

# **Saguaro Transportation Services Customer Rider Complaint Policy**

Saguaro Transportation Services (STS) is committed to providing reliable, safe, and satisfying transportation options for the community. Riders of STS are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The STS Rider Complaint Policy has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. STS is open to hearing any rider feedback including complaints, comments, suggestions, or concerns.

**Contacting STS:** Riders can contact STS in the following ways:

- 1. US Mail:** Riders can mail their feedback to the STS office at; Saguaro Transportation Services 1495 S. 4<sup>th</sup> Ave Yuma Az. 85364
- 2. Feedback Line:** Riders can contact STS at 928-376-7272. STS is open for business Monday through Friday 8:00AM to 5 PM
- 3. E-mail:** Riders can contact STS by e-mail at: [edwardosts@yahoo.com](mailto:edwardosts@yahoo.com)
- 4. Fax:** Riders can send written feedback by fax to 928-782-3433.
- 5. Language Line:** For riders who speak a language other than English, STS will arrange for a translator through a language line if necessary.
- 6. Website:** Riders can offer feedback on the STS's web page at [sagarofoundation.org](http://sagarofoundation.org)

**Feedback Review Process:**

All feedback from riders is valued and will be reviewed by the Operations Manager. After review, the Operations Manager will distribute the rider communication to the appropriate agency representative(s).

1. Rider concerns, complaints, or employee recommendations will be forwarded to the appropriate supervisor.
2. Recommendations for service or system modification will be sent to the Transportation Director.
3. Questions regarding discrimination or bias will be sent to the

Transportation Director.

**Feedback Acknowledgement:**

Anyone who submits a comment, complaint, or service suggestion to STS shall receive a response provided they give legible contact information.

\_Feedback sent via mail or fax will receive with a response within ten **business** days.

\_E-mail, phone, or web-originated messages will be returned seven **business** days.

**Rider Appeals Process:**

Any person who is dissatisfied with the response they receive from STS is welcome to appeal the decision. A review team consisting of the Executive Director, Transportation Director, the Operations Manager, and Member(s) of the Board of Directors and will review rider appeals.

**Information about Policy:** Information about the Rider Complaint Policy, including how to submit a complaint, will be made available to riders:

1. On comment cards available on all transportation vehicles
2. At the main office
3. On the website

**Reporting:**

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

**Tracking:**

STS shall maintain a tracking system for all feedback from riders that provides a unique identification of each rider communication and allows ready access to information on the status of the comment at any time.

# Saguaro Transportation Services STS

Name:
Address:
City/State/Zip:
Work Phone: Home Phone:
E-mail address:
Nature of Comment: Suggestion Compliment Complaint Other
Date of Incident:
Time of Incident: _____ AM / PM
Bus Number:
Location of Incident (Include nearest cross streets):
Employee Name:

Specific Suggestions or Report: