

WABASH COUNTY TRANSIT

POLICY AND PROCEDURE

NO SHOW – NO CALL:

A no show occurs when a driver shows up for scheduled ride and you do not. So that our passengers reach their destinations on time drivers are only permitted to wait 5 minutes after your scheduled pick-up time. Passengers who miss their ride or fail to call to cancel their trip will be required to pay a \$5.00 fine for the “No Show”. Repeated late cancellation may result in suspension of services. Any other scheduled trips will be canceled unless we get a call from you. Repeated “no-show” behavior may result in suspension of services. Passengers will be required to pay the fee for the “No Show-No Call” before any future rides can be provided. Established as an expansion of the senior services network in Indiana, one of the first actions of the Living Well in Wabash County CoA was to obtain a van for senior transportation through support from Wabash County United Fund. Like many local councils on aging throughout Indiana, Living Well in Wabash County CoA, expanded their Senior Transit to Public Transit in Wabash County several years ago. Becoming public transit expanded the resources available to provide a countywide system. Local riders of all ages benefit from state and federal resources that are then put with locally derived funding.

COMPLAINT PROCEDURE:

The Wabash County Public Transit is open to hearing any customer feedback including complaints, comments, suggestions, or concerns. Information about the Customer Complaint Policy, including how to submit a complaint, is made available to riders:

- In all Transit vehicles.
- In the Wabash County Public Transit Rider Guide.
- On the Wabash County Public Transit website: www.livingwellinwabashcounty.org.

CONTACTING WABASH COUNTY PUBLIC TRANSIT:

Riders can contact Wabash County Public Transit in the following ways:

1. **US Mail:** Riders can mail their feedback to:
Wabash County Public Transit Office
P. O. Box 449,
Wabash, IN 46992.
2. **Phone:** Riders can contact Wabash County Public Transit at 260-563-7536 (or toll free at 888-498-4400.) This line is available 7:00 a.m. to 6:00 p.m., Monday through Friday.

3. **TDD Services:** Available for the hearing impaired at 800-743-3333.
4. **E-mail:** Riders can contact Wabash County Public Transit by e-mail at:
ErickaC@livingwellinwabashcounty.org.
5. **Fax:** Riders can send written feedback by fax to 260-569-1535.
6. **Language Line:** For riders speaking a language other than English, Wabash County Public Transit will utilize the services of the AT&T Language Line to facilitate the call—this number is 831-648-7582.

FEEDBACK REVIEW PROCESS:

All feedback from customers is valued and will be reviewed and distributed to the appropriate agency representative(s).

RESPONSIBILITIES:

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

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 operations department.

Questions regarding discrimination or bias will be sent to the agency Equal Opportunity Officer or CEO.

FEEDBACK ACKNOWLEDGEMENT:

Anyone who submits a comment, complaint, or service suggestion to Wabash County Public 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 Wabash County Public Transit is welcome to appeal the decision. A review team consisting of the Transit Manager, Transit Advisory Committee member and the CEO of Wabash County Council on Aging, Inc. will review customer appeals.

REPORTING:

The Transit Manager shall compile a summary of rider responses for the board, staff, and employees for use in reviewing and evaluating service.

TRACKING:

Wabash County Public 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 Wabash County Public 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 CEO at 260-563-4475. The CEO will investigate the claim and will take appropriate measures with any employee that retaliates against customers.

