



Mid Mon Valley Transit Authority

1300 McKean Avenue • Charleroi, PA 15022

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MMVTA ADA Passenger Complaints Procedure

Passengers can make complaints to the Mid Mon Valley Transit Authority (MMVTA) and directly to the Contractor. Any complaint received by the MMVTA that concerns 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. The investigation will proceed 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. The Contractor will contact the Complainant during the investigation process. 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 is to be contacted stating reason for the delay. The Contractor's response shall include the action taken to address the complaint, including complainant communication, and any documentation relevant to the complaint. If any serious matters are reported to the Authority, the Authority may require that the operator(s) in question be removed by the Contractor from operating any routes of the Authority. The Contractor will contact the Complainant again after the full investigation is complete.

All ADA complaints will be filed electronically at the MMVTA by the Authority's designated ADA feedback person. 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 the receipt via the form with full follow-up within (3) three business days.



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The provisions of the 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.