



Customer Feedback & ADA Complaint From

All complaints will be investigated by MAX and the complainant will receive a response in writing or by telephone (documented). In writing, responses are sent by either e-mail, U.S. Mail, or both, within fourteen (14) days of Max's receipt of complaint.

Methods of Receiving:

- Complaints may be made in person by the general public at Central Station and the Transit Centers; emails, phone, written, mail, website, Board Meeting, dispatch, operator, staff

Complaints may be made in person by the general public at Central Station; over the telephone; or by mail. ADA Title VI Complaints should be filed within one hundred eighty (180) days of the alleged discriminatory act.

Process for staff to issue complaint:

1. Visit maxtransit.org
2. Scroll down and click "Customer Feedback Form"
3. Follow instructions on form (Enter the information for the individual making the compliment, feedback, or complaint)
4. In the subject field, List the priority level, Type of Complaint, Department complaint is coming from.
5. In the message field, type the information needed. The first sentence should state "Feedback submitted by "Your Name"
6. Submit

After a complaint is submitted, a member of the Customer Experience team will enter the complaint in Avail to start the workflow process.

Complaints Process Submission Timeline

- Priority 1- Submit Immediately
- Priority 2- Submit within 48 hours
- Priority 3- Submit within 72 hours

Complaint received via various channels (Dispatch, Customer Service, Operations, etc.)

Complaint Documented in System

- Tracking #
- Saved/Archived
- Forwarded to appropriate department

Resolution Process Begins:

- Department Head Investigates
- Upload video, Audio, & any Correspondence
- Determine if complaint is valid
- Determine course of action based on complaint validity

Closing Resolution Process for all complaints:

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Escalation process begins if above not followed:

- Customer Experience Director or designee will reach out to customer.
- Customer Experience Director will close complaint system

ADA Complaints

Complaints- Intake, Process, Investigate, Resolution, Monitor, and Track

The BJCTA administers a program to process and resolve complaints promptly and at the lowest level of supervision. The ADA Paratransit Office is responsible for assuring that ADA complaints are addressed. The following steps depict the success of BJCTA's ADA Paratransit monitoring and reporting system:

- All ADA Customer Care Managers, Customer Care Supervisors, Paratransit Managers, ADA Officer, and Managers are trained on use of Avail (BJCTA's Database system) to record complaints, service concerns, and recommendations
- Complaints may be made in person by the general public at Central Station, Transit Centers; over the telephone; or by mail. Complaints should be filed within one hundred eighty (180) days of the alleged discriminatory act.
- BJCTA maintains a file in Avail on all complaints, including:
 - i. A statement of issue
 - ii. Description of the investigation
 - iii. Summary of the interviews
 - iv. Investigator's findings and recommendations

- Informal Complaint: All complaints are recorded in Avail and distributed to the assigned Investigator immediately.

- i. Complainant may consult with BJCTA on an informal basis to receive information and consultation in relation to specific situations without filing a formal complaint

- ii. Complainant may seek mediation or an informal resolution at any point in the process

- Formal Complaint- Complaints are recorded in Avail and distributed to the assigned Investigator immediately.

- i. Formal complaints must be filed in writing and signed

- ii. Complainant may request to have a formal complaint issued orally and transcribed into written format by BJCTA

- An oral complaint must be transcribed into written format, signed, and then submitted by the complaining party.

- The complainant is responsible for ensuring his/her oral complaint is completed, signed, and submitted to HR within 10 days after filing the oral complaint

- The BJCTA office reserves the right to conduct an investigation of any and all complaints, formal/informal, written/oral, and pending or withdrawal

- The BJCTA office reserves the right to conduct or continue an investigation even in situations where the complaint is withdrawn

- The BJCTA office will identify and review all relevant documents, practices, and procedures to determine appropriate resolution

- In cases where the complainant is dissatisfied with the resolution by BJCTA, can appeal the decision. A review team consisting of Customer Experience and one other staff member will review customer appeals.

- After reviewing all Avail's data, If policy violation is found to exist, appropriate remedial steps will be taken immediately

- The data is recorded and may be retrieved at any time from the Avail's data base

Solicits Recommendations for Reviews

- The BJCTA conducts ongoing reviews and periodic assessments to identify those that may operate as barriers. The periodic assessment meetings are held monthly and are helping BJCTA:

- i. Review strategies for improving ADA Paratransit services for more accessibility

- ii. Determine needs for specific types of related training

iii. Review procedures being used to ensure the opportunity for improvement

- For any analysis that turns Disciplinary actions, these are tracked using Avail, designed to track ADA Paratransit actions
- The objective of the review and periodic assessments is to identify issue areas and execute corrective action. ADA Paratransit Area informs management of the success and effectiveness of the program through monthly meetings.
- BJCTA will continue to monitor ADA Paratransit complaints as well as internal efforts, ensuring they meet ADA Program guidelines and goals.