



Anaheim Transportation Network Customer Comments Standard Operating Procedure

The ATN Customer Service Team and Operations Team are both responsible for documenting all customer comments and providing detailed, accurate, and timely replies to all customers requesting a written response to their comments or concerns about ATN programs and services. In order to properly track comments and complaints, it is important that comments are logged into the Field Activity database.

Comments in the Field Activity Database will be categorized by type and routed to appropriate departments for follow-up.

In all cases, the following should be followed:

- Customer Relations staff will log in all comments received, gather information from the staff person designated as the Primary Respondent, write and/or edit a response as appropriate, obtain necessary approvals, mail the letter, and close out the comment in the Field Activity database. This process will ensure that letters from the public are properly tracked and kept on file for future reference.
- If staff receive a letter directly requesting a response, please make a copy for your records, date stamp and forward the original to Customer Relations so that it can be recorded and tracked in the computer system. This will help minimize lost, overdue or duplicative responses.
- In some circumstances Customer Relations staff will speak with the individual designated as the Primary Respondent either by phone or in person to expedite a response. This is especially true for policy issues requiring input from Executive staff.
- If staff wish to answer the letter on your own, or have someone specifically in mind to respond, please let Customer Relations know and the correct employee will be named as the Primary Respondent in the computer system. The Primary Respondent should formulate a response and forward it to Customer Relations where it will be edited, finalized and sent out.
- Customer requests for literature (Bus Books, budget documents, etc.) can be handled at the department level and should not be routed to Customer Relations.

Please be aware that the 15-day response period begins when the comment/letter is received, and date stamped. Swift follow-through will help ATN remain responsive to its customers.