

## **Snoqualmie Valley Transportation Customer Comment, Feedback and ADA Complaint Policy**

Snoqualmie Valley Transportation is committed to providing reliable, safe, and satisfying transportation options for the community. Customers of Snoqualmie Valley Transportation are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The Snoqualmie Valley Transportation Customer Comment & Complaint Policy has been established to ensure that customers of the system have an easy and accessible way to provide feedback to the agency. Snoqualmie Valley Transportation is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

### **Contacting Snoqualmie Valley Transportation:**

Customers can contact Snoqualmie Valley Transportation in the following ways:

1. **E-mail:** Customers may email [Feedback@svtbus.org](mailto:Feedback@svtbus.org)
2. **Website:** Customers may offer feedback at the following link:  
[www.SVTBus.org/contact us](http://www.SVTBus.org/contact-us).
3. **Telephone:** Customers can call toll free at 425-888-7001. Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711. This line is available 24 hours a day, seven days a week.
4. **US Mail:** Customers can mail feedback to Snoqualmie Valley Transportation c/o Mt. Si Senior Center PO Box 806 North Bend, WA 98045. Feedback/comment cards are available on agency vehicles.
5. **Fax:** Customers may send written feedback by fax to 425-292-9977 .

Please note: Customers are welcome to provide feedback using any of the above avenues. However, complaints must be provided in writing. If you would like assistance providing a complaint in writing, please contact us.

### **Reasonable Accommodations, Translation, and Interpretive Services:**

Upon request, this policy and Snoqualmie Valley Transportation's Comment form can be provided in alternate formats and alternative languages.

With customers who speak a language other than English, Snoqualmie Valley Transportation will utilize the services of Language Line to facilitate calls.

### **Feedback Review Process:**

All feedback from customers is valued and will first be reviewed by the Operations Manager. The feedback will then be sent to the appropriate agency representatives based on the category of the comment or complaint.

### 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 Snoqualmie Valley Transportation's Title VI Plan for additional information.

<https://svtbus.org/complaint-title-vi-non-discrimination-policy/>

Customer feedback or complaints regarding discrimination based on disability and requests for reasonable accommodations will be sent to the agency ADA Coordinator. Please see Snoqualmie Valley Transportation's ADA Policy for additional information.

Equal Employment Opportunity Feedback:

Feedback or complaints from Snoqualmie Valley Transportation 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 sent to the agency EEO Officer. Please see Snoqualmie Valley Transportation's Equal Employment Opportunity Policy for additional information.

General Operations Feedback:

Feedback, recommendations, and complaints associated with Snoqualmie Valley Transportation services and programs will be sent to the agency Operations Manager. Customer service-based comments or complaints will remain with the Customer Service Manager for review and response. Employee commendations will be sent to the appropriate supervisor.

**Feedback Acknowledgement:**

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

- E-mail and phone messages will receive a response within 72 hours.
- Feedback sent via mail or fax will receive with a response within seven (7) business days.

**Appeals Process:**

Any person who is dissatisfied with the response they receive from Snoqualmie Valley Transportation is welcome to appeal the decision.

Step 1: A review team consisting of the Operations Manager, Dispatch Supervisor, Driver Supervisor and Director 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:

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

**Protection from Retribution:**

Snoqualmie Valley Transportation  
Customer Comment & Complaint Policy  
Revised: 9/23/2020

Customers of Snoqualmie Valley Transportation should be able to submit feedback without fear of retribution from the agency. If a customer feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Snoqualmie Valley Transportation Director at 425-888-7001 or at the Contact Us page on the SVT Website: [www.svtbus.org/contact-us/](http://www.svtbus.org/contact-us/). Snoqualmie Valley Transportation will appropriately investigate and discipline any employee that is found to have retaliated against a customer.

**Information about Policy:**

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

1. On comment/complaint cards available on all transportation vehicles and at Snoqualmie Valley Transportation's Administration Building.
2. At the Snoqualmie Valley Transportation Office between the hours of 9:00 AM and 5:00 PM, Monday through Friday, at 1308 Boalch Ave NW, North Bend, WA 98045.
3. On Snoqualmie Valley Transportation's website: <https://svtbus.org/contact-us/>

Requests for this policy to be provided in an accessible format or alternative language may be sent to the Operations Manager at 425-888-7001

**Reporting:**

Quarterly, Snoqualmie Valley Transportation's Director shall compile an anonymized summary of customer comments and complaints and share it with the Board of Directors, Mt. Si Senior Center, staff, and employees for use in reviewing and evaluating service.

**Tracking:**

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

Complaint files will be retained in compliance with the Washington State Archives Office's Common Records Schedule and, if applicable, the WSDOT Consolidated Grant Program requirements. Complaint files will include: the date of the complaint, summary of allegations, status of complaint, and actions taken by Snoqualmie Valley Transportation (including, if applicable, the forwarding of a complaint for investigation by WSDOT, FTA, or USDOJ).

Snoqualmie Valley Transportation's Customer Comment Form is located on our website [www.svtbus.org](http://www.svtbus.org) under the Rider's Guide tab. Go to the link for "Customer Comment/Complaint Title VI, ADA and other."