

How could your agency make the complaint/comment process more clear?

- Signs on the bus
- Customer Surveys
- Staff ride-a-longs
- Public forums
- Drivers – input from riders
- Quarterly insert in local newspaper
 - Include phone and email
 - How the process works
- Let public know that complaints are positive, not negative. They are a chance to get better.
- Transit agencies need to welcome comments
- Need to address the process of what will be done with the comment
- Provide a timeline and expectations of when someone will get back to them
- Pamphlets on the bus asking for public input
- Have some sort of tracking system on the public comments, categorize comments
- Communicate back to the commentator
- Make sure that the person who receives the complaint understands the concerns of the commenter
- Support input from libraries where public can access computers
- Provide more than one format for input, so that people can communicate in a way that they are comfortable
- This should be about comments, not complaints
- Use 1-800 or some other easy to access number
- Make the process and reporting efficient and not too bureaucratic
- Do not talk about “complaint, condemn, or criticize”. Use language that is more constructive.
- Use CAC to respond back to people.
- Use all forms of communication (including snail mail.)
- Use public forums
 - Publish info about the forums
- Have an identity that is clearly communicated to the public of who to contact and communicate with.
- Allow folks to remain anonymous
- Make sure that CAC’s understand the process, so they can spread the word
- Give recognition for best “complaint” or best “solution”
- Make sure that any concern is valid
- Sometimes the best response is to provide good information up front about why you do the things you do.