



Lewiston Transit System Customer Feedback/Complaint Procedure

LTS is committed to providing safe, reliable transportation for the community. Customers are a fundamental aspect of our business and as such, their feedback is crucial to the growth and development of the agency.

The LTS Customer Complaint Procedure has been established to ensure that riders of the system have an easy and accessible way to provide feedback to the agency. LTS is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

Contacting LTS: Riders can contact our agency in the following ways:

1. By Mail: Riders can mail their feedback to:

Lewiston Transit System
PO Box 617
Lewiston, ID 83501

2. By Phone: Riders can contact LTS (208) 298-1340. Office hours are 8:00am-5:00pm with voicemail available after hours.

3. By Fax: Riders can send written feedback by fax to (208) 298-1339.

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

- Customer concerns, complaints, or employee commendations will be forwarded to the Transit Manager or designee.
- Recommendations for service or system modification will be sent to the Transit Manager or designee.
- Questions regarding discrimination or bias will be sent to the City of Lewiston's Equal Opportunity Officer.

Feedback Acknowledgement: Anyone who submits a comment, complaint, or service suggestion to LTS shall receive a response, provided they give legible contact information, within 2 business days.

Customer Appeals Process: Any person who is dissatisfied with the response they receive from LTS is welcome to appeal the decision. The Community Development Director will review customer appeals.

Reporting: The Transit Manager shall compile a summary of rider responses for the Community Development Director for use in reviewing and evaluating service.

Protection from Retribution: Customers of LTS should be able to submit feedback without fear of retribution from the agency. If a rider feels like they are being treated unfairly in response to the feedback that they provided, they should contact the Community Development Director at (208) 746-1318 x 268. LTS will appropriately discipline any employee that retaliates against a customer.