



<b>Title:</b>	Complaints of Unfair Competition Procedures
<b>Number:</b>	202
<b>Effective:</b>	July 18, 2017
<b>Cancel:</b>	N/A
<b>Prepared by:</b>	LeeAnn McNulty, General Services Manager
<b>Approved by:</b>	Danette Brannin, General Manager

**PRO-202 COMPLAINTS OF UNFAIR COMPETITION PROCEDURES**

The following are the procedures for handling complaints by a private sector transportation provider that alleges unfair competition due to Mason Transit Authority’s (MTA) expanded or current service structure.

<u>Action By:</u> Administrative Services Manager	<u>Action:</u> Responsible for receiving and investigating any complaints of unfair competition.
General Manager	Responsible for reviewing and analyzing the findings from the investigation.  Respond to the complaint with a written determination to the Complainant within ten (10) business days of the receipt of the complaint. The determination shall include instructions for appeal(s) as stated below.
Mediation Panel	Written appeals to the General Manager’s determination must be received by Mason Transit Authority within ten (10) business days of the determination receipt. A mediator or mediation panel that does not include employees of Board Members of MTA will hear the appeal.
MTA or Complainant	If either MTA or the Complainant is not satisfied with the mediator’s decision, they may appeal the decision to Washington State Department of Transportation’s (WSDOT) Public Transportation and Rail Division. Appeals must be filed with the Public Transportation Office Manager within thirty (30) days of the mediator’s decision and include the following: <ul style="list-style-type: none"> <li>• An original signature of the Chief Executive Officer of the entity filing the appeal.</li> <li>• The grounds under which the appeal is being filed.</li> </ul>



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- A copy of the mediator’s decision.

A copy of the appeal must be sent by the entity filing the appeal to the other party involved.

WSDOT

Upon receiving the appeal, review the decision and the procedures followed from the time the initial complaint was received by MTA. The Public Transportation Office will review the procedures that were followed and issue a determination on the appeal.

The determination of the Public Transportation Office shall constitute the final appeal and decision.

Administrative Services Manager

Complaints of Unfair Competition file of binder shall be maintained and include all correspondence regarding any complaints.