

Lummi Transit Customer Complaint Policy

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

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

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

1. **US Mail:** Riders can mail their feedback to the Lummi Transit office at 2665 Kina Rd. Bellingham, WA 98226. A pre-addressed comment card is available.
2. **Feedback Line:** Riders can contact Lummi Transit at 360-312-2342. This line is available 24 hour a day, seven days a week
3. **E-mail:** Riders can contact Lummi Transit by e-mail at conniea@lummi-nsn.gov.
4. **Fax:** Riders can send written feedback by fax to 360-380-6989.

Feedback Review Process: All feedback from customers is valued and will be reviewed by the Transit Manager. After review, the Transportation Operations Manager will distribute the customer communication to the appropriate 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 planning department.
3. Questions regarding discrimination or bias will be sent to the agency Equal Opportunity Officer.

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

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

Customer Appeals Process: Any person who is dissatisfied with the response they receive from Lummi Transit is welcome to appeal the decision. A review team consisting of the General Manager, Planning Director, a rider representative and one other staff member 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:

1. When customers are approved for ADA paratransit service
2. When customers are re-evaluated for ADA paratransit service or if customers are not re-evaluated, every three years
3. On comment cards available on all transportation vehicles
4. At the downtown station
5. On the website

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: Lummi 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 Lummi 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 Lummi Transit Customer Ombudsman. Appropriate steps will be taken regarding disciplinary action.