

## ADA Complaints:

As per FTA Circular 4710.1, JAUNT is required to follow specific written procedures for all ADA Complaints. JAUNT 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 in its internal records or database for purposes of record-keeping. JAUNT is required to have a designated person in place to coordinate the ADA complaint process in order to ensure appropriate due process for any actual ADA complaints received. Procedures must be accessible to and usable by individuals with disabilities.

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

## ADA Complaint Methods

Customers may submit complaints using any of the following methods which are advertised on:

- 1) U.S. Mail:                   JAUNT ADA Complaints Coordinator  
                                  104 Keystone Place  
                                  Charlottesville, VA  
                                  22902
  
- 2) ADA Customer Feedback Line: Riders can record their complaint at (434) 296-3184. 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 JAUNT by e-mail at [ada@ridejaunt.org](mailto:ada@ridejaunt.org)
  
- 4) Language Line: For riders who speak a language other than English, JAUNT utilizes the services of “Language Line” to facilitate the call. Virginia Relay is available by dialing 711.
  
- 5) JAUNT Web Site: Riders can offer feedback on the JAUNT website at [www.ridejaunt.org](http://www.ridejaunt.org).

## Filing Compliant or Incident Report

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

- Name, address, telephone, email
- Reason for Complaint / Description of what transpired
- Date and time of the incident
- Mobility aid used (if any)
- Bus and Route number
- Name or description of any involved parties

## ADA Complaint Procedure

This section outlines the Americans with Disabilities Act (ADA) complaint procedures related to providing programs, services, and benefits. However, it does not deny the Complainant the right to file formal complaints with The City of Charlottesville Human Relations Commissions, Equal Employment Opportunity Commission, and Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations forbid discrimination against those who have disabilities. JAUNT 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:

### Procedure

1. ADA Coordinator 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 JAUNT'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
  - f. Resolution of case and written communication of findings with the complainant.
  
2. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the Complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The JAUNT ADA Coordinator will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
  - b. Include the date of the alleged incident or when the Complainant(s) became aware of the alleged incident.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

3. Upon receipt of the complaint, the JAUNT ADA Coordinator shall send a letter to the complainant within **thirty (30) days** notifying them of the completion and outcome of the investigation. This will include instructions on how to contact FTA if they feel that their complaint was not satisfactorily handled.
4. Complaints received by any other employee of JAUNT will be immediately forwarded to the ADA Coordinator.
5. A complaint must meet the following criteria for acceptance:
  - a. The Complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a JAUNT service of a Federal-aid recipient, sub-recipient or contractor.
  - c. If the complaint is a discriminatory or regulatory violation, the Coordinator 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 module of JAUNT's scheduling software Trapeze.
6. Founded violations or discrimination triggers an immediate disciplinary/corrective action.
7. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
8. The investigative report and its finding will be reviewed by the JAUNT ADA Coordinator and the Executive Director. The report will be modified as needed.
9. If Complainant is dissatisfied with the determination and/or resolution set forth by JAUNT, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590, ADA Assistance Line: 888-446-4511.

## Record Keeping Requirement

1. The designated JAUNT Customer Service Representative logs all customer complaints JAUNT receives through voicemail, email, Facebook and CAT's website daily Monday – Friday, except for holidays.
2. The JAUNT Customer Service Representative logs all ADA related complaints into JAUNT's central compliant log ("COM" module of Trapeze) with various other complaints and forwards any ADA complaints to the JAUNT and CAT ADA Coordinator (currently CAT's Grants Coordinator) on the day of receipt (or the following Monday if received on a weekend).

ADA Coordinator shall be responsible for entering all ADA related complaints, investigation and resolution information into the complaints module of Trapeze, "COM." All elements must be fully documented during the course of an investigation, including notation that an element is not applicable (N/A).

- 1) JAUNT 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) 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
- 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