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Customer Comment/Complaint Policy

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

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

Contacting CCPT: Riders can contact CCPT in the following ways:

US Mail: Riders can mail their feedback to the Columbia County Public Transportation business office at 507 Cameron St. Dayton, WA 99328.

Bus Drivers: Give comment/complaint card to one of the bus drivers and the bus driver can turn card in to the CCPT business office.

Feedback Line: Riders can contact CCPT at 509-382-1647. This line is available 24 hours a day, seven days a week. You can leave a message on this line outside of our regular business hours which are Monday through Friday 7:00am – 7:00pm.

E-mail: Riders can contact CCPT by e-mail at transportation@ccptransit.org

Fax: Riders can send written feedback by fax to 509-382-3004

Language Line: For riders who speak a language other than English, CCPT will utilize the services of the AT&T Language Line to facilitate the call.

Feedback Review Process: All feedback from customers is valued and will be reviewed by the Scheduler/Dispatcher. After review, the Scheduler/Dispatcher will distribute the customer communication to the General Manager. This includes all of the following:

Customer concerns, complaints, or employee commendations.

Recommendations for service or system modification.

Questions regarding discrimination or bias.

Feedback Acknowledgement: Anyone who submits a comment, complaint, or service suggestion to CCPT 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, and phone originated messages will be returned within 72 hours

Customer Appeals Process: Any person who is dissatisfied with the response they receive from CCPT is welcome to appeal the decision. A review team consisting of the General Manager, the Training/Safety Coordinator and one member of the Columbia County Transportation Authority Board will review customer appeals.

Information about Policy: Information about the Customer Complaint Policy, including how to

submit a complaint, will be made available to riders:

On comment cards available on all transportation vehicles
At the Columbia County Public Transportation Business Office

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

Tracking: CCPT 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 CCPT 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 CCPT General Manager. Columbia County Public Transportation will appropriately discipline any employee that retaliates against a customer.