FREMONT COUNTY ASSOCIATION OF GOVERNMENTS

WIND RIVER TRANSPORTATION AUTHORITY

2554 Airport Rd., Riverton, WY 82501 • (307) 856-9782

Passenger Complaint Form

How this form is used. Submitting this form opens an official WRTA review. WRTA will (1) acknowledge your complaint and assign a case number, (2) investigate using its scheduling, dispatch and vehicle records, and (3) send you a written response. Filing a complaint will not affect your eligibility to ride. For help completing this form, or to receive it in another format, call (307) 856-9782.

Section 1. Your Information

Full name		**Date**	
Address			
Phone		**Email**	
Preferred contact	☐ Phone ☐ Email ☐ Mail		
Accessible format	☐ Not needed ☐ Large print ☐ Audio ☐ TTY/TDD ☐ Other: _____		

Section 2. Who Is Filing

Are you filing on your own behalf?	☐ Yes (go to Section 3) ☐ No		
If no, name of the passenger		**Relationship**	
Do you have the passenger's permission to file?	☐ Yes ☐ No		

Section 3. Trip Details

Date of trip		**Route or vehicle no. (if known)**			
Type of service	☐ Fixed route ☐ Demand response / dial-a-ride ☐ Not sure				
Pickup location		**Destination**			
Scheduled pickup time		**Actual pickup time**		**Time you arrived**	
Did you have an appointment or other fixed arrival time?	☐ No ☐ Yes — time: _____				
Did you give WRTA that time when you booked the trip?	☐ Yes ☐ No ☐ Not sure Date booked: _____				
Driver or staff involved (if known)					

Section 4. Your Complaint

Check all that apply.

☐ Late pickup	☐ Driver or staff conduct
☐ Missed trip — vehicle did not arrive	☐ Vehicle condition or accessibility equipment
☐ Late arrival at an appointment or destination	☐ Excessive time on board
☐ Scheduling or dispatch error	☐ Other: _____

Describe what happened. Attach additional pages if needed.

What would you like WRTA to do to resolve this?

Have you filed this complaint with any other agency or court?	☐ No ☐ Yes — name: _____

Discrimination complaints. If you believe you were discriminated against because of a disability, or on the basis of race, color or national origin, you may file WRTA's ADA or Title VI complaint form. Those complaints follow a separate procedure. Call (307) 856-9782 for the form or for help.

Section 5. Acknowledgment and Signature

1. The information on this form and in any attached documents is true and complete to the best of my knowledge.
2. I understand that submitting this form starts a WRTA investigation and that WRTA may contact me for more information.
3. I understand that this form is an administrative filing, not a notice of claim under the Wyoming Governmental Claims Act (W.S. 1-39-101 et seq.), that it does not extend any deadline under that Act, and that records submitted to WRTA may be public records under the Wyoming Public Records Act.

Signature		**Date**	
Printed name			

Submit this form in person or by mail to Wind River Transportation Authority, 2554 Airport Rd., Riverton, WY 82501. Questions: (307) 856-9782.