

# VALLEY TRANSIT

## CUSTOMER COMMENT POLICY

May 21, 2008

Valley Transit shall seek to continuously improve its services by encouraging comments and feedback from riders of Valley Transit services, employees, and members of the community at large. Valley Transit shall provide a variety of ways to receive input and shall ensure that persons making comments receive an acknowledgement of their comments and a report on the outcomes of any investigations or changes that may result.

Valley Transit shall maintain a comprehensive education and outreach program to ensure that persons with special needs and the general public are aware of the methods by which the comment process can be accessed.

### 1. Accessibility

People desiring to make comments to Valley Transit shall be able to do so in the following ways: in person, by telephone, by FAX, by e-mail, or by mail.

All Valley Transit staff having public contact shall be provided training on the comment process. Comments will be received by the Customer Service Center at the Valley Transit main office.

### 2. Acknowledgement

Anyone who submits a comment and provides a telephone number, address, or e-mail address shall receive an initial acknowledgement of the comment within three (3) business days of receipt of the comment by Valley Transit. Should the acknowledgement be in writing?

### 3. Investigation and Follow-up

Complaints or concerns shall be assigned to a Valley Transit road supervisor for investigation and follow-up. Comments and/or suggestions about Valley Transit services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

### 4. Compliments

Compliments regarding individuals shall be forwarded to the employee and his/her supervisor for acknowledgement. Compliments for the agency shall be forwarded to the General Manager or his designee.

### 5. Tracking

Valley Transit shall maintain a tracking system for all comments which provides a unique identification of each comment and allows ready access to information on the status of the comment at any time.

The comment process, i.e. data entry, assignment, tracking, follow-up, response, reporting, shall be managed by the Customer Service Center or Operations Department staff.

## **6. Responses**

Valley Transit shall provide a response to the person making a comment within fifteen (15) business days of receipt of the comment. Should the period of time needed for response exceed fifteen days, the person making the comment shall be advised of the status, in addition to receiving a final response.

Responses shall be in the format requested, i.e. written, verbal, e-mail, and/or alternative or accessible format.

## **7. Reporting**

A summary of the status of all comments shall be provided to the Board; this would require that we list the action taken on the Board report, and staff on a periodic basis for use in reviewing and evaluating service, and planning.

## **8. Non-Discrimination**

Valley Transit shall ensure that the quality of service delivered to persons submitting comments to the agency will not, in any way, be negatively impacted by that submission

## **9. Education and Outreach**

Valley Transit shall provide information about access to the comment process to riders, employees, agencies that serve persons with special needs, and the general public in a variety of printed and electronic formats. These include, but are not limited to:

- Valley Transit website / e-mail link
- Schedules and Guides
- Posters
- Letters to users of the Dial-A-Ride service upon initial registration and periodically thereafter Guidelines say no less than every third year for active paratransit riders
- Comment Cards on all vehicles
- Presentations to community agencies, organizations and groups

All educational and outreach materials shall include information on all local telephone numbers, website and e-mail addresses, and mailing addresses available through which comments can be submitted.

## **10. Appeal Process**

Valley Transit shall provide a formal appeal process to persons with special needs who are unsatisfied with the outcome of their service comment.

Appeal responses shall be in the format requested, i.e. written, verbal, e-mail, and/or alternative or accessible format.