

Attachment # 1

ADA Complaint Procedures

Procedure to File a Complaint under the Americans with Disabilities Act (ADA)

The American's with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. ALAMO REGIONAL TRANSIT is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of disability.

ALAMO REGIONAL TRANSIT is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability;
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability; and
- Ensuring meaningful access to programs and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out commitment to the provisions of the American's with Disabilities Act of 1990. The ALAMO REGIONAL TRANSIT Safety is responsible for the day-to-day operation of the program and receives and investigates ADA complaints that come through the complaint process.

Any person who believes that he or she has been subjected to discrimination under the ADA on the basis of their disability may file an ADA complaint with ALAMO REGIONAL TRANSIT within 180 days from the date of the alleged discrimination using the form below:

The ADA complaint form may be mailed to:

ALAMO REGIONAL TRANSIT
Attn: Joseph Briones, Mobility Coordinator
2700 NE Loop 410, ste 101
San Antonio, Texas 78217

Or send via email to jbriones@aacog.gov

A copy of the ADA Complaint Form may also be obtained by calling the ALAMO REGIONAL TRANSIT Operations Manager at 210-380-4971. Alamo Regional Transit will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

For additional information on ALAMO REGIONAL TRANSIT's nondiscrimination obligations, please contact the ALAMO REGIONAL TRANSIT Mobility Coordinator at 210-362-5300.

What happens to my complaint when received by ALAMO REGIONAL TRANSIT?

Once a complaint is received, it will be reviewed by the ALAMO REGIONAL TRANSIT Mobility Coordinator. In instances where additional information is needed, you will be contacted by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, ALAMO REGIONAL TRANSIT will investigate an ADA complaint within 30 days of receipt. ALAMO REGIONAL TRANSIT will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with ALAMO REGIONAL TRANSIT and an external entity may expand the timing of the complaint resolution.

ALAMO REGIONAL TRANSIT will review and investigate every complaint promptly. Measures will be taken to preserve any information that is confidential. At a minimum ALAMO REGIONAL TRANSIT will:

- Identify and review all relevant documents, practices and procedures.
- Identify and interview persons with knowledge of the ADA violation, e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

Upon completion of the investigation, a final report will be presented to the ALAMO REGIONAL TRANSIT Director. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 20 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to ALAMO REGIONAL TRANSIT Transportation, Attn: Director, 2700 NE Loop 410, San Antonio, Texas 78217 or devans@aacog.gov Mobility Coordinator shall maintain a log of ADA complaints received, including date the

complaint was

filed, a summary of the allegations, the status of the complaint and actions taken by ALAMO REGIONAL Transit and the response to the complaint. Should ALAMO REGIONAL TRANSIT receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the ALAMO REGIONAL TRANSIT General Counsel. Complaints may also be filed no later than 180 days after the date of the alleged

discrimination

here: <https://aacog.gov/alamo-regional-transit> .