Yakima Transit
Customer Complaint Policy

A. PURPOSE AND INTENT

Yakima Transit is committed to providing safe and reliable Transit operations within the City of Yakima. Customers of Yakima Transit are a fundamental aspect of our business and as such, their feedback is crucial to Yakima Transit's growth, development and continual safe and reliable transportation.

Yakima Transit Customer Complaint Policy has been established to ensure that passengers have an easy and accessible way to provide feedback regarding complaints, comments, suggestions, or concerns. A complaint form and customer comment-suggestion forms are available on our website, at our Transit office locations, and upon request.

B. CONTACT INFORMATION

Office Hours: Monday – Friday 8:00 am – 5:00 pm

- **Mail:** Yakima Transit, 2301 Fruitvale Blvd, Yakima, WA 98902
- **Phone:** (509) 575-6175
- **Fax:** (509) 576-6414
- **Email:** Transit@yakimawa.gov
- **Website:** YakimaTransit.org
- **Transit Center:** 104 S 4th Street, Yakima
- **Public Works Transit Division:** 2301 Fruitvale Blvd, Yakima

Complaint forms and Suggestion forms are available upon request and on the Yakima Transit website.

C. FEEDBACK REVIEW AND INVESTIGATION PROCESS

Yakima Transit values customer feedback and is committed to reviewing concerns, complaints, recommendations, and employee commendations in a timely and consistent manner.

1) Review of Feedback

All customer feedback received will be reviewed by Transit Management or an authorized management representative. Feedback may include service concerns, complaints, suggestions, recommendations, or employee commendations.

Feedback may be submitted by mail, fax, in-person , phone, email or through an available customer complaint or customer suggestion form.

2) Information Required

Customers should provide their full name (first name, last name), contact information, and a clear description of the concern or incident. When applicable, details should include the date, time, route, location, and bus number.

Complete information helps management review the concern and determine whether further investigation is needed. If information is missing, management may request additional details when contact information is available.

3) Acknowledgment and Response

Customers who request a response and provide legible contact information will receive an initial response within seven (7) calendar days of receipt of the complaint.

The initial response confirms that the concern has been received and reviewed for appropriate follow-up. It does not guarantee that an investigation or review will be completed or resolved within seven (7) days.

Some complaints may require additional investigation or follow-up. When necessary, management will determine the appropriate next steps based on the nature and complexity of the concern.

4) Review and Follow Up

Transit Management or an authorized management representative will review complaints and determine the appropriate course of action. Additional information may be gathered when necessary to evaluate the concern.

Service recommendations and suggestions will be reviewed for consideration. Employee commendations will be forwarded to the appropriate management representative.

5) Discrimination or Civil Rights Complaints

Concerns involving discrimination, unlawful bias, or civil rights violations may be submitted directly to Yakima Transit for review. Customers may also contact the appropriate outside agencies:

Federal Transit Administration (FTA), Region 10 Civil Rights Office
Jackson Federal Building
915 Second Ave, STE 3192
Seattle, WA 98174-1002
Phone: (888) 446-4511

Washington State Human Rights Commission (WSHRC)
711 S Capitol Way, STE 402
PO BOX 42490
Olympia, WA 98504
Phone: (800) 233-3247
(360) 753-6770
Fax: (360) 586-2282
Email: frontdesk@hum.wa.gov
Website: www.hum.wa.gov

Customers should verify the appropriate filing requirements and deadlines directly with the agency.

D. CUSTOMER APPEALS PROCESS

Customers who are dissatisfied with Yakima Transit's response may request further review through the City of Yakima Public Works Director.

The City will determine the appropriate review process based on the nature of the complaint. If an appeal hearing is offered, a three-member panel of individuals who are not Yakima Transit employees and who are knowledgeable about the subject of the complaint will review the matter.

Reasonable accommodations, including interpreter services when needed, will in accordance with applicable requirements. Requests should be submitted as early as possible to allow time for arrangements.

There is no charge for the appeal process. Any costs associated with further legal proceedings are not covered by Yakima Transit.

E. POLICY INFORMATION AND ACCESSIBILITY

Information about this policy is available to customers at the Transit Center, and at www.yakiatransit.org.

Customers who need assistance accessing this policy may contact Yakima Transit.

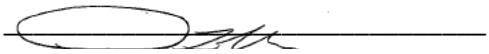
F. REPORTING AND TRACKING

Yakima Transit will maintain records of customer complaints as appropriate.

G. PROTECTION FROM RETALIATION

Customers may submit feedback or complaints without fear of retaliation.

Any customer who believes they have been treated unfairly because they submitted feedback or a complaint ay contact Yakima Public Works Director. Reported concerns will be reviewed, and appropriate action will be taken when warranted.



Jim Hogenson, Yakima Transit Manager Date: 10/26/2026