



RVT Plus ADA Complaint Policy & Procedures

River Valley Transit (RVT) offers fixed-route bus service with Lycoming County. RVT Plus will make reasonable accommodations for people with disabilities. Door-to-door paratransit service is available throughout RVT's service area. The Americans with Disability Act of 1990 specifies that all transit authorities who offer Fixed Route services must make available ADA Complementary Paratransit service to those individuals who cannot use the Fixed Route bus based on disability.

When RVT receives ADA complaints from customers or their representatives regarding fixed-route and/or ADA complementary paratransit service, the following policy and procedures outlined below for recording, investigating, responding to, and maintaining ADA complaints.

Complaints and Commendations

A Complaint is defined as "A report by an eligible rider or representative of a rider which identifies an incident or action by a driver, a member of River Valley Transit, our contractor of ADA Complementary Service (STEP, Inc.), or our staff which detracts from the positive image, service quality, and/or noncompliance with the requirements of the paratransit services covered by contractual agreement."

A Commendation is defined as "A report by an eligible rider or representative of a rider which identifies an action by a driver or a member of RVT's or STEP's staff in which the staff member or driver has gone above and beyond what is required to provide outstanding service."

Complaint Receipt

1. When customer service representatives receive a complaint from customers or their representatives via the telephone (570-326-2500), e-mail (kkilpatrick@RideRVT.com), mail (Special Services Manager, RVT, 1500 West Third Street, Williamsport, PA 17701), on RVT's website (www.RideRVT.com), or in person at 1500 West Third Street, Williamsport, PA, they are given to the Special Services Manager.

2. The complaint is recorded by the Special Services Manager immediately upon receipt of the complaint. RVT is required to track and investigate these complaints.
3. In order for a complaint to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those complaints without contact information will be classified as comments. RVT is required to report the client's name and the nature of the complaint to the Special Services Manager.
4. The Special Services Manager will review the complaints for completeness and accuracy and call the customer if additional details are needed for the investigation. RVT's Special Services Manager has five (5) calendar days to complete the initial review.
5. RVT is then required to investigate and provide a response to as to how the complaint has been addressed, as well as what corrective actions, if any, have been taken to avoid future complaints of the same nature.
6. It is RVT's policy to respond within ten (10) business days to service complaints. If the complaint involves safety or serious misconduct, RVT is required to respond within twenty-four (24) hours or less. In all cases, RVT is the final arbiter as to whether or not complaints have been adequately resolved. RVT may discuss complaints with ADA paratransit riders or their representatives. RVT is prohibited from taking any actions against any individual who has reported a complaint in connection with the service.
7. Complaints are taken up to 180 days past the date of the incident. Beyond that time period, complaints will be classified as comments.

Complaint Investigation and Customer Follow-up

1. Any complaint that alleges discrimination on the basis of disability will be designated as an ADA complaint. The Civil Rights Officer will be responsible for investigating the complaint and following up with the customer.
2. The Civil Rights Officer will be responsible for contacting the appropriate RVT supervisor or service contractor manager (STEP, Inc.) to get information needed in order to complete the investigation of the complaint including, but not limited to, any video or audio recordings of the incident.
3. Once the investigation has been completed, the Civil Rights Officer will make a decision regarding the validity of the complaint and what, if any, remedial actions will be taken to address the complainant's concerns.

4. The Civil Rights Officer will notify the complainant in writing of RVT's decision regarding the complaint typically within seven (7) calendar days after the investigation has been completed.
5. If complainants disagree with the determination by the Civil Rights Officer, they can appeal the decision in writing within thirty (30) days from the date of the determination letter. The appeal letter should state the reason(s) the complainant believes the decision was in error. The appeal letter should be mailed to:

General Manager
River Valley Transit
1500 West Third Street
Williamsport, PA 17701

Complaint Tracking and Record Retention

The Civil Rights Officer will be responsible for tracking all ADA complaints for the purpose of establishing trends in allegations of discrimination.

The Civil Rights Officer 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 (5) years.

Formal Grievance Procedures

A formal grievance is a written complaint to document concerns regarding the operation of administration of ADA Complementary Paratransit service. A formal grievance may also be a service complaint that has been left unresolved for more than 45 days. Formal Grievances include but are not limited to:

- Chronic, recurring or unresolved Service Complaints
- Violations of specific rules governing ADA Complementary Paratransit service
- Suspension of Service

Riders who wish to file a formal grievance should contact the RVT's Special Services Manager at (Voice) 570-326-2500 or 1-800-248-9287, or (TTY) 570-327-5254, or email kkilpatrick@ridervt.com, and request information on how to file a grievance. The ADA Complaint Form is available on RVT's website (www.RideRVT.com).