



Coos County Area Transit
Service District
2810 Ocean Boulevard
Coos Bay, Oregon 97420
(541) 267-7111
FAX (541) 267-0393

CUSTOMER FEEDBACK FORM

Coos County Area Transit Service District (C-CAT) is committed to giving you fair and courteous service. Our staff is expected to give correct information about our programs and to treat everyone equally. We encourage you to take this opportunity to complete a customer feedback form.

TO FILE A CUSTOMER COMMENT OR CONCERN:

1. Customer feedback forms are available in all C-CAT buses and at the dispatch office in Coos Bay. You may also request a feedback form by phone and we will mail it to you. You may call the Coos Bay dispatch office at (541) 267-7111. For the hearing-impaired, forms may be requested from the Coos Bay office via TTY, by calling 711. For internet users, forms can be obtained on our website at www.coostransit.org by selecting the "Commitment" menu item.
2. Completed forms may be presented to the Coos Bay Dispatch Office or mailed to:

C-CAT
2810 Ocean Boulevard
Coos Bay, Oregon 97420

Please let us know about our service.

Check the program(s) you patronize:

- | | | |
|--------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Dial-A-Ride | <input type="checkbox"/> Powers Stage | <input type="checkbox"/> Lakeside/Hauser |
| <input type="checkbox"/> Loop Bus | <input type="checkbox"/> Intercity | |

What program location? _____

If you had a good experience with C-CAT, check any of the following that apply:

- | | |
|--|--|
| <input type="checkbox"/> I received the service/help I needed. | <input type="checkbox"/> I received help in a timely manner. |
| <input type="checkbox"/> I had my question answered | <input type="checkbox"/> Staff treated me courteously. |

Comments/Explanation: _____

If you have a concern about C-CAT, check any of the following that apply:

- I don't agree with a decision.
- I don't understand a decision.
- Staff did not treat me courteously.
- I was treated unfairly.
- Other (specify below)

Comments/Explanation: _____

Would you like us to contact you? YES NO

Name: _____ Phone: _____
Address: _____

WHAT WILL HAPPEN?

If you ask us to contact you, this is what will happen:

1. Within five (5) working days of getting your feedback form, the Transit Manager will contact you to set up a meeting to discuss your concern.
2. All facts will be considered. This will include information both from you and any staff involved.
3. The Transit Manager will review your comments or concerns with you.

A copy of all customer concerns and resolutions will be reviewed by the Transit Manager. All names are kept strictly confidential. This process is to give the people we serve a way to address their concerns. We encourage anyone who thinks they have not received fair treatment to let us know. We would welcome your good comments as well.