

Rider Complaint Procedure

Informal Procedure

Excelsior Springs Transportation encourages riders who have complaints or suggestions for improvements to resolve the situation informally with the driver, and or Transportation Coordinator. Most service problems are simply the result of a misunderstanding or poor communication.

If a situation cannot be resolved with Transportation Coordinator, the formal Complaint Procedure may be followed.

Formal Procedure

Riders, who feel they have been unfairly treated or not treated according to Excelsior Springs Transportations rules and regulations, should first notify the Public Works Director in writing requesting a formal review of their complaint. All complaints must be signed by the rider. Address complaint to: Public Works Director 201 East Broadway Excelsior Springs, MO 64024, **cbirdsong@excelsiorsprings.gov**

The Public Works Director will contact the Transportation Coordinator within five working days of receipt of the complaint to schedule a review.

The Public Works Director will notify the rider in writing of the date, time, and location of the scheduled review.

The Public Works Director, Transportation Coordinator, and driver present, the local rider will have an opportunity to present their complaint.

The Director, Transportation Coordinator will then meet behind closed doors, to arrive at a decision.

Within five working days of the decision, the Public Works Director will notify the rider again of the decision, this time in writing with the reasons for the final determination and the evidence on which it was based. A copy will go to the City Manager

Right of Appeal

The appeal must be filed in writing to the City Manager at 201 East Broadway, Excelsior Springs, MO 64024 within 5 working days of the Public Works Director's decision and finally, file in writing with the City Council, in that order.

Complaint Process

If you believe your complaint has not been resolved, by City of Excelsior Springs Transportation, you may file directly with the Federal Transit Administration 901 Locust Ste 404, Kansas City, MO 64106, telephone 816-329-3910 or on the web at www.fta.dot.gov.

Rider Comment and Suggestion Form

Are you satisfied with the service you get from Excelsior Springs Transportation? How could it be improved? If you have a comment or suggestion, please let us know. Your opinions help Excelsior Springs Transportation serve you better! If you have a specific complaint, please follow the Excelsior Springs Complaint Procedures.

Name _____

Address _____

City State / Zip Code _____

Mail To: City of Excelsior Springs Transportation; 201 East Broadway Excelsior Springs, MO 64024