

RESOLUTION NO. 2020-44

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED CUSTOMER COMMENT/COMPLAINT POLICY
(POL-505) AND SUPERSEDING AND REPLACING IN FULL ANY
PREVIOUSLY ADOPTED OR APPROVED CUSTOMER
COMMENT/COMPLAINT POLICY, INCLUDING RESCINDING
RESOLUTION NO. 2017-42.**

WHEREAS, the Customer Comment/Complaint Policy (POL-505) was most recently updated in 2019; and

WHEREAS, extensive updates were made relating to reasonable accommodations, translation, interpretive services, feedback review and tracking of complaints and retention of those records, as well as acknowledgment, appeals process and recording;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the revised Customer Comment/Complaint Policy (POL-505) which is attached hereto and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this Mason Transit Authority Customer Comment/Complaint Policy (POL-505) shall supersede and replace in full any previously adopted or approved Mason Transit Authority Customer Comment/Complaint Policy, including rescinding Resolution No. 2017-42.

Adopted this 15th day of December, 2020.

DocuSigned by:

Wes Martin

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Wes Martin, Chair

DocuSigned by:

Sharon Trask

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Sharon Trask, Vice-Chair

DocuSigned by:

John Campbell

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John Campbell, Authority Member

DocuSigned by:

Kevin Dorcy

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Kevin Dorcy, Authority Member

DocuSigned by:

Matt Jewett

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Matt Jewett, Authority Member

DocuSigned by:

Randy Neatherlin

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Randy Neatherlin, Authority Member

[Vacant], Authority Member

DocuSigned by:
Kevin Shetty
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Kevin Shetty, Authority Member

DocuSigned by:
Sandy Tarzwell
E0D2CAD30A0C42B
Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: Danette Brannin
D36B34127E2419
Danette Brannin, General Manager

APPROVED AS TO FORM: Rob Johnson
E7347460A204109
Robert W. Johnson, Legal Counsel

ATTEST: Tracy Becht DATE: December 22, 2020
Tracy Becht, Clerk of the Board



Title:	Customer Comment/Complaint Policy
Number:	505
Effective:	December 15, 2020
Cancels:	Resolution No. 2017-42
Prepared by:	Mike Ringgenberg, Operations Manager
Approved by:	Authority Board Resolution No. 2020-44

POL-505 Customer Complaint Policy

This policy applies to all Mason Transit Authority (MTA) officers, employees, board members or agents.

1.0 Purpose

The purpose of the Customer Complaint Policy is to establish a policy that ensures customers of the system have an easy and accessible way to provide feedback to the agency. Mason Transit Authority is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

2.0 Policy


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.

3.0 Contacting MTA

Customers can contact MTA in the following ways:

1. **US Mail:** Riders can mail their feedback to the Mason Transit Authority office at 601 W Franklin, Shelton, WA 98584. A pre-addressed comment card is available on buses and at the Transit-Community Center.
2. **Feedback Line:** Riders can contact MTA 360-427-5033 or toll free at 800-374-3747. This line is available 24 hours a day, seven days a week.
3. **E-mail:** Riders can contact MTA by e-mail at mta@masontransit.org.
4. **Fax:** Riders can send written feedback by fax to 360-426-1152.
5. **TTY/TTD Line:** 711 or 800-833-6388.
6. **Website:** Riders can offer feedback on the MTA Website at www.masontransit.org.

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Customers are welcome to provide feedback using any of the above avenues. However, complaints must be provided in writing. For assistance in providing a complaint in writing, please contact MTA Customer Service.

4.0 Reasonable Accommodations, Translation and Interpretive Services

Upon request, this policy and MTA's Comment form can be provided in alternate formats and alternative languages, including Spanish.

With customers who speak a language other than English and Spanish, MTA will utilize the services of Lionsbridge to facilitate calls. Customers wishing to use the translation service should call our Customer Service Line at 360-427-5033 or toll free at 800-374-3747.

5.0 Feedback Review Process

All feedback from customers is valued and will be reviewed by the Operations Manager or designee. After review, the Operations Manager or designee will distribute the customer communication to the appropriate agency representative(s). For names and contact information of the Communication Center Supervisor, Title VI Officer, EEO Officer, Operations Manager and General Manager as mentioned below, see Attachment B of this policy.

Civil Rights Feedback:

Customer feedback or complaints associated with discrimination against persons on the grounds of race, color or national origin will be sent to the agency Title VI Officer. Please see Mason Transit Authority's Title VI Plan for additional information.

Customer feedback or complaints regarding discrimination on the basis of disability and requests for reasonable accommodations will be sent to the agency ADA Coordinator. Please see Mason Transit Authority's ADA Policy for additional information.

Equal Employment Opportunity Feedback:

Feedback or complaints from Mason Transit Authority employees, applicants or subcontractors associated with discrimination on the basis of race, color, religion, national origin, gender, marital status, family-with-children status, age, disability, veteran/military status or sexual orientation/gender identity will be



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sent to the agency EEO Officer. Please see Mason Transit Authority's Equal Employment Opportunity Policy for additional information.

General Operations Feedback:

Feedback, recommendations, and complaints associated with Mason Transit Authority services and programs will be sent to the agency Operations Manager. Customer service-based comments or complaints will remain with the Communication Center Supervisor for review and response. Employee commendations will be sent to the appropriate supervisor. Compliments for the agency shall be forwarded to the General Manager.

