

Customer Comment and Complaint Policy

The Makah Public Transit (MPT) is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of MPT are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the program.

MPT established its customer comment and complaint policy to ensure that customers of the program have an easy and accessible way to provide feedback to the program. MPT is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting Makah Public Transit

Riders can contact the MPT in the following ways:

1. E-mail: Customers may email transitfeedback@makah.com
2. Website: www.makah.com/comments
3. Telephone: Customers can call 360-645-3100.
4. U.S. Mail: Customers can mail feedback to the Makah Public Transit at P.O. Box 115, Neah Bay, WA. 98357
5. Fax: Customers may send written feedback to 360-645-3112.

Reasonable accommodations, translation, and interpretive services

Upon request, MPT can provide this policy and the agency's comment form in alternate formats (Braille, large print (over 18 size font), audio version) and languages other than English such as Spanish.

For customers who speak a language other than English, MPT will use the services of an interpreter for the Spanish language.

Feedback

MPT values all feedback from its customers. Customers are welcome to provide comments and feedback using any of the avenues listed above. However, customers must provide complaints in writing. If you need help providing a complaint in writing, please contact us. Complaints must be submitted within 180 days of the incident.

MPT will respond to all customer comments, complaints or service suggestions if the program receives the communication with legible contact information. MPT will respond to comments, complaints, or service suggestions the program receives via U.S. mail or fax within seven business days.

MPT may contact you if additional information is needed. If contact information is not provided or outreach is not responded to, MPT may close the investigation after 10 business days.

MPT will take all possible measures to respect the contact and personal information provided in a comment or complaint; however, MPT is subject to state and federal reporting requirements as well as public records requests and therefore confidentiality cannot be guaranteed.

Feedback review process

As a first step, the Operations Director will review all customer feedback. The Operations Director will then distribute the feedback to the appropriate supervisors within the program based on the category of the comment or complaint.

Civil Rights Feedback

MPT will send customer feedback or complaints about discrimination against persons on the grounds of race, color, or national origin to the program's Human Resource Department. See MPT's Title VI Plan for more information.

MPT will send customer feedback or complaints about discrimination on the basis of disability and requests for reasonable accommodations to the Americans with Disabilities Act staff member. See MPT ADA Policy for more information.

Equal Employment Opportunity Feedback

MPT will send feedback or complaints from MPT employees, applicants, or subcontractors about 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 to the program's Equal Employment Opportunity Officer.

General Operations Feedback

Comments or complaints involving the customer service will remain with the Operations Director for review and response. MPT will send feedback, recommendations, and complaints about MPT services and programs to the Operations Director. MPT will send employee commendations to the proper supervisor.

For the names and contact information of the Operations Director for Title VI, ADA, EEO please see Attachment B of this policy.

Appeals process

Any person dissatisfied with MPT decision in response to their comment, complaint, or service suggestions may appeal the decision. To appeal, respond in writing to MPT response to your original comment or complaint.

A review team consisting of MPT Operations Director, General Manager, Human Resources staff member, a customer representative, and one other Transit or Tribal staff member will review the appeal and issue a decision.

If the customer is not satisfied with the outcome of the appeals process or how MPT handled their complaint, the customer may file a complaint with any of the following organizations:

Washington State Department of Transportation Public Transportation Division Attn: ADA & Title VI Coordinator PO Box 47387 Olympia, WA. 98504-7387 transit@wsdot.wa.gov	Federal Transit Administration Office of Civil Rights Attn: Compliant Team East Building, 5 th Floor – TCR 1200 New Jersey Ave., SE Washington, D.C. 20590 FTACivilrights Communications@dot.gov	U.S. Department of Justice Civil Rights Division Attn: Coordination and Review Section -- NWB 950 Pennsylvania Ave. NW Washington, D.C. 20530-0001
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Protection from Retribution

Retaliation against an individual who submits a comment or complaint to MPT is strictly prohibited and will not be tolerated.

If an individual feels that MPT treated them unfairly in response to the feedback that they provided, they should contact the MPT Operations Director who would investigate retaliation complaints. Please see Attachment B of this policy for their direct contact information

MPT will appropriately investigate and discipline any employee that the agency finds to have retaliated against an individual for submitting a comment or complaint.

Information about this policy

MPT will make this policy available in the following ways:

1. When MPT approves a customer for ADA paratransit service.
2. When MPT reevaluates a customer for ADA paratransit service every three years.
3. On comment/complaint cards, which MPT will make available on all transportation vehicles and at the program administrative office.
4. At the MPT administrative office main lobby.
5. On MPT website at www.makah.org and www.makah.com.

Customers may request MPT provide this policy in an accessible format or language other than English by contacting the Operations Director at 360-645-3100 or patty.manuel@makah.com.

Reporting and Tracking

Annually, MPT Operations Director will compile an anonymized summary of customer comments and complaints and share it with the Makah Tribal Council, staff, and employees for use in reviewing and evaluating service.

MPT will maintain a tracking system for all feedback from customers. The tracking system will assign a unique identification number to each customer's comment or complaint and allow ready access to information on the status of comments or complaints at any time.

MPT will retain complaint files in compliance with the Washington State Archives Office's Common Records Schedule and, if applicable, the WSDOT Consolidated Grant Program requirements. MPT complaint files will include:

- Date MPT received the complaint
- Summary of the complaint's allegations
- Status of the complaint
- Actions taken by MPT including, if applicable, the forwarding of a complaint for investigation by WSDOT, the Federal Transit Administration, or the U.S. Department of Justice.

Attachments

- A. MPT customer comment/complaint form
- B. Current MPT staff contact list for civil rights complaints.

Attachment A

Makah Public Transit
Staff Contact
Civil Rights and/or ADA Complaints

Jeff Bartlett, Transit Supervisor
Makah Public Transit
Makah Tribe
P.O. Box 115
Neah Bay, WA. 98357
360-645-3111 Office
360-645-3112 Fax
jeff.bartlett@makah.com

Patty Manuel, Operations Director
Operations Department
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P.O. Box 115
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Vincent Cooke, General Manager
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