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### ADA Complaint Handling Process

- ADA customer complaints are processed by DART's Customer Relations Specialist, and DART's Customer Service Manager.
- Customers may file an ADA complaint by calling 1-800-652-DART (3278) option 2, by letter, via our social media accounts, via our website at [www.dartfirststate.com](http://www.dartfirststate.com), or through our mobile payment app. We are also capable of assisting Non-English speaking customers through our foreign language assistance provider (Linguistica International).
- The hours of operation for our Customer Relations section are Monday through Friday, 8:00am to 6:00pm. Anyone calling after hours may opt to leave a message on our Customer Relations voicemail and their call will be returned on our next business day.
- All ADA customer complaints are documented in our Trapeze COM module the day they are received.
- The following information is entered in our Trapeze COM module:
  - Contact information (name, address, phone, etc.)
  - Detailed notes describing the nature of the complaint
  - The department the complaint was forwarded to
  - Our comments to the customer.
- Once the ADA complaint has been documented in our Trapeze COM module it is then forwarded to the appropriate section within DART for review and investigation. A tracking number is auto generated by the Trapeze COM for tracking purposes and shared with the complainant.
- The ADA complaint is then documented on our ADA Complaint Tracking Log noting the complainant's name, tracking number, and the nature of the complaint.
- Once the investigation is complete, the findings of the investigation, and the corrective action, are forwarded back to the specialist handling the complaint.
- The specialist handling the ADA complaint documents the findings of the complaint in our Trapeze COM module and notifies the customer via telephone, email, or U.S. postal mail, if warranted.

- After speaking with the customer, the specialist documents their final conversation with the customer.
- The ADA Complaint Tracking Log is updated with the results of the pursuant investigation, the follow-up information discussed with the complainant, and the date the complaint was closed.
- The standards for the prompt and equitable resolution of complaints is a 5 business day investigative period for all ADA complaints communicated to our Customer Relations Team members. The 5 business day period is needed due to the nature of our business. Often times, to thoroughly investigate ADA complaints, the departments (mainly our Operations Department) has to interview individuals involved with the complaint (bus operators), obtain operator incident reports (if applicable), review video of the alleged complaint, or complete the necessary due diligence surrounding the facts of the reported matter.