

# City of West Covina

1444 W. Garvey Avenue  
West Covina, CA 91790  
(626) 939-8430 / (626) 939-8675 (fax)



## Transit Services – Passenger Concern/Compliment

The City of West Covina strives to provide the community with transit services that are reliable, efficient, and customer-service oriented. If you would like to give a compliment or communicate a concern, please provide as much information as possible on this form. Please return your completed form to the City of West Covina, Community Services Department at the address above.

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Today's Date: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (      ) \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Would You Like Someone to Contact You Regarding Your Comments?       Yes       No

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Service:      Blue Route                      Green Route                      Red Route                      Dial-A-Ride

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Vehicle ID: \_\_\_\_\_ Driver Name/ID: \_\_\_\_\_

Location: \_\_\_\_\_

Date Occurred: \_\_\_\_\_ Time Occurred: \_\_\_\_\_

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Comments: \_\_\_\_\_  
(Continued on page 2)  
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Comments:

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*Thank you for taking the time to provide the City with your feedback.*

<i>Notes &amp; Follow-up (City/Contractor Use)</i>	
<i>Immediate</i>	
<i>Long Term</i>	
<i>Follow-up</i>	