again. Every complaint is reviewed the same day it is received. 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, phone operators, or service in general, are passed along to highlight superior performance.

Where To Call Or Write

You may file a compliment or complaint by telephone, in writing, or in person at the COLTS' main office, located at 800 North South Road, Scranton, PA 18504.

Complaints must be registered with the COLTS central office. Drivers are not allowed to accept complaints.

WHERE TO CALL:

(570) 963-6795 or
TDD (570) 963-6484

WHERE TO WRITE:

800 North South Road
Scranton, PA 18504

OFFICE HOURS:

8:30 a.m. to 4 p.m.
Monday through Friday

Information COLTS 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 (for example, Monday, January 25)
 - The COLTS service you were using
 - Scheduled pick-up and return time, or the time you called for return
 - The address of your destination
 - The name or number of the operator who took your call
 - An exact description of the incident
-