



ADA Complaint Handling Process

- ADA customer complaints are processed by DART's Customer Relations Specialist and DART's Customer Service Manager.
- DART's fixed route and paratransit customers may file an ADA complaint by calling 1-800-652-DART (3278) option 2, by letter, or via our website at www.dartfirststate.com. We are also capable of assisting Non-English speaking customers through our Language Line Service.
- The hours of operation for our Customer Relations section are Monday through Friday, 8:00am to 6:00pm. Customers 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.
- ADA customer complaints are identified by determining if the complainant's performed transportation occurred during a trip identified as an ADA trip. Some examples of identified ADA complaints are:

Fixed Route

- Refusing service to person with service animal, includes passing the bus stop without stopping when a person with service animal is at the stop
- Refuses service to person in a wheelchair (unless the bus is full and they have followed procedure in notifying Control Center and stop and advise individual waiting when the next bus will be coming)
- Lack of stop announcements or route announcements
- DTC Procedure not being followed regarding Priority Seating
- Not assisting customers with disabilities in the use of accessible features; i.e., securing wheelchair, assisting up/down ramp
- Operator not treating rider with a disability respectfully

Paratransit

- Trip not provided within ADA service area during days/times fixed route is operating
- Late arrival/drop-off
- Trip Length – not comparable to fixed route
- Refusing service to person with service animal
- Refusing PCA/Companion
- Refusing to transport wheelchair without contacting Control Center
- Operator not treating rider with a disability respectfully
- Long hold time on Reservations line

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- All ADA customer complaints are documented in our Trapeze COM module the day they are received as an ADA Complaint.
- The following information is entered in our Trapeze COM module:
 - Contact information (name, address, phone, etc.)
 - Detailed notes describing the nature of the ADA complaint
 - The type of ADA complaint
 - The department the ADA complaint was forwarded to
 - Any pertinent comments discussed with 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, the nature of the complaint, and the staff person handling 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) have 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.