

Yakima Transit Customer Complaint Policy

- A. **Purpose and Intent:** Yakima Transit is committed to providing safe and reliable Transit options within the City of Yakima and City of Selah. Customers of Yakima Transit are a fundamental aspect of our business and as such, their feedback is crucial to Yakima Transit's growth and development.

The Yakima Transit Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback to Yakima Transit regarding complaints, comments, suggestions, or concerns. A complaint form is available upon request.

B. **Yakima Transit Contact Information:**

Mail: Yakima Transit, 2301 Fruitvale Blvd, Yakima, WA 98902

Phone: (509) 576-6415 (M-F 6am-7pm, Sat 9am-6pm, or Sun 8am-4pm) (Spanish M-F 8am-5pm) FAX (509)576-6414 E-mail: transit@yakimawa.gov

- C. **Feedback Review Process:** All feedback from customers is valued and will be reviewed by the Transit Manager. If a return call is necessary, a representative will contact you within seven days from the date the complaint is filed. A copy of Yakima Transit's complaint form is located on Yakima Transit's website (www.yakimatransit.org)

1. Recommendations for service or system modification, customer concerns, complaints, or employee commendations will be forwarded to the Transit Manager.
2. Questions or comments regarding unlawful discrimination or bias will be sent to our Equal Opportunity Officer. Discrimination complaints can also be filed directly to:

The Federal Transit Administration's Region 10 Civil Rights Office

Jackson Federal Building 915 Second Avenue, Suite 3142

Seattle, WA 98174-1002,

Phone: (206) 220-7954

Website: www.fta.dot.gov/region10

The State of Washington Human Rights Commission

711 S. Capitol Way, Suite 402

Olympia, WA 98504-2490

Phone 360-753-6770 or 1-800-233-3247

Website: <http://www.hum.wa.gov/>

- A. **Feedback Acknowledgement:** Anyone who submits a comment, complaint, or service suggestion to Yakima Transit shall receive a response provided legible contact information is given. Feedback sent via email, mail, or fax will receive with a response within seven business days. Phone messages will be returned with 72 hours.
- B. **Customer Appeals Process:** Any person who is dissatisfied with the response they receive from Yakima Transit is welcome to contact the City of Yakima, Public Works Director. An appeal process is available for individuals who believe their matter wasn't adequately resolved. A three-member non-employee panel will be created that consists of people who are knowledgeable of the complaint subject. If you have a disability or need someone to interpret, those services will be reasonably accommodated if a request for those services was submitted a week prior to the hearing. Reasonable transportation accommodations to the appeal hearing will be provided upon request. There is no cost to you for this service; however, if the matter is further appealed to a court of law, any court related costs attributed to the appeal will not be covered by Yakima Transit including, but not limited to, attorney's fees, transcript costs, or any other related cost.

- C. **Information about Policy:** Information about the Customer Complaint Policy is available to riders when customers are approved (or re-evaluated) for ADA paratransit services, on transit vehicles, at the Downtown Transit Center, and online at www.yakimatransit.org
- D. **Reporting:** Yakima Transit will compile a summary of rider responses related to the incident for the board, staff, and employees for use in reviewing and evaluating service.
- E. **Tracking:** Yakima Transit maintains customer feedback received that is readily available, along with its status.
- F. **Protection from Retribution:** Yakima Transit customers should be able to submit feedback without fear of retribution or retaliation. If a rider feels they are being treated unfairly in response to feedback they submitted, they should contact the City of Yakima, Public Works Director. The Public Works Director will address the situation and discipline any employee that retaliates against a customer.



Alvie Maxey, Transit Manager

12-2-15
Date