

Casper Area Transportation Coalition ADA VIOLATION COMPLAINTS POLICY/PROCEDURES

As stated in FTA Circular 4710.1, CATC is required to follow specific written procedures for all ADA Violation Allegations. CATC is required to promptly communicate its response to any alleged ADA violation to the complainant, including the reasons for the response, and to document responses for purposes of recordkeeping. CATC takes ADA performance, service and rights violation issues seriously and is required to have a designated person in place to coordinate ADA complaint process in order to assist the agency in ensure appropriate due process for any actual ADA complaints received.

To facilitate prompt access to the complaint process and resolution, CATC offers many methods by which an individual may file an ADA complaint including written, electronic, in-person, and via a designated telephone voicemail line.

Federal regulations do not require a written response to the complainant. However, CATC must communicate its response to the complaint allegations to the complainant and document its response to the complainant in its internal records or database.

ADA Complaint Methods

Customers may submit complaints using any of the following methods which are advertised on CATC buses and on CATC's website:

(1) U.S. Mail: ADA Complaints
 Casper Area Transportation Coalition
 1715 East 4th Street
 Casper, WY 82601

(2) Customer Feedback Line: Riders can record their complaint at (307) 265-1313. This line is available 24 hours a day, seven days a week and messages will be picked up the next business day.

(3) Electronic Mail: Riders can contact Casper Area Transportation Coalition by e-mail at catcbus@catcbus.com.

(4) Language Line: For riders who speak a language other than English, Casper Area Transportation Coalition utilizes the services of Wyoming Relay to facilitate the call. Wyoming Relay is available by dialing 711.

(5) CATC Web Site: Riders can offer feedback on the Casper Area Transportation Coalition website at www.catcbus.com.

When filing a complaint or incident report, customers are encouraged to provide:

- (1) Name, address, telephone, email
- (2) Reason for Complaint / Description of what transpired
- (3) Date and time of the incident
- (4) Mobility aid used (if any)
- (5) Bus and Route (if incident occurred on The Bus)

(6) Name or description of any involved parties

ADA Violation Allegation Complaint Procedure:

CATC is required to designate one or more employees to coordinate Part 37 and Part 27 compliance, respectively, and to have procedures in place specifically to address complaints alleging ADA violations. These procedures are as follow:

- (1) The designated CATC employee logs all customer complaints CATC receives through voicemail, email, and CATC's website daily Monday – Friday, except for holidays.
- (2) The CATC employees log **all** complaints into CATC's central complaint log noting specifically if they are ADA-related and require urgent attention.

CATC employees forward any ADA complaints, marked urgent, to the CATC Operations Supervisor on the day of receipt (or the following Monday if received on a weekend. The Operations Supervisor is the designated ADA Complaints Responder and Investigator and is responsible for the following primary responsibilities:

- (a) Maintaining written documentation of all stages of a complaint investigation, from receipt to closing
 - (b) Communicating CATC's response to the allegation to the complainant
 - (c) Conducting thorough investigations of all ADA violation allegations
 - (d) Confirming / determining if an ADA allegation is founded or unfounded
 - (e) Tracking and documenting any disciplinary action or training stemming from a founded complaint
 - (e) Resolution of case and written communication of findings with the complainant.
- (3) The Operations Supervisor shall be responsible for entering all ADA related complaints investigation and resolution information into the "ADA Complaints" log/spreadsheet.

The complaint log is for ADA-violation allegations ONLY and contains the following 14 elements. All elements must be fully documented during the course of an investigation, including notation that an elements is not applicable (N/A).

- (1) CATC Staff Entering Information
- (2) Time and Date Complaint was Received
- (3) Name of Complainant
- (4) Contact information of Complainant
- (5) Time and Date of Incident
- (6) Route/Bus#/Driver Description (if applicable)
- (7) Notes on Initial Communication with the Complainant
- (8) Email or documented phone call to the complainant acknowledging receipt of the complaint and indicating further communications will occur once the investigation is complete.
- (9) Investigation: view bus video, driver or witness interviews, any other applicable documents or photos
- (10) Investigation Results Narrative documented
- (11) Any Disciplinary Action Taken (retraining, suspension, warning)

- (12) Personnel File Updated (if applicable)
- (13) Letter/Email sent to complainant communicating the results of the investigation within **thirty (30) days** of initial complaint.
- (14) Resolution/Close Case

(NOTE: the ADA Complaint Log is a confidential file. Access to the file is limited to the Executive Director and Operations supervisor. Any staff turnover in those positions require new "permissions" from the City of Casper IT Department – our network administrators)

(4) Once initial information is logged, if a phone number or email is provided, the CATC Operations Supervisor shall contact the complainant and inform them that the incident will be investigated and they will be informed of the results in writing within **30 days**. Any missing information or further details of incident should be requested during this call.

(5) All ADA related complaints shall be investigated and documented.

(a) If the complaint regards valid performance and/or service related issues, or infrastructural accessibility problems, the Operations Supervisor will contact the appropriate CATC or City of Casper Department (i.e. Maintenance, Public Works, Customer Service, Operations, Risk Management) in order to resolve the issue as quickly as possible.

- (i) Customer concerns, complaints, or employee commendations will be forwarded to the appropriate supervisor.
- (ii) Recommendations for service or system modification will be sent to the Executive Director.
- (iii) Complaints regarding unsafe operations will be forwarded directly to the Executive Director and Operations Manager.

(b) If the complaint is a discriminatory or regulatory violation, the Supervisor will **immediately** investigate the allegation by reviewing bus video tapes and interview involved parties. All relevant information regarding the investigation shall be logged into the ADA Complaints Log and all other documents will be saved under the Complainants File.

- (i) Investigation of the incident is carried out promptly. Any and all evidence gathered shall be reviewed and discussed with the Executive Director and Operations Manager.
- (ii) Founded discrimination triggers an immediate disciplinary/corrective action.
- (iii) A written notice shall be sent to the complainant within **thirty (30) days** notifying them of the completion and outcome of the investigation.