

SUBJECT: ADA COMPLAINT PROCEDURES

PURPOSE: To ensure that all valid service related complaints reported to the SRA are promptly and thoroughly investigated for immediate resolution and proper assessment of liquidated damages in accordance with American Disabilities Act (ADA).

REFERENCE: American Disabilities Act (ADA)

COMPLAINT PROCEDURES:

The Senior Resource Association is responsible for resolving service related problems quickly and efficiently. Customers may register complaints or make a commendation by:

- 1) Calling SRA Customer Service Office at 772-569-0903
- 2) Writing to:

Cheryl Stephens
Chief Personnel Officer
Senior Resource Association
694 14th St Vero Beach, FL 32960
772-469-2053
cstephens@sramail.org

The SRA Customer Service department receives numerous types of complaints from GoLine/Community Coach customers and the general public on a daily basis. These complaints may range from customers inquiring about late vehicle assistance or who remain stranded as they were never picked-up, customers disputing No-Shows, and/or complaining about lengthy routing or circuitous routing trips. They also include complaints against dispatchers, and contractor staff. Other complaints include unruly passenger behavior, safety concerns, and customers reporting injuries as a result of an accident or incident resulting from driver's negligence, which also covers improper vehicle tie-down, etc.

- a.** Customer Care Agents / Call Takers receive incoming calls from customers through the Call Center Automatic Call Distribution (ACD) system.
- b.** If the call is a complaint, it will be sent to the Customer Care Agent II (the call taker who is solely responsible for handling complaints).
- c.** Customer Care Agent II request specific details as to immediate resolution to the problem:
 - Date and time of incident
 - Name of rider
 - Phone number
 - Address
 - Trip destination
 - Description of vehicle and /or vehicle number
 - Driver's name (if available)
 - Scheduled pick-up time (if applicable)
 - Details of the incident
- d.** Customer Care Agent II verify trip information from RouteMatch Verification and any comments that may have been entered by the SRA's staff regarding the trip.
- e.** The complaint is recorded in the complaint log with a specific description of the problem.
- f.** Customer Care Agent II will read the information back to the caller to ensure accuracy. A complaint number will automatically be assigned by the log once data entry has been completed and accepted. The complaint number is issued to the customer for future reference.
- g.** Customer Care Agents / Call Takers/ Customer Care Agent II proceed to the next call.

- h. Informal complaints** (see definition) are logged into the Complaint log, dated with the date of entry and closed without further investigation.
- i. Formal complaints** are received by telephone, letter, email, etc, and entered into the Complaint Log as follows:

 1. Customer Care Agent II reviews individual formal complaints for correctness, clarity, etc., and may contact the customer when necessary for further information. Customer Care Agent II approves the complaint and enters the “Date Ready”.
 2. Chief Personnel Officer approves the complaint and enters the “Date Ready”, which is the day the Customer Care Agent II reviewed the complaint. Chief Personnel Officer forwards the formal complaints to the GoLine/Community Coach supervisors and Transit Director in a compressed (zipped) file for investigation and written response. The County requires that the SRA responds to the complaint within seven (7) business days of receipt of the complaint.
 3. **Safety related complaints** are forwarded immediately to SRA Safety and Training Officer for immediate action.
 4. SRA submits to the County a result of the investigation along with supporting documentation, which includes written response, driver’s manifest, etc.
 5. Complaint responses are submitted to the Transit Director for review and approval. If a response is not accepted or contains errors, it is returned to the SRA Safety and Training Officer for further investigation and/or revision.
 6. Transit Director’s Assistant logs the formal complaint response into a computerized database log (using Excel Spreadsheet) upon receipt from the SRA Safety and Training Officer.
 7. Once accepted by the Transit Director, a written response of the result of the SRA Safety and Training Officer’s investigation is sent to the customer.
 8. Complaint re-submission – If a customer is not satisfied with the resolution of the service problem or provides additional information at a later date, the Supervisor notifies the SRA Safety and Training Officer and re-submits the complaint for further investigation.

DEFINITIONS

Complaint (also referred to as “program feedback”) - Any expression of dissatisfaction by a customer, County staff or the general public pertaining to any facet of service provided.

Concerned Citizen: - Member of the general public who wishes to register a service related complaint.

Excessive Travel Time – A one-way Paratransit trip wherein the customer’s travel time which exceeds the comparable travel time for a similar trip using the fixed-route service by 25 %, including applicable transfer and wait time. Where no comparable trip is available using the fixed-route service, Paratransit travel time will be defined as the average bus system speed.

Formal Complaint - Complaint received from a customer, control staff or the general public pertaining to any facet of operation under the control of the SRA which requires a written response from the SRA.

Informal Complaint: - calls for late vehicle assistance or Estimated Time of Arrival (ETA) which do not require investigation by the SRA.

Late Vehicle Complaint – Any expression of dissatisfaction to the SRA by or on behalf of a customer for failure to adhere to the service window

Service Related Complaints – Valid complaints about activities, which result in poor customer service which are not the fault of the customer

Sexual Harassment – Unwelcome, hostile or offensive conduct or behavior of a sexual nature, which is perpetrated by verbal, non verbal or physical action

Stranded Customer – A customer who is not picked-up within sixty (60) minutes of the negotiated pick-up time for pre-arranged trips