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## **Monitoring and Resolving ADA Paratransit Customer Complaints/Comments**

### **Paratransit Customer Complaints Policy**

**For: Intake, Investigation, and Resolution, including standards for timely handling, closure, and retention**

The BJCTA establishes standard operating procedures for the central intake and management of all ADA Paratransit complaints, service comments, and recommendations received by BJCTA. The BJCTA has adhered to the following in establishing its effective and workable internal monitoring and reporting system in accordance with FTA.

This system is designed to serve the basic purposes listed below:

- To assure accountability for investigation
- To follow up on all complaints and service comments received by BJCTA, as well as internal employee complaints under ADA
- To simplify tracking and reporting of complaints/comments received
- Enabling the evaluation of the ADA Paratransit program during the year and to take any necessary corrective action regarding the development and execution of programs or goals, and timetables
- Providing a precise and factual database for future projections

In order to achieve the basic purposes, this document includes four parts:

1. Review, Audit, and Revision
2. Departmental Accountability
3. Tracking ADA Paratransit Complaints
4. Solicits recommendations for review

#### **Complaints- Intake, Process, Investigate, Resolution, Monitor, and Track**

The BJCTA administers a program to process and resolve complaints promptly and at the lowest level of supervision. The ADA Paratransit Office is responsible for assuring that ADA complaints are addressed. The following steps depict the success of BJCTA's ADA Paratransit monitoring and reporting system:

- BJCTA reviews the ADA Paratransit Program within the organization on a quarterly basis to assess accomplishments and to make certain we are in compliance.
- BJCTA monitors the program through evaluation of collection, and analysis of relative data.
- All ADA Paratransit Managers, ADA Officer, and Managers are trained on use of Fleetnet (BJCTA's Database system) to record complaints, service concerns, and recommendations
  
- Complaints may be made in person by the general public at Central Station; over the telephone; or by mail. Complaints should be filed within one hundred eighty (180) days of the alleged discriminatory act.
  - i. The ADA Officer shall be responsible for recording complaints being made in person by the general public at Central Station; over the telephone, or by mail
- BJCTA maintains a file in Fleetnet on all complaints, including:
  - i. A statement of issue
  - ii. Description of the investigation
  - iii. Summary of the interviews
  - iv. Investigator's findings and recommendations
- Informal Complaint: All complaints are recorded in Fleetnet and distributed to the assigned Investigator immediately.
  - i. Complainant may consult with BJCTA on an informal basis to receive information and consultation in relation to specific situations without filing a formal complaint
  - ii. Complainant may seek mediation or an informal resolution at any point in the process
- Formal Complaint- Complaints are recorded in Fleetnet and distributed to the assigned Investigator immediately.
  - i. Formal complaints must be filed in writing and signed
  - ii. Complainant may request to have a formal complaint issued orally and transcribed into written format by BJCTA
    - An oral complaint must be transcribed into written format, signed, and then submitted by the complaining party.
    - The complainant is responsible for ensuring his/her oral complaint is completed, signed, and submitted to HR within 10 days after filing the oral complaint
  
- The BJCTA office reserves the right to conduct an investigation of any and all complaints, formal/informal, written/oral, and pending or withdrawal
- The BJCTA office reserves the right to conduct or continue an investigation even in situations where the complaint is withdrawn

- The BJCTA office will identify and review all relevant documents, practices, and procedures to determine appropriate resolution
- In cases where the complainant is dissatisfied with the resolution by BJCTA, can appeal the decision. A review team consisting of the Transit Manager and one other staff member will review customer appeals.
- After reviewing all Fleetnet's data, If policy violation is found to exist, appropriate remedial steps will be taken immediately
- The data is recorded and may be retrieved at any time from the Fleetnet's data base
- The ADA Officer, ADA Paratransit Manager, and Customer Service Supervisor shall assure that a timely response is provided to complainant within 10 (ten) days of receiving a complaint and is also provided to the Customer Relations Office.
  
- The assigned investigator shall assure that investigation and timely response is recorded in Fleetnet.
  
- The Transportation Manager shall monitor incoming Fleetnet reports for possible ADA Paratransit complaints, as well as serious complaints that require special follow-up. The Customer Relations Office shall alert the ADA Officer, the Manager of Paratransit, the Director of Human Resources, and the Compliance Officer to the filing of high level complaints.
  
- The ADA Paratransit policies are reviewed, audited, and revised by the ADA Officer and the Manager of Paratransit focusing on three key aspects:
  - i. Assessment of problems encountered- This includes our record keeping system (database software known as Fleetnet) on components of the program
  - ii. Corrective action taken
    - Effectiveness of BJCTA's Record-keeping system in Fleetnet, and feedback for reallocation of resources, and recommendations for corrective action.

### **Departmental Responsibility**

- ADA Officer and Customer Service Supervisor inputs Complaints, comments, and recommendations data into a customized tracking system (Fleetnet), which culminates in maintaining and tracking files.
  - i. Complaints received from complainants are fed into the database, and quarterly activity reports are provided to the ADA Officer and the Manager of Paratransit to assess effectiveness of ADA Paratransit practices.
- The ADA Officer, and the ADA Paratransit Manager shall be responsible for the implementation of and strict compliance with this procedure.
- Overall Management and implementation of ADA shall reside with the Chief of Staff, the ADA Officer, the Paratransit Manager, the Director of Operations, the Director of Human Resources, and the Compliance Officer.

- The BJCTA recognizes its responsibility to ADA Paratransit and is committed to fulfilling this responsibility by complying with all government regulations and laws pertaining to the program. As part of this commitment, BJCTA management keeps abreast of developments in the arena.
- Progress on the BJCTA programs and compliance of the ADA Paratransit Program is discussed at supervisory meetings, and relevant information is communicated to employees during regular departmental meetings, as appropriate.
- The Executive Director reports information in relation to the ADA Paratransit plan and its progress to the Board of Directors through semi-annual statistical data reporting. The HR, Compliance, and Management staff oversee the effectiveness of BJCTA's services and regional programs.

### **Solicits Recommendations for Reviews**

- The BJCTA conducts ongoing reviews and periodic assessments to identify those that may operate as barriers. The periodic assessment meetings are held monthly and are helping BJCTA:
  - i. Review strategies for improving ADA Paratransit services for more accessibility
  - ii. Determine needs for specific types of related training
  - iii. Review procedures being used to ensure the opportunity for improvement
- For any analysis that turns Disciplinary actions, these are tracked using Fleetnet, designed to track ADA Paratransit actions
- The objective of the review and periodic assessments is to identify issue areas and execute corrective action. ADA Paratransit Area informs management of the success and effectiveness of the program through monthly meetings, discussing printed reports and documentation
- BJCTA will continue to monitor ADA Paratransit complaints as well as internal efforts, ensuring they meet ADA Program guidelines and goals.

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