

ETHRA Transit

Americans with Disabilities Act (ADA)

Complaint Policy & Procedures

ETHRA Customer Service Specialist receives ADA complaints from customers or their representatives regarding ADA demand response operations, policies, and procedures. The following policy outlines the process for recording, investigating, responding to, and maintaining ADA complaints.

Objectives

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any policies, procedures, or actions by ETHRA Transit they believe violate the ADA regulations.
- Document and investigate the allegations in a timely and thorough manner.
- Timely respond to customers and provide the outcome of the investigation.

ADA Coordinator

ETHRA Transit's ADA Coordinator investigates ADA complaints. The ADA Coordinator is:

Gina McAlpin

9111 Cross Park Dr. Suite D100

Knoxville, TN 37923

865.691.2551 ext. 4272

gmcaldpin@ethra.org

TTY Line available at 1.800.848.0298

Complaint Receipt

1. Customer Service Representatives receive the complaint from customers or their representatives via the telephone 800.691.2551, e-mail (gmcaldpin@ethra.org), mail (shown above), on the ETHRA Transit website (<https://ethrapublictransit.org/ada>)
2. Complaints are taken up to 180 days past the date of the incident. Beyond that time period, complaints will be classified as comments.
3. The complaint is input into a Complaints Log in the Transportation Software by a Customer Service Specialist immediately upon receipt of the complaint. In order for a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments.
4. Customer Service Specialist review the complaints for completeness and accuracy and call the customer if additional details are needed for the investigation. Customer Service Specialist have three (3) calendar days to complete the initial review.

Complaint Investigation and Customer Follow-up

- 1.** Any complaint that alleges discrimination on the basis of disability will be designated as an ADA complaint. The ADA Coordinator will be responsible for investigating the complaint and following up with the customer.
- 2.** The ADA Coordinator will be responsible for contacting the appropriate manager/ service contractor(s) to get information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
- 3.** Once the investigation has been completed, the ADA Coordinator will make a decision regarding the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns.
- 4.** The ADA Coordinator will notify the complainant of ETHRA Transit's decision regarding the complaint typically within seven (7) calendar days after the investigation has been completed.
- 5.** If complainants disagree with the determination by the ADA Coordinator, they can appeal the decision in writing within thirty (30) days from the date of the determination letter. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

Director of Transportation
ETHRA Transit
9111 Cross Park Dr., Suite D100
Knoxville, TN., 37923

Complaint Tracking and Record Retention

The ADA Coordinator will be responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

The ADA Coordinator will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than five (5) years.