

Reply Delete Junk Block ...

Fw: King County Metro Case # 002 [REDACTED]: driver conduct

[REDACTED] JOELL NYLUND

Sat 7/18/2020 12:49 AM

To: [REDACTED]
[REDACTED]

↩ ⏪ → ...

From: noreply.customerservice@kingcounty.gov <noreply.customerservice@kingcounty.gov>

Sent: Thursday, July 16, 2020 8:39 AM

To: [REDACTED]

Subject: King County Metro Case # 002 [REDACTED]: driver conduct

Dear Joell Nylund,

Re: Case # 002 [REDACTED]

Thank you for taking time to bring this situation to our attention. Please accept our sincerest apology for this. It is simply unacceptable for conduct to occur that is unprofessional by any King County Metro employee and the behaviors you've described are not condoned by this organization. We are committed to follow up on situations like you have reported and use this not only as a training tool when counseling this driver, but an opportunity for a lesson learned for Metro to strengthen our operation.

Currently, Metro Transit Operations employees have been directed to practice social distancing and minimize direct contact with other staff in an effort to reduce the risk of spreading the coronavirus. With this challenging environment in mind, we ask for your patience as we work to review and properly address all customer comments. Cases requiring immediate action such as accidents, discrimination, and failing to serve the elderly and disabled will receive our highest priority.

Again, thank you for contacting Metro Transit's Customer Information Office. If we can be of further assistance please feel free to contact us by phone at 206-553-3000, or by web form at the following URL: <https://kingcounty.gov/depts/transportation/metro/contact-us.aspx>

Contact Us - King County Metro - King County

Open 6:00 AM to 8:00 PM for trip planning and lost & found calls. Open 8:00 AM to 5:00 PM for fare/pass information and customer comments. Closed on weekends and holidays

kingcounty.gov

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King County Metro Case # 002 [REDACTED]: Bus Driver

N

noreply.customerservice@kingcounty.gov

Tue 7/7/2020 9:21 PM

To: [REDACTED]

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Dear Joell Nylund,

Thank you for contacting King County Metro Transit. We've documented your comments to the assigned Case #002 [REDACTED] "Bus Driver". Our Customer Service Specialists will research the issue as needed and route your concern to the appropriate department for review and/or resolution.

Currently, in order to minimize the risk of spreading the coronavirus, King County Metro has many employees teleworking. While we're doing everything we can to maintain a high level of customer support and service, reduced staff availability in many areas of our organization may delay our timely response to customer comments. With this in mind, we ask for your patience and understanding. Regardless of the concern, Metro Transit Customer Services will send a response to the email address you've provided when the matter has been resolved and staffing levels permit. If you've told us you don't want a response, we will honor that request.

We appreciate the time you've taken to contact us. Your feedback is important and will be used to help improve our services.

Sincerely,

Your Metro Transit Customer Service Team