

## ADA Complaint Procedures

### Procedures

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Kitsap Transit works to ensure nondiscriminatory transportation is available to all passengers.

ADA complaints are considered any complaints pertaining to ADA issues. Some examples would be: excessive telephone wait times, travel times, missed trips, trip denials, wheelchair, or mobility securement constraint issues, or Operator/Staff behavior as it relates to the ADA act of 1990.

Customer complaints are reviewed by the ADA Eligibility Coordinator and/or the ACCESS Manager. Any complaints that may be a violation of the ADA, will be directed to our ADA Eligibility Coordinator.

All ADA complaints will be responded to within 7 business days, however total investigation time may take longer than 7 days, depending on complexity of the complaint.

### Filing a Complaint

An ADA passenger wishing to file a complaint regarding an ADA trip, reservation experience, or other aspect of the ACCESS/paratransit service, may contact the Customer Service Department:

- Online at [Contact Us | Kitsap Transit](https://www.kitsaptransit.com/form/contact-us) <https://www.kitsaptransit.com/form/contact-us>
- Routed Service 800.501.RIDE (7433), Monday thru Friday, 6:00 a.m. – 7:00 p.m., Saturday 8:00 a.m. - 4:00 p.m.
- ACCESS Service 800.422.2877, Sunday thru Friday, 8:00 a.m. – 4:00 p.m. (For the hearing impaired, please dial TTY Number 360-377-9874.
- Telecommunication Relay Services (TRS) - 7-1-1 or 1-800-833-6384
  - <https://www.dshs.wa.gov/altsa/odhh/telecommunication>
- In Person by visiting our customer service office at: Bremerton Transportation Center (BTC), inside the Bremerton Ferry Terminal
- By writing: Kitsap Transit Customer Service Department, 60 Washington Ave, Suite 200 Bremerton, WA 98337

When submitting a complaint in writing, the preferred method is to use the online Complaint Form (noted above). If you as the complainant would like to submit a complaint in writing but are unable to write a complaint, a representative at the Customer Service Department will assist you with the complaint. Kitsap Transit is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, Kitsap Transit's ADA Eligibility Coordinator will provide language translation services.

Complaints may also be filed with external entities such as the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing. Should a complaint be filed with our Customer Service Department and an external entity simultaneously, the

external complaint shall supersede the complaint to Customer Service. However, our Customer Service Department will continue its own investigation of the complaint and make the findings available. Alleged ADA compliance violations should be reported as soon as possible following the incident; ADA passengers should not delay when wishing to file a complaint. Details such as the day of the week, date, and time of all incidents should be included. Any additional relevant information available to provide to the Customer Service Representative will be helpful.

A complaint must be filed not later than 180 days (Title II §35.170) from the date the complainant becomes aware of the alleged violation, unless the time for filing is extended by Kitsap Transit for good cause shown.

### **Investigations**

All ADA complaints will be investigated promptly upon receipt by a designated employee at the Customer Service Department. It is important that general service complaints will be distinguished from those that rise to the level of potential noncompliance, and complaints of discrimination will be fully investigated. Complaint investigations will include communications with parties involved (i.e. the complainant as well as pertinent operations staff). If necessary or requested, the Customer Service Representative will set up a meeting with the complainant to review all pertinent information. Results of the meeting will be documented, and a resolution may be agreed upon at that time.

### **Resolution**

Following the investigation, a representative from the Customer Service Department will promptly communicate its response to the complaint allegations, including its reasons for the response. A resolution will occur when the ACCESS Manager has determined that the cause of the complaint is understood, that the appropriate department(s) have taken action to ensure that measures are in place to prevent the problem from recurring. All complaints of noncompliance received will be documented and kept on file for one (1) year. A record of all complaints will be kept for five (5) years.

### **Accessible Format**

If an ADA passenger who wishes to file a complaint requires a copy of this Complaint Resolution Procedure in an alternate format or in a language other than English, please call 800.501.RIDE (7433).

Español:

Si un pasajero ADA que desea presentar una queja requiere una copia de este Procedimiento de resolución de quejas en un formato alternativo o en un idioma que no sea inglés, llame al 1.800.501.7433.

Filipino-Tagalog:

Kung ang isang pasahero ng ADA na gustong magsampa ng reklamo ay nangangailangan ng kopya nitong Pamamaraan sa Pagresolba ng Reklamo sa isang alternatibong format o sa isang wika maliban sa Ingles, mangyaring tumawag 1.800.501.7433.

*Kitsap Transit's local ADA Complaint Procedure is consistent with the revised Department of Transportation (DOT) ADA requirements in 49 CFR 37.17.*