



*Manatee County, Florida
Board of County Commissioners
Transit Division Procedures Manual*

Procedure #	Title:	Date Issued:
22-0123	Receiving, Researching, Taking Action and Tracking Citizen / Customer Comments, Commendations and Complaints	01/23/2022

PURPOSE:

Manatee County's Transit Division recognizes the importance of receiving and taking action when necessary, based upon citizen / customer Comments, Commendations and Complaints. This ensures proper and responsive customer service.

PROCEDURE:

A. Front Desk/Receptionist/Administrative Staff/Customer Service Representatives

1. Receive/Process customer calls.
2. Receptionist fills out the comment form/electronic entry with pertinent details.
3. Refer to proper Transit section for further investigation and follow up.
4. Provide a detailed description of the incident, as the caller relays it to staff; the description of the incident should be only the customer's comments; however, the nature of any complaint must be understood.
5. Remember complaints are subject to public record, so all pertinent details should be included for the file record.
6. Enter information in database for each comment/complaint received; print the comment for follow-up action.
7. Proofread each form and revise if necessary, then place them in the designed staff mailbox for review and follow-up.
8. Generate a customer response based upon the completed investigation by staff; log the close-out action and date.

B. Superintendent/Operations Chief/Logistics Manager

1. Research comments to determine the involved staff, vehicle # and run # or location (bus stop or Station); pull video, call complainant gather additional information, if necessary.
2. When Staff completes research, fill-in information on the comment forms/or data entry for the computer update.
3. Maintain Video on Shared Drive.

C. Front Desk/Administrative Staff/Customer Service Representatives

1. Combine comment/complaint with staff resolutions/follow-up actions.
2. Enter "valid" or "not" valid in data base.
3. Generate monthly reports for the Operations Chief/Superintendents.
4. Follow up as needed with customers and provide resolution information and thank each person for their interest.
5. File hard copies by month and year in chronological order; store in a central file location, notebook or database file.
6. Archive after one year, retain for three years before disposal of hard copies.

ORIGINATOR, TITLE, AND DEPARTMENT NAME:

Benita L. Zarr, Transit Operations Superintendent

AUTHORIZATION:

Matthew Case, Interim Transit Division Manager

RELATED POLICY:

N/A

DATE ISSUED/SUNSET DATE:

Issue Date: January 23, 2020

sunset Date: January 23, 2027