



ADA Comment Form

Bi-State Development d/b/a Metro Transit is committed to providing you with safe and reliable transportation services and we want your feedback regarding your experience as our customer with a disability. Please use this form for suggestions, compliments, and complaints. You may also contact the ADA Coordinator directly by phone at 314-982-1525, 711 for Relay; by email at adacoordinator@metrostlouis.org; or by mail at 211 N. Broadway, Suite 700 – Mail Stop 400, St. Louis, MO 63102-2759. Please make sure to provide your contact information in order to receive a response.

Section I: Contact Information				
Name:				
Address:				
Telephone :			Reduced Fare ID # :	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Recording	
	TDD/Relay		Other	
Section II: Comment Details				
Transit Service (choose one): <input type="checkbox"/> MetroBus <input type="checkbox"/> MetroLink <input type="checkbox"/> Metro Call a Ride				
Date of Occurrence:			Time of Occurrence:	
Name/ID of Employee(s) or others involved:				
Vehicle ID/Route Name or Number:			Direction of Travel:	
Location of Incident:				
Mobility Aid Used:				
If above information is unknown, please provide other descriptive information to help identify the employee/location:				
Description of Incident:				
Section III: Follow Up				
May we contact you for more details or information? <input type="checkbox"/> Yes <input type="checkbox"/> No				
What is the best way to reach you? <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail				
What is your preferred response method? <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail				

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form to:

Amy Parker, ADA Coordinator

ADA Services

211 N. Broadway

Suite 700, Mail Stop 400

St. Louis, MO 63102-2759

adacoordinator@metro STLouis.org