

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 telephone, fax, or email. All Valley Transit staff having public contact shall be provided with training on the comment process. Comments will be received by the Customer Service Center at the Valley Transit main office, weekdays, from 8:00 am to 5:00 pm.

2. Acknowledgement

Anyone who submits a comment and provides a name, telephone number, address, or email address shall receive an acknowledgment of the comment within seven (7) business days of receipt of the comment by Valley Transit.

3. Investigation and Follow-up

Complaints or concerns shall be assigned to 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 Executive Director 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, and reporting, shall be managed by the Operations Department staff.

6. Responses

Valley Transit shall respond to the person making a comment, so long as contact information has been provided, 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 requested format (e.g., written, verbal, email, 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 those 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 people with special needs, and the general public in printed and electronic format.

- Valley Transit's website www.valleytransit.com
- 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 Director a detailed explanation of why the response received is unsatisfactory.
Valley Transit Operations Director	Investigate and respond to the submitted appeal within seven business days.
Customer	If not resolved satisfactorily, submit in writing to the Executive Director the reason(s) why the received appeal response is unsatisfactory within seven business days.
Valley Transit Executive Director	Investigate and respond to appeals submitted within seven business days. The Executive Director is the final level within the appeals process.

Record Retention

Valley Transit will maintain all records related to comments, complaints, and denials or appeals for a minimum of six years.