

Filing an ADA Complaint cont.

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. The complaints will be logged in a database.
- b. Once the complaint is logged, the complaint is forwarded by the next business day to the appropriate supervisor and contractor to begin investigation.
- c. Contractor shall provide a written response to complaints received to WCTA within 24 hours of receiving the complaint. All steps and items are documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (late arrival) and the cause (dispatching error) to identify the specific reasons for poor service and identify remedies. Contractor's response shall include action(s) taken, if any, to address any problem or complaint. If any serious matters are reported to WCTA, the WCTA may require that the operator or operators in question be removed by Contractor from operating routes of the WCTA.
- d. Any ADA complaints received are reported to the Board of Directors during the monthly meetings.
- e. The complainant or his/her designee will receive a response within ten (10) business days of receipt of the complaints. The complainant will receive details of the investigation and if necessary, the appropriate actions taken to remedy the situation.

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**



**724-832-2706
(Monday-Friday 8AM-4PM)**

724-853-2760 (fax)

customerservice@westmorelandtransit.com



www.westmorelandtransit.com

Note: The WCTA offers all publications in alternate formats for people with disabilities. To request an alternate format, please call GO Westmoreland at 724-832-2706.

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GO Westmoreland



**Americans with Disabilities
Shared-Ride Program**



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 $\frac{3}{4}$ mile of an existing public bus route.

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.

For more information, please visit the WCTA website at <https://www.westmorelandtransit.com/go-westmoreland/ada-complementary-paratransit/>. You may also request a copy of the policy be mailed to you by calling us at 724-832-2706.

Eligibility Determinations

Applications are available by contacting GO Westmoreland Customer Service or by accessing an application on the Westmoreland County Transit Authority (WCTA) 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.

Completed applications should be returned to GO Westmoreland. All applications are logged in a spreadsheet upon receipt by a GO Westmoreland representative. The date the application is received is included in the spreadsheet. An independent consultant pre-schedules visits to review applications. The consultant is on-site at GO Westmoreland at least twice a month to review and make recommendations to GO Westmoreland on eligibility. The Paratransit Service Manager schedules the on-site visits with the consultant to make timely eligibility decisions. It may take up to 21 days for an application to be reviewed by the consultant and for a decision to be made on eligibility by a GO Westmoreland representative. By tracking the day the application was received, this allows for timely decision making within 21 days. If an application is not processed within 21 days, the applicant will be given presumptive eligibility on the 22nd day until 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 (60) 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.

Filing an ADA Complaint

It is the policy of the Westmoreland County Transit Authority (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, telephone number, and location, date, and a brief description of the alleged violation of the regulations under Title II of the ADA.

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

A. ADA complainants may contact the WCTA by one of the following options listed below.

Option 1: By US Mail:

GO Westmoreland
Attn: Customer Service Manager
41 Bell Way
Greensburg, PA 15601

Option 2: Complaint Line
GO Westmoreland 724-832-2706

Option 3: Online
www.westmorelandtransit.com