6.0 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. Complaint files will be retained in compliance with the Washington State Archives Office's Common Records Schedule and the WSDOT Consolidated Grant Program requirements which requires complaint files to be retained for 6 years after the end of the project. Complaint files will include: the date of the complaint, summary of allegations, status of complaint, and actions taken by MTA.


7.0 Investigation and Follow-up

Complaints or concerns shall be assigned by the Operations Manager or designee to an appropriate Mason Transit Authority employee for investigation and follow-up. Comments and/or suggestions about MTA services will be assigned to staff responsible for service development or another appropriate department for investigation and follow-up.

8.0 Feedback Acknowledgement

All comments, complaints or service suggestions to MTA shall receive a response, as long as legible contact information is provided.

- Feedback sent via mail or fax will receive with an initial response within seven (7) business days.
- E-mail, phone, or web originated messages will be returned with 72 hours.

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Should the period of time needed for response exceed the above time, the person making the comment shall be advised of the status within the time frame, in addition to receiving a final response.

9.0 Customer Appeals Process

Any person who is dissatisfied with the response they receive from MTA is welcome to appeal the decision by contacting the General Manager or Operations Manager.

Step 1: A review team consisting of the General Manager, Operations Manager, the Citizen Advisor to the Board and one other staff member will review customer complaint appeals.

Step 2, if necessary: In case of complainants not being satisfied with the outcome or process of how their complaint has been handled, they have the right to file a complaint with one of the following organizations:

<p>Washington State Department of Transportation Public Transportation Division Attn: ADA & Title VI Coordinator PO Box 47387 Olympia, WA 98504-7387 transit@wsdot.wa.gov</p>	<p>Federal Transit Administration Office of Civil Rights Attn: Complaint Team East Building, 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590 FTACivilRightsCommunications@dot.gov</p>	<p>U.S. Department of Justice Civil Rights Division Attn: Coordination and Review Section - NWB 950 Pennsylvania Ave NW Washington, DC 20530-0001</p>
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10.0 Information About Policy

Information about the Customer Complaint Policy, including how to submit a complaint, will be made available to customers:

- On comment cards available on all transportation vehicles
- At the T-CC and Johns Prairie Facilities
- Letters to Dial-a-Ride users upon initial registration
- In Schedules and Guides
- On Mason Transit Authority website
- Presentations to community organizations and groups



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Requests for this policy to be provided in an accessible format or alternative language may be sent to the Communication Center Supervisor at 360-427-5033 or at mta@masontransit.org.

11.0 Reporting

Annually, Mason Transit Authority's General Manager shall compile an anonymized summary of customer comments and complaints and share it with the Mason Transit Board, staff, and employees for use in reviewing and evaluating service.

12.0 Protection from Retribution/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. Customers of MTA should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Operations Manager or General Manager. MTA will appropriately discipline any employee that retaliates against a customer.

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Comment Form

MTA is committed to providing safe and reliable transportation services and want feedback from our customers. The below form is used for suggestions, compliments and complaints. Customers may also call MTA at 360-427-5033, visit our Customer Service Office at 601 West Franklin St, Shelton, WA 98584, or contact us by email at mta@masontransit.org or U.S postal mail at the 601 West Franklin St, Shelton, WA 98584. In order to receive a response from MTA, customers must provide contact information in Section II of the form.

SECTION I: TYPE OF COMMENT (Choose One)				
Compliment <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Complaint <input type="checkbox"/>	Other: <input type="text"/>	ADA Related? Y / N
SECTION II: CONTACT INFORMATION				
Name: <input type="text"/>				
Street Address: <input type="text"/>				
City, State, Zip code: <input type="text"/>				
Phone: <input type="text"/>		Email: <input type="text"/>		
Accessible Format Requirements:	Large Print <input type="checkbox"/>	TDD/Relay <input type="checkbox"/>	Audio Recording <input type="checkbox"/>	Other <input type="text"/>
SECTION III: COMMENT DETAILS				
Transit Service (Choose One: Fixed Route, Dial-a-Ride)				
Date of Occurrence: <input type="text"/>		Time of Occurrence: <input type="text"/>		
Name/ID of Employee(s) or Others Involved: <input type="text"/>				
Vehicle ID/Route Name or Number: <input type="text"/>				
Location of Incident: <input type="text"/>				
Mobility Aid Used (if any): <input type="text"/>				
If above information is unknown, please provide other descriptive information to help identify the employee: <input type="text"/>				
Description of Incident or Message: <input type="text"/>				
SECTION IV: FOLLOW UP				
May we contact you if we need more details or information?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What is the best way to reach you? (Choose One)	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Mail <input type="checkbox"/>	
If a phone call is preferred, what is the best day and time to reach you? <input type="text"/>				
SECTION V: DESIRED RESPONSE (Choose One)				
- Email response <input type="checkbox"/>				
- Telephone response <input type="checkbox"/>				
- Response by U.S. Postal Mail <input type="checkbox"/>				
<i>The content of this comment card is subject to the Washington State Public Records Act, which may result in monitoring, archiving, as well as disclosure to third parties upon request.</i>				



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Staff Contact List for Complaints

General Manager:	Danette Brannin	360-432-5750
Operations Manager/ADA Compliance/Title VI:	Mike Ringgenberg	360-432-5733
EEO Officer:	LeeAnn McNulty	360-432-5738
Communication Center Supervisor:	Jason Rowe	360-432-5735