



# Tillamook County Transportation District

*“Connecting the community through sustainable transit services”*

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## Tillamook County Transportation District Customer Feedback Procedure

Tillamook County Transportation District (TCTD) is committed to connecting communities through sustainable public transportation services in Tillamook County and throughout NW Oregon. Customers of TCTD are a fundamental aspect of our business and as such, feedback from them is crucial to the development and improvement of the District.

The TCTD Customer Feedback Procedure has been established to ensure that riders and the general public have an easy and accessible way to provide feedback to the District. TCTD encourages any customer feedback including complaints, concerns, suggestions, employee commendations, or other comments.

**Submitting Feedback:** Riders and the general public can submit feedback to the district using the following methods. *All communications should include contact information for the customer, including a mailing address, so that follow up information can be provided.*

- Website: Customers can fill out the Customer Feedback form on the District’s website at <https://www.nworegontransit.org/contact-us-tctd/>
- US Mail: Customers can mail their feedback to the TCTD Administrative Office at 3600 Third St, Ste A, Tillamook, OR 97141, Attn: Administrative Assistant
- Email: Customers can submit feedback to TCTD via email at [feedback@tillamookbus.com](mailto:feedback@tillamookbus.com)
- Customer Comment Card: All TCTD Vehicles carry customer comment post cards that riders can write their feedback on and return to their driver or return to the District via US Mail.
- Telephone: Customers can contact TCTD at 503-842-TCTD (8283) during normal business hours, Monday-Friday 8am to 5pm. Voice Messages can be left after hours and will be followed up on by TCTD staff.
- Customers needing translation services or other accommodation can receive translation through Language Line or other reasonable alternatives at no cost to themselves.

**Feedback and Review Process:** All feedback received from customers is valued and will be reviewed and distributed to the appropriate agency representative(s) for follow up.

- Complaints, concerns, and employee commendations will be forwarded to the appropriate supervisor.
- Recommendations for service or system modifications will be sent to the Operations Superintendent.
- For questions regarding discrimination or bias, please refer to our Title VI section on our website at <https://www.nworegontransit.org/accessibility-tctd/>

**Feedback Acknowledgement:** Anyone who submits concerns, complaints, or suggestions to the District will receive a response within 7 business days, provided they submit a legible mailing address or email address. The response will include contact information for the District staff member who received the feedback, and the steps taken to investigate and/or follow up on the information.

**Tracking:** TCTD maintains 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. This information is used in reviewing and evaluating services provided by TCTD.

**Protection from Retribution:** Customers of TCTD should be able to provide the District with feedback without fear of retribution. If a rider feels like they are being treated unfairly in response to the feedback they provided, they should contact us immediately at [feedback@tillamookbus.com](mailto:feedback@tillamookbus.com). TCTD will appropriately discipline any employee that retaliates against a customer.