*Customer Complaint

Investigation and Processing

DIVISION 9 – 3449 Santa Anita Avenue, El Monte

*GOAL

- To provide consistent, timely and thorough handling of customer complaints.

- Staff to receive, investigate, resolve and close out customer complaints in a timely and efficient manner.

- To conveys the Agency's position relating to the seriousness of our service commitment and that we care and are taking action to resolve complaints.

*Receipt of Complaint

Customer complaints are received at operating divisions via:

- **C**ustomer **C**omments and **A**nalysis **T**racking **S**ystem (CCATS)

- Mystery Rider Report (MRR)

*Receipt of Complaint Cont:

- Emails to division management personnel

- Telephone calls to bus operating divisions

*Division Intake & Research

INVESTIGATION

- Staff assigned to conduct initial research must read the complaint carefully and use the information provided, location, date, time, bus number, if provided, etc. to make an accurate identification of the employee involved.

CONTACT WITH CUSTOMER

- Contact customer via email or telephone (by request).
- An attempt should be made to contact the customer to clarify circumstances related to the complaint and establish a working relationship with the customer.

*Division Intake & Research Cont:

EMPLOYEE INTERVIEW

- Schedule a specific required time for the employee to contact management to review complaint.

DATA INPUT

- Enter into CCATS.

*Investigation

- Information is gathered from all available sources:

  -Eyewitness statements
  -SmartDrive System (w/ Audio)
  -Bus cameras-Digital Video Recorder (DVR)
  -Written reports
  -Incident Report (IR's)
  -Summary
  -Operator's Running Board
  -Advanced Transportation Management System (ATMS)
  -Vehicle Condition Card

*Investigation Cont:

- Designated division staff or Vehicle Operations Supervisor (VO) may go into the field to discern operating conditions.

- Reporting tools are used to produce and analyze reports related to customer complaint trends, work and job performance history.

    -Operator Activity Tracking System (OATS)
    -Department Human Resources (Dept HR)

*Investigation: ADA & Title IV

- Americans with Disabilities Act (ADA) of 1990

- Title VI of the Civil Rights Act of 1964

Customers who believe they have been discriminated against or have had their rights violated under ADA or Title VI.

*Investigation: ADA & Title IV - Cont.

- Email notifications are sent to the appropriate operating division as well as to Metro's Civil Rights Programs (CRPC) group.
  CRPC will:

  - Contact customer, acknowledge receipt and advise of his/her Civil Rights complaint.

  - Provide alternative information and forms such as large print, Braille or other languages.

  - Commit to resolving any investigative and corrective measures within 90 days.

  - Send a written investigative review to the customer per the Civil Rights review and response process.

*Operator Interview

- A notice will be sent to the operator requesting they see management.

- Obtain their knowledge of the circumstances of the specific complaint in writing.

- 4 Primary Categories: Safety/Security, Service/Employee Related, Refund Request

*Follow-Up

- Follow-up action will be based on the type of complaint and information gathered from the investigation.

- Management may elect to conduct a line ride, undercover ride by Vehicle Operations (VOs), Mystery Riders Program (MRPs) or OIG personnel to ensure employee compliance.

*Discipline

- Management may elect to counsel and provide additional training on customer service, Standard Operating Procedures (SOPs) and rules.

- Progressive discipline is followed per the United Transportation Union (UTU).
  - ✓ Coaching
  - ✓ Counseling
  - ✓ Suspension
  - ✓ Formal Hearing

- Discipline will be assessed on a case-by-case basis for violations of ADA requirement, other violations of the law and egregious behavior

*CCATS Close out

- When a complaint is resolved, it is properly coded in CCATS

- Copy goes in employees file

- Original is maintained in the division file

- Customer requests a verbal response, Division Manager or Customer Relations Department

*Maintaining Logs

- CCATS has the ability to generate reports

- Used to identify patterns and frequency

- Proactive

(Source: Transportation Customer Complaint Desk Procedures 3-5-13)