

Americans with Disabilities Act Complaint Procedure

EFFECTIVE DATE OF POLICY: June 24, 2016

DATE LAST AMMEDED:

DATE OF NEXT REVIEW: June, 2018

Policy: CARTS staff is dedicated to compliance of the Americans with Disabilities (ADA)- Under this Act, CARTS assures system-wide accessibility of their origin to destination services to persons with disabilities. CARTS has a procedure in place to address issues and designate an employee to coordinate part 37 and part 27 compliance, and to specifically to address alleging ADA violations.

Procedures:

1. The Transportation Director will be the responsible employee designated to coordinate all efforts to comply with Part 37.17(a) regarding transportation.
2. The process for filing an ADA complaint is as follows:
 - a. The individual will submit the complaint form to the Transportation Director in person, via mail, or via email. The complaint form includes: name, address, telephone number, email address, the Transportation director's name and contact information and a brief summary of the complaint. The complaint form can be found on the website, or at the CARTS offices. At an individual's request the form can be mailed.
 - b. The Transportation Director will immediately notify ODOT of the complaint.
 - c. Once a complaint is received the Transportation Director will forward the complaint to the Executive Director, and the Human Resources Director within 48 hours.
 - d. The complaint will be reviewed, and an investigation of the alleged complaint will be completed by the Executive Director, Human Resource Director, and the Transportation Director.
 - e. Within 7 business days of the complaint a response will be sent to the complaint allegations, including the reasons for the response. The response will be documented and will be given in the means of communication designated on the form.
 - f. If an investigation confirms an ADA violation, disciplinary measures will occur and include at a minimum re-training and counseling.
3. Complaints will be kept on file for five years.
4. The complaint will be added to the excel spreadsheet maintained by the Transportation Supervisor. ADA complaints will be highlighted green.

Reasons for the Policy: To ensure all transit services be provided in a way that does not discriminate against persons with disabilities and to full comply with the intent of the Americans with Disabilities Act.