

The RIDE Policies



Massachusetts Bay
Transportation Authority

The RIDE Complaint Response Handling Policy

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Document Control

Document Management and Authoring

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Complaints

All customer complaints are submitted directly to the MBTA via web form (www.mbta.com/customer-support), phone (617-222-3200), or mail (MBTA – The RIDE, 200 Newport Ave. Ext, 3rd Floor, Quincy, MA 02171). Any complaints given directly to a Contractor must be redirected to the MBTA through the aforementioned channels.

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Complaint System

The MBTA currently uses IRIS/HEAT for Complaints. RIDE Contractors will receive access to this system or other such system that may be used for Complaints in the future.

Complaint Response Times

Contractors are responsible for investigating and responding to any Complaints assigned to them by the MBTA within ten (10) days of the Complaint being filed.

Complaints resolved 11-20 days after the filing date will be penalized on the monthly invoices. Complaints resolved 21+ days after the filing date have a harsher monthly penalty.

Complaint Response Process

1. If provided by MBTA, Contractors shall utilize standardized issue response formats.
2. Contractors shall submit all issue responses to the MBTA for approval and notify the MBTA of the submission. The MBTA shall review the issue response within three (3) calendar days of receipt and, if adequate, will send approval to the Contractor. If approval is denied, the Contractor shall conduct additional investigation and refinement of the issue response and resubmit to the MBTA for approval.
3. After MBTA approval is granted, the Contractor shall send the issue response letter to the customer. The response shall be sent via the customer's preferred method of communication within ten (10) calendar days of the complaint being filed and the Contractor shall notify the MBTA of the sent response date. No responses shall be sent without approval from the MBTA.

Complaint Closeout

Contractors shall document any complaint investigation results in the MBTA's paratransit software or other repository as directed, including findings from investigations, any actions taken, or improvements made due to such findings.

If requested, Contractors shall make Complaint investigations and documentation available to other MBTA Contractors for case studies or best practice sharing.

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