

CAPITAL AREA TRANSPORTATION AUTHORITY

Americans with Disabilities Act Complaint Procedure

The Capital Area Transportation Authority periodically receives Americans with Disabilities Act or ADA complaints from customers or their representatives regarding fixed-route and ADA-complementary paratransit service operations, policies and procedures. This document outlines the process for recording, investigating, responding to and maintaining ADA complaints. Alternative formats for this document are available upon request.

Objectives

The objectives of the complaint procedure are:

- To provide an opportunity for customers to report any policies, procedures or actions by CATA that they believe violate ADA regulations
- To document and investigate complaints in a timely and thorough manner
- To timely respond to customers and communicate the outcome of investigations

Paratransit Supervisor

ADA complaints are investigated by CATA's Paratransit Supervisor, who can be contacted at:

Paratransit Supervisor
Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910
Telephone: 517-394-1100
Fax: 517-394-3733
Email: paratransit@cata.org

Complaint Process

1. Customers may submit complaint forms (see attached) to CATA's Customer Service Representatives in the following manner:

Telephone 517-394-1100
Michigan Relay Center Voice TDD..... 800-649-3777
Fax 517- 394-3733
Email..... paratransit@cata.org
Mail..... 4615 Tranter Street, Lansing, MI 48910

Inperson..... **CATA Transportation Center**
420 South Grand Avenue, Lansing, MI 48933
Telephone: 517-394-1000
Monday – Friday, 7 a.m. – 7 p.m.
Saturday – Sunday, 9 a.m. – 5 p.m.

Administrative Offices

4615 Tranter Street, Lansing, MI 48910

Telephone: 517-394-1100

Monday – Friday, 8 a.m. – 5 p.m.

CATA is advised on issues of importance to people with disabilities by a Local Advisory Council. Meetings are held bi-monthly. The public is welcome to attend. Meeting dates and times are posted at <https://www.cata.org/About/Leadership/Local-Advisory-Committee> (click the **View all the LAC meeting dates** link for a downloadable PDF), or you may call CATA at 517-394-1100 to request a meeting schedule.

2. Complaints are taken up to 180 days following the date of an incident. Once the 180-day period has elapsed, complaints will be classified as comments.
3. ADA complaints are received by the Front Desk Representative or a Paratransit call-taker and immediately entered into a call log software/spreadsheet. In order for a complaint to be investigated, the complainant or the complainant's representative must provide an address, telephone number or email address. Complaints that do not include contact information will be classified as comments.
4. The Paratransit Supervisor receives and reviews complaints for completeness and accuracy, and calls (or directs a department staff member to call) the complainant if additional details are needed for the investigation.

Complaint Investigation and Customer Follow-up

1. The Paratransit Supervisor is responsible for contacting the complainant. Any complaint that alleges discrimination on the basis of disability will be designated as an ADA complaint. The Paratransit Supervisor is responsible for investigating complaints and following up with the complainant.
2. The Paratransit Supervisor is responsible for contacting the appropriate CATA manager/operator(s) to obtain information needed in order to complete the investigation of a complaint.
3. Once the investigation is completed, the Paratransit Supervisor will make a decision regarding the validity of the complaint and what remedial action, if any, will be taken to address the complainant's concerns.
4. The Paratransit Supervisor will contact the complainant (using the contact method indicated on the "CATA Paratransit Comment Form") to communicate CATA's decision regarding the resolution of the complaint, within thirty business days after the investigation is completed. If additional time is needed after thirty business days, we will contact the complainant.
5. If complainant disagrees with the Paratransit Supervisor's determination, he/she can appeal the decision in writing within thirty business days of the date of the determination letter. The appeal letter should state the reason(s) the complainant believes the decision is in error. The appeal letter should be mailed to Attn: Civil Rights Officer, Capital Area Transportation Authority, 4615 Tranter Street, Lansing, MI 48910.

Complaint Tracking and Record Retention

CATA's Paratransit Supervisor is responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

CATA's Paratransit Supervisor will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than five years.

