

Union County Division of Transportation is committed to providing you with safe and reliable transportation and nutrition services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 704-292-2511, visit our Customer Service Center at 610 Patton Ave, Monroe, NC 28110, or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. Union County Division of Transportation, Theresa Torres, 610 Patton Ave, Monroe, NC 28110, 704-283-3598, and theresa.torres@unioncountync.gov

| SECTION I: TYPE OF COMMENT (Choose One) | | | | |
|--|----------------|---------------------|--------------|--------------------|
| Compliment ___ | Suggestion ___ | Complaint ___ | Other: _____ | ADA Related? Y / N |
| SECTION II: CONTACT INFORMATION | | | | |
| Salutation [Mr./Mrs./Ms., etc.]: | | | | |
| Name: | | | | |
| Street Address: | | | | |
| City, State, Zip code: | | | | |
| Phone: | | Email: | | |
| SECTION III: COMMENT DETAILS | | | | |
| Date of Occurrence: | | Time of Occurrence: | | |
| Name/ID of Employee(s) or Others Involved: | | | | |
| Vehicle Number: | | | | |
| Direction of Travel: | | | | |
| Location of Incident: | | | | |
| Mobility Aid Used (if any): | | | | |
| If above information is unknown, please provide other descriptive information to help identify the employee: | | | | |
| Description of Incident or Message: | | | | |
| SECTION IV: FOLLOW UP | | | | |
| May we contact you if we need more details or information? | | Yes | No | |
| What is the best way to reach you? (Choose One) | Phone | Email | Mail | |
| If a phone call is preferred, what is the best day and time to reach you? | | | | |
| SECTION V: DESIRED RESPONSE (Choose One) | | | | |
| -Email response -Telephone response -Response by U.S. Postal Mail | | | | |