Jefferson Transit
Customer Comment/Complaint Procedure

Jefferson Transit is committed to providing reliable, safe, comfortable public transportation service in Jefferson County which is cost effective, reduces energy consumption and contributes to the cultural and economic betterment of the residents of Jefferson County. Customers of Jefferson Transit are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The Jefferson Transit Customer Comment/Complaint Procedure has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. Jefferson Transit is open to hearing any customer feedback including complaints, comments, suggestions or concerns.

Contacting Jefferson Transit: Riders can contact Jefferson Transit in the following ways:

1. **US Mail:** Riders can mail their feedback to the Jefferson Transit office at 1615 West Sims Way, Port Townsend, WA 98368
2. **Voicemail:** Riders can contact Jefferson Transit at 360-385-4777 (or toll free at 800-371-0497.) This line is available 24 hours a day, seven days a week.
3. **E-Mail:** Riders can contact Jefferson Transit by e-mail at info@jeffersontransit.com.
4. **Fax:** Riders can send written feedback by fax to 360-385-2321.
5. **Language Line:** For riders who speak a language other than English, Jefferson Transit will utilize the services of the Language Line to facilitate the call.
6. **Website:** Fill out *Customer Comment* form on Jefferson Transit's website at www.jeffersontransit.com.

Feedback Review Process: All feedback from customers is valued and will be reviewed and distributed to the appropriate agency representative(s).

1. Customer concerns, complaints or employee commendations will be forwarded to the appropriate supervisor.
2. Recommendations for service or system modification will be sent to the Operations Department.
3. Questions regarding discrimination or bias will be sent to the agency Grants & Procurement Administrator.

Feedback Acknowledgement: Anyone who submits a comment, complaint or service suggestion to Jefferson Transit shall receive a response, provided they give legible contact information.

- Feedback sent via mail or fax will receive a response within seven business days.
- E-Mail, phone, or web originated messages will be returned within 72 hours.

Reporting: The Clerk of the Board shall compile a summary of rider responses for the board, staff and employees for use in reviewing and evaluating service.

Tracking: Jefferson Transit shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer communication and allows ready access to information on the status of the comment at any time.

Protection from Retribution: Customers of Jefferson Transit 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 Jefferson Transit General Manager. Jefferson Transit will appropriately discipline any employee that retaliates against a customer.

Additional Information for ADA Dial-A-Ride Applicants

Customer Appeals Process: Any person who is dissatisfied with the response they receive from Jefferson Transit regarding their Dial-A-Ride application is welcome to appeal the decision.

Jefferson Transit's ADA appeal process follows the guidelines established by the Department of Transportation ADA regulation 49 CFR 37.125(g). Appeals must be filed in writing within 60 days of the denial of an individual's application. A review team consisting of the General Manager and one other staff member will review customer appeals.

Information about Procedure: Information about the Customer Comment/Complaint Procedure including how to submit a comment/complaint will be made available to riders:

1. When customers apply for ADA paratransit service.
2. When customers are re-evaluated for ADA paratransit service.
3. On comment cards available on all transportation vehicles.
4. On Jefferson Transit's website at www.jeffersontransit.com