



## CAPITAL AREA TRANSIT

### Customer Comment Policy

Capital Area Transit (CAT) is committed to providing reliable, safe, and satisfying transportation options for the community. Customer satisfaction is a core value of our organization. The customers of Capital Area Transit are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

CAT's Customer Comment Policy has been established to ensure that riders of all modes of the system, including bus and paratransit services have an easy and accessible way to provide feedback to the agency. CAT is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

#### **Contacting CAT**

Riders can contact Capital Area Transit in the following ways:

- US Mail: Riders can mail their feedback to the CAT main office, 901 N Cameron St. Harrisburg, PA 17101.
- Telephone: Riders can contact CAT Fixed Route Information Center 717-238-8304, Monday - Friday 6:30AM-4:30PM, Saturday 8:00AM-4:00PM. Or CAT Shared-a-Ride Information Center 717-232-6100 Monday – Friday 7:00AM - 4:00PM
- Web: Riders can submit a ticket on CAT's Customer Service Center web site at <http://customerservice.cattransit.com>.
- Language Line: For riders who speak a language other than English, CAT will utilize the services of the Language Line to facilitate the call.
- In person: CAT Information Office, 901 N Cameron St. Harrisburg, PA 17101

#### **Acknowledgement**

Anyone who submits a comment and provides a telephone number, address, or e-mail address shall receive an initial acknowledgement of the comment within four (4) business days of receipt of the comment by Capital Area Transit.

#### **Feedback Review Process:**

All feedback from customers is valued and will be reviewed by the CAT staff in a timely manner. After initial review, the customer communication will be distributed to the appropriate agency representative(s).

- Customer concerns, complaints, or employee commendations will be forwarded to the appropriate manager.
  - Fixed Route Manager
  - Shared Ride Manager
  - Marketing / Service Planning & Public Information Officer

- Maintenance Manager
  - Director of Finance
  - Assistant General Manager
  - General Manager
- Recommendation for service or system modification will be sent to the Planning Department.
  - Questions and comments regarding discrimination or bias will be sent to the agency referred to our Title VI Complaint process (attached for reference).

Capital Area Transit shall provide a response to the person making a comment within fifteen (15) business days of receipt of the comment. Should the period of time needed for response exceed fifteen days, the person making the comment shall be advised of the status, in addition to receiving a final response.

Responses shall be in the format requested, i.e. written, verbal, e-mail, and/or alternative or accessible format.

**Information about Policy:**

Information about the Customer Comment Procedures, including how to submit a complaint, will be made available to riders:

- At CAT Information Office at CAT main and Strawberry Square
- Share-a-Ride Information Office.
- On CAT web site

**Tracking:**

CAT shall maintain a tracking system for all feedback from customers that provides a unique identification of each customer

**Reporting:**

The Customer Experience Department shall compile a summary of customer comments on a monthly basis for CAT administrative staff for use in reviewing and evaluating service.



## **Capital Area Transit (CAT) Title VI Compliance**

Capital Area Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

### **How do I file a complaint?**

If you believe that you have received discriminatory treatment by Capital Area Transit on the basis of your race, color or national origin, you have the right to file a complaint with Capital Area Transit's Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

### **Methods of filing a complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator  
Human Resources Department  
Capital Area Transit  
901 N. Cameron Street  
Harrisburg, Pennsylvania 17101

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (717) 233-5657 and ask for the Title VI Coordinator.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with Capital Area Transit and an external entity simultaneously, the external complaint shall supersede Capital Area Transit's complaint and Capital Area Transit's complaint procedures will be suspended pending the external entity's findings.





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## **Investigations**

When a complaint is received by Capital Area Transit, the Title VI Coordinator will provide written acknowledgement to the Complainant within ten (10) days by registered mail.

If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within fifteen (15) business days from receipt of a complete complaint, the Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) days of this decision will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.

The investigation will address complaints against any Capital Area Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Human Resources Department.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the acceptance of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the General Manager.

The complainant will receive a letter stating the final decision of the General Manager by the end of the 60-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the DOT, the EEOC, or the PHRC.