



PACIFIC TRANSIT SYSTEM CUSTOMER COMPLAINT / COMMENT POLICY

Revised 4-21-23

Pacific Transit shall seek to continuously improve its services by encouraging complaints and/or comments and feedback from riders of Pacific Transit services, employees, and members of the community at large. Pacific 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.

Pacific 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. Contacting Pacific Transit System

In person at our Raymond Office:

216 2nd Street Raymond, WA 98577

Office hours: Monday-Friday 7:00am to 7:00pm

Saturday 9:00am to 5:00pm

Call (360) 875-9418 or (360) 642-9418 voicemail after hours

Fax (360) 942-3193

Mailing address 216 2nd Street Raymond, WA 98577

All Pacific Transit System staff having public contact shall be provided training on the compliant/comment process and shall be able to initially record a comment they may receive.

2. Acknowledgment

Anyone who submits a comment and provides a telephone number, address or email address shall receive an initial acknowledgement if the comment by Pacific Transit System within three (3) business days of the receipt of the comment.

3. Investigation and Follow-up

Complaints or concerns shall be assigned to the Director for investigation and follow-up. Comments and/or suggestions about Pacific Transit System 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 their manager for acknowledgement. Compliments for the agency shall be forwarded to the Director or designee.

5. Tracking

Pacific Transit System 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 of data entry, assignment, tracking, follow-up, response and reporting shall be managed by the Operations Manager.

6. Responses

Pacific Transit System shall provide a response to the person making a comment within fifteen (15) business days of receipt of comment. Should the period of time needed for the 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, either, written, verbal, by email, or alternative or accessible format.

7. Reporting

A summary of the status of all comments shall be provided to the staff on a periodic basis for use in reviewing and evaluating service, and planning.

8. Protection from Retribution

Pacific Transit System 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. If a person feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Pacific Transit System's Director. If the employee is found to be guilty of such behavior, appropriate disciplinary action will be taken.

9. Education and Outreach About Policy

Pacific Transit System 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:

- Pacific Transit System website-email link
- Schedules and Guides
- Posters
- Letter to users for the Dial-A-Ride service upon limited registration and periodically thereafter Guidelines sent no less than every third year for active Dial-A-Ride user.
- Comment cards on all Pacific Transit System buses and vans

- Presentations to community agencies, organizations, and groups

All educational and outreach material shall include information on all local phone numbers, website, and email addresses, and mailing addresses available through which comments may be submitted.

10. Appeal Process

Pacific Transit System shall provide a formal appeal process to any person who is unsatisfied with the outcome of their response.

Appeal responses shall be in a format requested, either, written, verbal, by email, or alternative or accessible format.

Revised 04-21-23
Adopted 11-13-08