Customer Complaint Policy

It is the policy of LCTA to receive complaints, commendations and suggestions from customers of both our Fixed Route and Shared Ride services. LCTA will maintain summaries of complaints and resolutions and take corrective actions to improve customer service.

You Should File a Complaint If:

- ⇒ Your Shared Ride Vehicle is outside the 15 minute window.
- ⇒ Customer Service or Driver is rude or fails to provide assistance.
- ⇒ Your vehicle is dirty or not safe.
- ⇒ You waited more than 1 hour for a return call when trying to schedule a trip.
- ⇒ You think you were charged the wrong fare.
- ⇒ Your Shared Ride took over two hours, or one hour for STEP program.
- ⇒ There was any violation of ADA rules or laws.
- ⇒ Fixed Route bus is off schedule by more than a few minutes or is early.

Luzerne County Transportation Authority
300 S. Pennsylvania Ave.
Wilkes-Barre, PA 18701

HOW TO REGISTER A COMPLAINT, COMMENDATION or SUGGESTION

www.lctabus.com

COMPLAINT HOTLINE:

570-283-1683

Complaint Policies

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted in person at the Customer Service Desk at the Intermodal, Main Office, Shared Ride Office, by telephone through a Customer Complaint Hotline which is advertised in all buses and vans, through the web site, or in writing.
- Fixed Route and Shared Ride drivers are prohibited from accepting complaints from customers and are instructed to inform customers of the procedure for filing a complaint.
- There is no arbitrary "strict limit" on the age of a complaint except as is practical for investigation.
- Customers will receive a response within 10 business days to every complaint filed, except in cases where no contact information is given.
- Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality.
- LCTA maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by the Director of Administrative Services and Director of Communications.

Ways to Register a Complaint, Commendation or Suggestion

Call the Complaint Hotline at

570-283-1683

to leave a Complaint or a phone number for return call

or

Fill out a Complaint Form, which can be found at the Wilkes-Barre Intermodal Desk, or the Administration Offices at the address below.

or

Contact us through the web site at www.lctabus.com

or

Send a complaint in writing to:
LCTA
300 S. Pennsylvania Ave.
Wilkes-Barre, PA 18701

Luzerne County Transportation Authority

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