



# Mid Mon Valley Transit Authority

1300 McKean Avenue • Charleroi, PA 15022

*On the Move... for You!*

## MMVTA ADA Passenger Complaints Procedure

Passengers make complaints to the MMVTA as well as directly to the Contractor. Any complaint received by the MMVTA that concern the delivery of ADA transportation services under this contract or behavior of Contractor employees including vehicle operators shall be forwarded to the contractor for an investigation, as soon as possible, but no later than the next regular business day after the complaint is received by the Authority.

The contractor shall provide a written response to the complaint to the Authority within (3) three business days of receiving the complaint. If the complainant is not able to be contacted or does not return calls within the three days, the contractor should relay this information to the Authority. If for any reason a full investigation cannot be conducted within (3) three business days, the Authority should be contacted stating reason for the relay. The Contractor's response shall include action taken, if any, to address any problem or complaint. If any serious matters are reported to the Authority, the Authority may require that the operator or operators in question be removed by the Contractor from operating routes of the Authority.

All ADA complaints will be filed electronically. Complaint documentation must be retained for (1) one year; complaint summaries for (5) five years.

The Contractor also regularly receives complaints directly. Any such ADA complaint received by the Contractor must be forwarded electronically to the MMVTA within one business day of receipt via the form with full follow-up within three business days.

The provision of MMVTA's Formal Protest Procedures would apply to those who are not satisfied with the final results of the investigation and resolution reached regarding the complaint.