

POLICY – SUBMITTING COMMENTS TO MTA

POL-2000.05 Submitting Comments to Mason Transit Authority

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.

1. Accessibility

People desiring to make comments to Mason Transit Authority shall be able to do so in the following ways: in person, by telephone, by FAX, by e-mail, or by mail.

All Mason Transit Authority staff having public contact shall be provided training on the comment process and shall be able to initially record a comment he/she may receive.

2. 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.

3. Acknowledgement

Anyone who submits a comment and provides a telephone number, address, or e-mail address and requests acknowledgement shall receive an initial acknowledgement of the comment within three (3) business days of receipt of the comment by Mason Transit Authority.

4. Investigation and Follow-up

Complaints or concerns shall be assigned by the Operations Manager to an appropriate Mason Transit Authority employee for investigation and follow-up. Comments and/or

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suggestions about Mason Transit Authority services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

5. Compliments

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.

6. Responses

Mason Transit Authority shall provide a response to the person making a comment within fifteen (15) business days of receipt of the comment. Should the period of time needed for 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, i.e. written, verbal, e-mail, and/or alternative or accessible format.

7. Reporting

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

8. 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.

9. Education and Outreach

Mason Transit Authority Mason 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:

- Mason Transit Authority Mason website / e-mail link
- Schedules and Guides
- Posters, channel cards, or decals on all vehicles

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See Also: N/A

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- Letters to users of the Dial-A-Ride service upon initial registration and periodically thereafter
- Comment Cards on all vehicles and at selected public locations where bus schedules are distributed
- MTA community newsletter(s); Fact Sheets; Annual Report to the Public
- Presentations to community agencies, organizations and groups

All educational and outreach materials shall include information on all local and 1-800 telephone numbers, website and e-mail addresses, and mailing addresses available through which comments can be submitted.