



Ride Connect Texas

ADA GRIEVANCE PROCEDURE

Procedure to File a Complaint under the Americans with Disabilities Act (ADA)

The American's with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Ride Connect is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability.

Ride Connect Texas is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and
- Ensuring meaningful access to services, programs, and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out commitment to the provisions of the American's with Disabilities Act of 1990. Ride Connect Texas is responsible for the day-to-day operation of the program, and receives and investigates ADA complaints that come through the complaint process.

Any person or their authorized representative who believes that he or she has been subjected to discrimination under the ADA on the basis of their disability may file an ADA complaint with Ride Connect Texas in writing or on audiotape to the Executive Director/ADA Coordinator identified below.

The complaint must be submitted within 30 days from the date of the alleged discrimination by completing an ADA Complaint Form and mailing it to Ride Connect Texas' Executive Director/ADA Coordinator:

Amanda Villarreal, PhD
Executive Director/ADA Coordinator
Ride Connect Texas
517 SW Military Drive
San Antonio, Texas 78221

Alternately, send the ADA Complaint Form via email amanda@rideconnecttexas.org.

A copy of the ADA Complaint Form may also be obtained by calling Ride Connect Texas's Executive Director/ADA Coordinator at 210-558-0007. Ride Connect Texas will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

What happens to my complaint when received by Ride Connect Texas?

Once a complaint is received, it will be reviewed by Ride Connect Texas's Executive Director/ADA Coordinator. In instances where additional information is needed, you will be contacted via telephone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, Ride Connect Texas will investigate an ADA complaint within 15 days of receipt. Ride Connect Texas will use its best efforts to respond to a complaint within 30

days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with Ride Connect Texas and an external entity may expand the timing of the complaint resolution.

The Executive Director/ADA Coordinator will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the investigation will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the ADA violation; e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation, the Executive Director/ADA Coordinator will prepare a final report. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a copy of the final report including any remedial steps. The investigation process and final report should take no longer than 20 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Executive Committee of the RCT Board of Directors.

All complaints and appeals received by the Executive Director/ADA Coordinator including the Executive Director/ADA Coordinator's response will be kept on file at Ride Connect Texas' Administrative Office for a period of three years.