



Customer Feedback Policy for RideKC Riders

POLICY STATEMENT

It is the policy of KCATA/RideKC to investigate and respond to customer inquiries, complaints, concerns, general comments and suggestions regarding RideKC services.

PURPOSE

The procedures set forth in this document are intended to describe the steps and practices KCATA/RideKC takes to accomplish its ongoing customer relations mission to investigate and resolve service issues experienced by the customer.

APPLICATIONS

This policy applies to all KCATA and RideKC employees, contract and non-contract staff, consultants and contractors.

GENERAL

The KCATA/RideKC is committed to providing safe, quality service to its customers, and appreciates the feedback received from patrons that use public transportation and members of the community. Comments are received from customers who express satisfaction or dissatisfaction with RideKC services and may offer suggestions to improve service or voice concerns relevant to new or changes in service. Customer feedback, specifically those related to safety, security and Civil Rights violations are immediately investigated. All comments are reviewed by the customer service department and acknowledged as an opportunity to enhance its overall transit services.

PROCEDURES

The primary department that handles customer feedback is Customer Service. Customers using Paratransit service may contact use the same methods, or the paratransit feedback messaging line. Feedback involving matters not pertaining to bus service shall be directed to the appropriate department.

FIXED TRANSIT SERVICES

Customer Service is responsible for receiving, documenting, processing, and responding to customer comments and distributing reports pertaining to fixed transit service concerns.

KCATA/RideKC welcomes customer feedback reports during business hours, which are Monday-Friday, from 8 a.m. to 5 p.m. Customers are welcome to contact our call center by phone 816-221-0660 from 6 a.m. to 6 p.m., Monday – Friday.

Customer feedback reports are also received via e-mail wehearyou@kcata.org, U.S. Mail, the Internet [www.ridekc.org] and other sources, such as social media platforms Twitter and Facebook.

PARATRANSIT SERVICES

Customers using KCATA complementary Paratransit service, RideKC Freedom may contact our 24/7 voice message center at 816-842-9070, option 6, to lodge a complaint. The appropriate manager (from KCATA or one of its paratransit contractors) will return your call within five (5) business days. Call received on weekends and holidays will be returned on the first business day following the weekend or holiday.

Customers may contact RideKC Freedom between 8:00 a.m. – 4:45 p.m., Monday through Friday at 816-842-9070 Comments may be filed with KCATA in writing and mailed to:

RideKC Freedom
Manager of Mobility Services
1200 E 18th Street.
Kansas City, MO 64108

RECORDING AND DOCUMENTING CUSTOMER FEEDBACK

Monthly reports are generated for service issues where a customer had a less than desirable experience using any RideKC service. KCATA/RideKC also welcomes commendations, inquiries, and comments concerning bus shelters, vehicles, or just to share your opinion about our service.

The Customer Service Department is responsible for recording customer comments. All reports are evaluated for investigation. Customer comments received by telephone are documented on the standard customer feedback form [Attachment 1]. This ensures essential details regarding the incident are noted, along with a detailed narrative of the customer's experience, including the customer's name, address, and phone number, especially if the customer has requested a response.

Any service issue requiring an investigation is documented and entered into the feedback complaint system by a call center agent or manager. It is then forwarded to the appropriate department, manager, contractor, etc. for investigation and final resolution.

HOW CUSTOMER FEEDBACK COMPLAINTS ARE TRANSMITTED FOR INVESTIGATION

KCATA/RideKC customer service department will file a customer's comment into the program. The comment is transmitted to correct department liaison via e-mail notification of alleged incident. The Department Liaison shall conduct an investigation and take appropriate action based on its findings. The findings are documented into the system with a final resolution description of the incident, which is then closed with the applicable resolution code.

RESPONDING TO CUSTOMER FEEDBACK

KCATA/RideKC shall review the outcome of the investigation to ensure the customer's comment has been properly addressed. The customer shall be contacted via phone or email provided accurate contact information is available.

SAFETY, SECURITY AND CIVIL RIGHTS COMMENTS

Comments pertaining to safety, security issues and Civil Rights violations are immediately reported to appropriate management and then entered into the feedback system for electronic distribution, tracking and resolution. Management is responsible for ensuring appropriate and timely response from KCATA/RideKC staff so that serious issues can be resolved immediately.

COMPLAINTS OF CIVIL RIGHTS DISCRIMINATION – TITLE VI POLICY

KCATA/RideKC is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. The President, management and all employees share the responsibility for carrying out the KCATA/RideKC commitment to Title VI. Any person who believes that he or she has been subjected to discrimination under Title VI based on race, color or national origin may file a Title VI complaint with KCATA/RideKC within 180 days from the date of the alleged discrimination.

Title VI Complaint Forms can be downloaded in English or Spanish, or by calling 816-346-0311

KCATA/RideKC will provide appropriate assistance to complainants who are limited in their ability to communicate in English. Complaints may also be filed with the U.S. Department of Transportation: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, D.C. 20590.

Customer Service Intake Form



Method of Customer Contact:	<input type="checkbox"/> Phone <input type="checkbox"/> Email _____ <input type="checkbox"/> Letter <input type="checkbox"/> Walk in	Method to reply to customer:	<input type="checkbox"/> Phone <input type="checkbox"/> Email _____ <input type="checkbox"/> Letter <input type="checkbox"/> Walk in
Customer Information:	Phone #: (____) _____ - _____ Alt. Phone: (____) _____ - _____ First Name: _____ Last Name: _____		
<input type="checkbox"/> Anonymous	Mailing Address: _____ _____ _____		
Customer Comments:			
_____ _____ _____ _____ _____ _____ _____ _____ _____			
Incident Date:		Incident Time	AM / PM
Location:	On: _____ At: _____	Route:	
Direction:		Bound:	
Vehicle #:		Block #:	
Driver Description:			
Inquire Type:	Complaint: <input type="checkbox"/> Employee (Non-Operator) <input type="checkbox"/> Operator <input type="checkbox"/> Operations	Commendation: <input type="checkbox"/> Employee (Non-Operator) <input type="checkbox"/> Operator <input type="checkbox"/> Operations	

Accepted By:			
Date/Time:		Intake #:	