

RTD NEW Complaint Procedures Checklist

During the incident	Yes	No	Comments
Did the driver give you an ADA PAX Pass-Up Form?	<input type="checkbox"/>	<input type="checkbox"/>	
If not, did you get all the important information? (e.g., route number, bus number, location, date and time)	<input type="checkbox"/>	<input type="checkbox"/>	
Content of Complaint (CCDC strongly Recommends complaints be sent by email to customercare@rtd-denver.com)	Yes	No	Comments
Did you include your <u>contact information</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include the <u>date and time</u> of the incident?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include the <u>location</u> of the incident?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include the <u>route number and direction</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include the <u>bus number</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include the <u>driver ID number</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you include a <u>specific description</u> of your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you <u>request the recording</u> of the incident?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you <u>request the Investigation Checklist</u> ?	<input type="checkbox"/>	<input type="checkbox"/>	
Did you copy ccdclpa@ccdconline.org on the email?	<input type="checkbox"/>	<input type="checkbox"/>	
After Complaint Is Sent	Yes	No	Comments
Did you receive the Investigation checklist from RTD?	<input type="checkbox"/>	<input type="checkbox"/>	
If yes, did you send a copy to CCDC?	<input type="checkbox"/>	<input type="checkbox"/>	
If no, did you contact CCDC?	<input type="checkbox"/>	<input type="checkbox"/>	