

## **Jefferson Transit Customer Complaint Procedure**

Jefferson Transit is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of Jefferson Transit are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The Jefferson Transit Customer Complaint Procedure has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. Jefferson Transit is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

**Contacting Jefferson Transit:** Riders can contact Jefferson Transit in the following ways:

- 1. US Mail:** Riders can mail their feedback to the Jefferson Transit office at 1615 W. Sims Way, Port Townsend, WA 98368.
- 2. Feedback Line:** Riders can contact Jefferson Transit at 360-385-4777 (or toll free at 800-371-0497.) This line is available 24 hour a day, seven days a week.
- 3. E-mail:** Riders can contact Jefferson Transit by e-mail at [info@jeffersontransit.com](mailto:info@jeffersontransit.com).
- 4. Fax:** Riders can send written feedback by fax to 360-385-2321.
- 5. Language Line:** For riders who speak a language other than English, Jefferson Transit will utilize the services of the AT&T Language Line to facilitate the call.

**Feedback Review Process:** All feedback from customers is valued and will be reviewed and distributed to the appropriate agency representative(s).

- 1.** Customer concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.
- 2.** Recommendations for service or system modification will be sent to the operations department.
- 3.** Questions regarding discrimination or bias will be sent to the agency Equal Opportunity Officer.

**Feedback Acknowledgement:** Anyone who submits a comment, complaint, or service suggestion to Jefferson Transit shall receive a response provided they give legible contact information.

- Feedback sent via mail or fax will receive with a response within seven business days.
- E-mail, phone, or web originated messages will be returned with 72 hours

**Customer Appeals Process:** Any person who is dissatisfied with the response they receive from Jefferson Transit is welcome to appeal the decision. A review team consisting of the General Manager, Jefferson Transit Citizens Advisory Committee Chair person and one other staff member will review customer appeals.

**Information about Policy:** Information about the Customer Complaint Policy, including how to submit a complaint, will be made available to riders:

1. When customers are approved for ADA paratransit service
2. When customers are re-evaluated for ADA paratransit service or if customers are not re-evaluated, every three years
3. On comment cards available on all transportation vehicles

**Reporting:** The General Manager shall compile a summary of rider responses for the board, staff, and employees for use in reviewing and evaluating service.

**Tracking:** Jefferson Transit shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on the status of the comment at any time.

**Protection from Retribution:** Customers of Jefferson Transit should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Jefferson Transit General Manager. Jefferson Transit will appropriately discipline any employee that retaliates against a customer.