

Transit Title VI Complaint Procedures (Notice to the Public provided on request)

During the normal course of providing service to the community, it is possible that passengers and/or members of the public will desire to lodge complaints about the quality of transit service offered or the manner in which transit service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly. All employees are reminded that everyone in the community has the right to express concerns about transit operations. One should also remember that the mere allegation of impropriety, however, does not establish proof that a violation has occurred. Every effort will be made to address and resolve customer complaints as quickly as possible but certainly within ten days.

Specifically, a "complaint" is an allegation by a member of the public that there has been a specific violation, misinterpretation, or inappropriate act by a member of Lee-Russell Public Transit/Phenix City Express. Vague or general charges of "unfairness" that are not substantiated by facts will not be processed through the dispute resolution system.

All complaints will be referred to the Transit Director, and Lee-Russell Council of Governments for investigation and resolution. Complaints specifically alleging inappropriate behavior by management personnel of Lee-Russell Public Transit/Phenix City Express will be referred to the Executive director of the Lee-Russell Council of Governments. The following steps are established to provide a framework for handling these issues.

Step One – The complaint is received by Lee-Russell Public Transit/Phenix City Express. Sufficient information is collected to allow an investigation and the individual is to be thanked for bringing the matter to the attention of the Lee-Russell Public Transit/Phenix City Express. Upon receiving the complaint, we will neither be defensive nor argumentative.

Step Two – Transit Director of Lee-Russell Council of Governments will investigate the facts, as presented, develop additional facts, identify (where possible) the employee in question and determine what actually occurred.

Step Three – If the complaint has merit, the Transit Director, will counsel the appropriate employee and take the appropriate progressive disciplinary steps.

Step Four – Where applicable, the Transit Director will respond to the individual filing the complaint within fifteen business days. Depending on the desires of the individual and the nature of the complaint, this response may be either a telephone call (sufficiently documented) or a written response.

Step Five – For any egregious complaint, the Transit Director will advise the Executive Director of Lee-Russell Council of Governments. A joint decision may be made to accelerate the disciplinary process or take other extraordinary actions to resolve the complaint.

Step Six – If the member of the public is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to the Local Transportation Bureau, ALDOT in Montgomery. We will freely and promptly provide names, telephone numbers and addresses.

Mr. Wiley Brooks
Senior Transportation Planner
Alabama Department of Transportation
Bureau of Local Transportation
1409 Coliseum Blvd, Room C-118
Montgomery, AL 36110

Phone: (334)242-6767
Fax: (334)353-6530
Email: brookswi@dot.state.al.us

Step Seven – If the member of the public is not satisfied with actions taken by the state, they may contact the Federal Transit Administration Regional Civil Rights Officer in Atlanta, Georgia. We will freely and promptly provide names, telephone numbers and addresses.

Federal Transit Administration-Office of Civil Rights
Region IV Office
230 Peachtree Street, NW
Suite 1400
Atlanta, GA 30303
United States
Phone: 404-865-5600
Fax: 404-865-5605

Step Eight – The Transit Director of Lee-Russell Council of Governments shall maintain a log of Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations; the status of the complaint; and actions taken in response to the complaint.

The entire issue of complaint resolution, whether it is one of our employees or a member of the public, is one of courtesy and common sense. We serve the public and they have a right to share their concerns with us. We will handle all complaints courteously and will not allow ourselves to “argue” about the merits of any complaint. In many instances, individuals merely want “to be heard”. We will give them that opportunity.