

RESOLUTION NO. 2017-42

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
RESCINDING RESOLUTION NO. 2014-08 AND ADOPTING A NEW
CUSTOMER COMMENT/COMPLAINT POLICY.**

WHEREAS, the Mason Transit Authority Board approved and adopted a Public Comment Policy (POL-2000.05); and

WHEREAS, as a requirement for receiving grant money, Washington State Department of Transportation requires that the attached policy replace any other earlier policies used by Mason Transit Authority;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that Resolution No. 2014-08 be rescinded in its entirety; and

BE IT FURTHER RESOLVED that the Customer Comment/Complaint Policy which is attached hereto and incorporated herein be established and adopted.

Adopted this 19th day of December, 2017.



Terri Drexler, Chair

Wes Martin, Authority Member



Randy Neatherlin, Authority Member

Don Pogreba, Authority Member



Kevin Shutty, Authority Member

APPROVED AS TO CONTENT:



Danette Brannin, General Manager

APPROVED AS TO FORM:



Robert W. Johnson, Legal Counsel



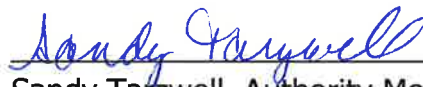
John Campbell, Vice-Chair



Tracy Moore, Authority Member



Deborah Petersen, Authority Member



Sandy Tarzwell, Authority Member

ATTEST:


Tracy Becht, Clerk of the Board

DATE:

12/19/2017



Title:	Customer Comment/Complaint Policy
Number:	505
Effective:	December 19, 2017
Cancels:	Pol-2000.05 Submitting Comments to MTA
Prepared by:	Danette Brannin, General Manager
Approved by:	Authority Board Resolution No. 2017-42

POL-505 Customer Complaint Policy

This policy applies to all Mason Transit Authority (MTA) officers, employees, board members or agents.

1.0 Purpose

The purpose of the Customer Complaint Policy is to establish a policy that ensures riders of the system have an easy and accessible way to provide feedback to the agency. Mason Transit Authority is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

2.0 Policy

Mason Transit Authority shall seek to continuously improve its services by encouraging comments and feedback from riders of Mason Transit Authority services, employees, and members of the community at large. Mason Transit Authority 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 if requested.

Mason Transit Authority 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.

3.0 Contacting MTA

Riders can contact MTA in the following ways:

- 1. US Mail:** Riders can mail their feedback to the Mason Transit Authority office at 790 E Johns Prairie Rd, Shelton, WA 98584. A pre-addressed comment card is available on buses and at the Transit-Community Center.
- 2. Feedback Line:** Riders can contact MTA 360-427-5033 or toll free at 800-374-3747. This line is available 24 hours a day, seven days a week.
- 3. E-mail:** Riders can contact MTA by e-mail at mta@masontransit.org.
- 4. Fax:** Riders can send written feedback by fax to 360-426-1152.
- 5. TTY/TTD Line:** 711 or 800-833-6388.
- 6. Website:** Riders can offer feedback on the MTA Website at www.masontransit.org.



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4.0 Feedback Review Process

All feedback from customers is valued and will be reviewed by the Operations Manager or designee. After review, the Operations Manager or designee will distribute the customer communication to the appropriate agency representative(s).

- Customer concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.
- Recommendations for service or system modification will be sent to the Outreach/Transit Planner and Service Review Committee.
- Questions regarding discrimination or bias will be sent to the agency Equal Opportunity Officer.
- All compliments will be entered into the tracking system before being forwarded to supervisor(s) or manager. 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/her designee.

5.0 Tracking

Mason Transit Authority shall maintain a tracking system for all comments received 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 Operations Manager or designee.

6.0 Investigation and Follow-up

Complaints or concerns shall be assigned by the Operations Manager or designee to an appropriate Mason Transit Authority employee for investigation and follow-up. Comments and/or suggestions about MTA services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

7.0 Acknowledgement

Anyone who submits a comment, complaint, or service suggestion to MTA shall receive a response provided they give legible contact information.



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- Feedback sent via mail or fax will receive with an initial response within seven (7) business days.
- E-mail, phone, or web originated messages will be returned with 72 hours.

Should the period of time needed for response exceed the above time, the person making the comment shall be advised of the status within the time frame, in addition to receiving a final response.

8.0 Customer Appeals Process

Any person who is dissatisfied with the response they receive from MTA is welcome to appeal the decision by contacting the General Manager or Outreach/Transit Planner. A review team consisting of the General Manager, Operations Manager, a Mason County Transportation Advisory Board (MCTAB) representative and one other staff member will review customer appeals.

9.0 Information About Policy

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

- On comment cards available on all transportation vehicles
- At the T-CC and Johns Prairie Facilities
- Letters to Dial-a-Ride users upon initial registration
- In Schedules and Guides
- On Mason Transit Authority website
- Presentations to community organizations and groups

10.0 Reporting

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



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11.0 Protection from Retribution/Non-Discrimination

Mason Transit Authority 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. Customers of MTA 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 MTA Outreach/Transit Planner or General Manager. MTA will appropriately discipline any employee that retaliates against a customer.