

Mountain Metropolitan Transit ADA Complaint Procedure

1. When a transit-related ADA complaint is received:
 - a. A Customer Service agent enters complaint information into Trapeze-COM and notifies the Compliance Coordinator, unless the Compliance Coordinator receives and enters the complaint into Trapeze-COM themselves.
 - b. The Compliance Coordinator will work with Customer Service to assemble relevant evidence that may be able to substantiate the complaint as valid or invalid.
2. With available evidence collected, the Compliance Coordinator assesses the complaint and responds based on the nature of the problem.
 - a. **When the reported problem regards barriers preventing access to facilities, vehicles, bus stops, etc.:**
 - i. Facilities Staff and the Compliance Coordinator inspect the facility, vehicle, or stop for ADA compliance.
 1. If the complaint is valid, the Compliance Coordinator will determine corrective actions and establish a timeframe for resolution.
 2. Then, the Compliance Coordinator will provide a summary of the issue, investigation, and resolution to the complainant, and the process ends.
 3. If the complaint is not valid, the Compliance Coordinator will issue a response with an explanation of ADA compliance, and the process ends.



b. When the reported problem regards discrimination based on disability:

- i. The Compliance Coordinator works with Mountain Metropolitan Transit staff to contact all parties involved and to discuss the complaint.
 1. If the complaint is valid, the Compliance Coordinator will Determine Corrective Actions and establish a timeframe for resolution.
 2. Then, the Compliance Coordinator will provide a summary of the issue, investigation, and resolution to the complainant, and the procedure ends.
 3. If the complaint is not valid, the Compliance Coordinator will issue a response with an explanation of ADA compliance to the complainant, and the procedure ends.

c. When the reported problem regards a policy or procedure preventing access to service:

- i. Mountain Metropolitan Transit staff and the Compliance Coordinator review the policy or procedure for compliance.
 1. If the policy or procedure is compliant, the Compliance Coordinator will issue a response with an explanation of ADA compliance to the complainant, and the procedure ends.
 2. If the policy or procedure is not compliant, the Compliance Coordinator will implement or modify appropriate ADA Policies and Procedures in conjunction with relevant Mountain Metropolitan Transit staff.
 3. Then, the Compliance Coordinator will provide a summary of the issue, investigation, and resolution to the complainant, and the procedure ends.