

Filing an ADA Complaint

It is the policy of Westmoreland Transit (WCTA) / GO Westmoreland to operate transportation services in an open and fair manner. During the normal course of providing transportation services to the community, it is possible that some members of the public or a passenger will wish to lodge a complaint about the quality of service offered or the manner in which service is delivered. Every effort will be made to handle these issues quickly, courteously and fairly.

I. No person will be discriminated against or suffer any reprisals from making a complaint.

II. Complaints can be either verbal or in writing. They should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title II of the ADA.

III. A complaint should be file within ten (10) business days after the complainant becomes aware of the alleged violation.

IV. When an allegation is made that a specific violation, misinterpretation, or inappropriate act has occurred the following steps should be taken to resolve the issue:

a. All complaints will be received by the Customer Service Manager, Dottie Buchanan.

b. Any complaint that concerns the delivery of ADA transportation services under this Agreement or the behavior of Contractor employees, including vehicle operators, shall be forwarded to the Contractor for a full investigation, as soon as possible, but no later than the next regular operating day after the complaint, or applicable comment/suggestion is received by Contractor.

c. Contractor shall provide a written response to complaints received to WCTA within 24 hours of receiving the complaint. Contractor's response shall include action(s) taken, if any, to address any problem or complaint. If any serious matters are reported to WCTA, WCTA may require that the operator or operators in question be removed by Contractor from operating routes of WCTA.

d. WCTA will contact the Complainant again after the full investigation is complete.

V. Documentation of complaint information will be kept on file electronically at WCTA by the Customer Service Manager. Complaint documentation must be retained for one (1) year; complaint summaries for five (5) years.

CONTACT US



41 Bell Way
Greensburg, PA 15601



1-800-242-2706
(Monday-Friday 8AM-4PM)

724-853-2760 (fax)

customerservice@westmorelandtransit.com

www.westmorelandtransit.com

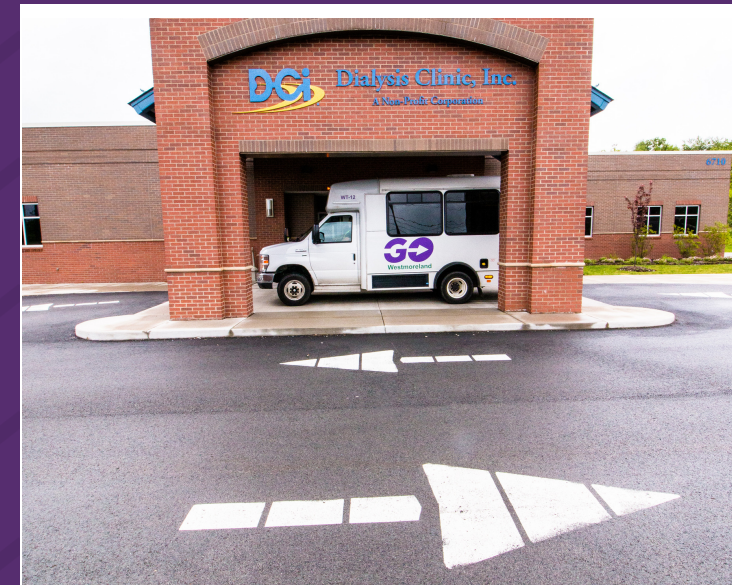


All information is available in print (large print if requested), over the telephone, audio (on CD if requested), Braille (as requested), and online at www.westmorelandtransit.com.

GO Westmoreland
GO to school. GO to work. GO shopping.

**Americans with Disabilities
Shared-Ride Program**

1-800-242-2706



www.westmorelandtransit.com

Transportation for ADA

This program is for individuals who cannot use public bus service due to their disability. This service will work for any trip that originates and ends within ¾ mile of an existing public bus route.

Eligibility Determinations

Contact GO Westmoreland to have an application mailed to you. Applications are also available on our website: www.westmorelandtransit.com.

Complete the forms in their entirety and make sure that all required signatures are obtained. When complete, return it to GO Westmoreland.

Your application will be reviewed by an independent consultant to determine eligibility, and may take up to 21 days to be processed. If your application is not processed within these 21 days, you will be given presumptive eligibility on the 22nd day until an eligibility determination is made.

After the eligibility determination has been made, you will be contacted with the results via US Mail.

If an applicant wishes to appeal the decision of GO Westmoreland regarding ineligibility, they should file a written appeal within thirty (30) days after the determination of ineligibility. An appeal hearing will be scheduled within thirty (30) days of receiving an appeal and all parties will be notified in writing of such hearing. The Appeals Officer will be the Executive Director.

Transportation will not be provided by GO Westmoreland during the appeal process. The individual making the appeal will become temporarily eligible for service if a decision has not been made within thirty (30) days of the completion of the appeals process. Reservations for these trips are to be made according to the normal procedures. Eligibility will end if the appeal is denied.

Travel Guidelines

This service operates during the same days and hours as the Westmoreland Transit public bus service. Most communities have Monday through Friday service, from 7:00 AM until 8:00 PM. Saturday service is limited from 8:00 AM until 6:00 PM.

Trips can be taken for any purpose.

ADA Visitor Policy

Individuals who live outside of GO Westmoreland's service area may apply for visitor status to use GO while in the area. Visitors will be provided with up to 21 days of ADA paratransit service in a 1 year time frame. Visitors are asked to contact GO to obtain a temporary eligibility prior to scheduling a reservation.

If a visitor has been granted complimentary paratransit service in his/her home region, the conditions determined by the home transit agency will be followed. Documentation or a corresponding ID card will be accepted. If individuals are non-certified and claim they are ADA paratransit eligible, they are presumed eligible and will be provided up to 21 days per year of service with documentation of their place of residency.

Americans with Disabilities Act (ADA) Reasonable Modifications Policy

GO Westmoreland will make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination based on disability. Requests for accommodations will be considered on a case-by-case basis and may be denied on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of GO Westmoreland's service, programs, or activities;
- Granting the request could create a direct threat to the health or safety of the requestor or others;
- Granting the request would create an undue financial or administrative burden for the Agency; or
- Without such modification, the individual with a disability is otherwise able to fully use GO Westmoreland's services, programs, or activities for their intended purpose.

In determining whether to grant a requested modification, GO Westmoreland will be guided by the provisions of the United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

- Requests for reasonable modifications should be submitted by the public in the following manner:
- Please be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use GO Westmoreland's services.
 - Requests should be made in writing or by email, and will be accepted by phone if necessary. Requests should be directed to the Director of Operations, 41 Bell Way, Greensburg, PA 15601 or customerservice@westmorelandtransit.com.
 - "On-the-spot" requests will be accepted for circumstances that may arise while utilizing GO Westmoreland's transportation services by making a request to the driver. Such requests should be made as soon as the circumstance is made known to the requestor. The driver may make the determination or request a decision of a supervisor dependent upon the situation..

All requests/documentation shall be maintained in a designated file at the GO administrative offices for a minimum of five (5) years from the date of request.