

VALLEY TRANSIT

CUSTOMER COMMENT POLICY

Valley Transit shall seek to continuously improve its services by encouraging comments and feedback from riders of Valley Transit services, and members of the community at large. Valley Transit shall provide a variety of ways to receive input and shall ensure that persons making comments receive an acknowledgement of their comments.

1. **Accessibility**

People desiring to make comments to Valley Transit shall be able to do so in the following ways: in person, by addressing the Board of Directors at a meeting, by telephone, fax, mail, or e-mail.

All Valley Transit staff having public contact shall be provided training on the comment process. Comments will typically be received by the Customer Service Representative at the Valley Transit main office, on weekdays, from 8 am to 5 pm.

Customers providing comments are not required to address their comments to any given employee, but it is requested that they be directed to the Administration Department by calling 509-525-9140, emailing info@valleytransit.com, or in person by visiting 1401 West Rose Street, Walla Walla, Washington. Customer comments may be offered to staff on an individual and informal basis at any time.

Should a customer wish to comment directly to the Valley Transit Board of Directors in a formal fashion, comments may be given during the public comment section of scheduled Board meetings. These typically take place on the third Thursday of each month with a start time of 6:30 pm. Members of the public may attend in person at 1401 West Rose Street, Walla Walla, Washington, or virtually. The virtual attendance information for each meeting is posted to www.valleytransit.com/about-us/public-meetings/ at least one week before the meeting.

2. **Acknowledgement**

Anyone who submits a comment and provides a name, telephone number, address, or e-mail address shall receive an acknowledgement of the comment within seven (7) business days of receipt of the comment by Valley Transit. Those who do not provide contact information will not receive acknowledgement of their comment, but their comment will still be followed-up on internally.

3. **Investigation and Follow-up**

Complaints or concerns shall be assigned to a Valley Transit Road Supervisor for investigation and follow-up. Comments and/or suggestions about Valley Transit services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

4. **Compliments**

Compliments regarding individuals shall be forwarded to the employee and their supervisor for acknowledgement. Compliments for the agency shall be forwarded to the General Manager or designee.

5. **Tracking**

Valley Transit shall maintain a tracking system for all comments 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 Department staff.

6. Responses

Valley Transit shall respond to the person commenting within fifteen (15) business days of receipt of the comment. Should the time needed for response exceed fifteen days, the person commenting 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

Each customer comment will be provided to the Valley Transit Board of Directors in their monthly meeting materials. A summary report will be provided to the Board of Directors quarterly.

8. Non-Retaliation

Valley Transit 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

Valley Transit shall provide information about access to the comment process to riders, employees, agencies that serve persons with special needs, and the general public in printed and electronic format.

- Valley Transit website with an e-mail link
- Schedules and Customer Information Guides
- Revenue Service Vehicles

10. Appeal Process

Valley Transit shall provide a formal appeal process to all persons who are unsatisfied with the outcome of their service comment. Appealed responses shall be in the format requested, (i.e., written, verbal, e-mail, and/or alternative or accessible format).

Action By	Action
Customer	Within 10 business days of receiving our response to the comment, the customer may submit in writing to the Operations Manager, a detailed explanation of why the response received is unsatisfactory.
Valley Transit Operations Manager	Investigate and respond to the submitted appeal within seven business days.
Customer	If not resolved satisfactorily, submit in writing to the General Manager, the reason(s) why the received appeal response is unsatisfactory within seven business days.
Valley Transit General Manager	Investigate and respond to appeals submitted within seven business days. The General Manager is the final level within the appeals process.