



Essex County Public Transportation  
PO Box 217, Elizabethtown, NY 12932  
Website: [www.essexcountyny.gov/transportation](http://www.essexcountyny.gov/transportation)

Phone (800) 914-9266  
E-mail: [transportation@essexcountyny.gov](mailto:transportation@essexcountyny.gov)

## ESSEX COUNTY PUBLIC TRANSPORTATION COMPLAINT FORM

### PERSONAL CONTACT INFORMATION

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Daytime Phone # \_\_\_\_\_

Email address: \_\_\_\_\_

I am a:  Passenger  Bus Driver Preferred Contact Method:  Phone  Email

### COMPLAINT DETAILS

Type of Complaint:  General  Discriminatory based on sex, race, creed, color, or nationality  
 Discriminatory based on a disability

Bus route where incident occurred (if applicable):

- |  |   |
|--|---|
| <input type="checkbox"/> Lake Placid XPRSS (village shuttle) | <input type="checkbox"/> Champlain North Route          |
| <input type="checkbox"/> Cascade Express Mountain (CAS)      | <input type="checkbox"/> Champlain South Route          |
| <input type="checkbox"/> Mountain Valley Shuttle (MVS)       | <input type="checkbox"/> Whiteface Mountain Ski Shuttle |

**DESCRIPTION AND DETAILS OF COMPLAINT (please be specific; include dates, times, locations, name of driver, etc. Use other side if necessary)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ECPT is committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services we offer. This policy is consistent with the requirements of Title VI of the 1964 Civil Rights Act. If you believe you have been subjected to unequal treatment due to race, creed, color, national origin, sexual orientation or a disability, you have the right to file a formal complaint within one hundred-eighty (180) days following the date of the alleged discriminatory action. For more information, please call us at (800) 914-9266 or email us at [transportation@essexcountyny.gov](mailto:transportation@essexcountyny.gov)

### Office Use Only

Date of Inquiry: \_\_\_\_\_

Received by: \_\_\_\_\_

Type of Inquiry:  Phone  Emailed  Hand Delivered  Mailed  Other (explain): \_\_\_\_\_