

# **Americans with Disabilities Act (ADA) Complaint Policy & Procedures**

Wichita Falls Transit System's (WFTS) dispatch office receives ADA complaints from customers or their representatives regarding fixed-route, deviated fixed-route operations, policies, and procedures. The following policy outlines the process for recording, investigating, responding to, and maintaining ADA complaints.

## **Objectives**

The objectives of the complaint procedures are to:

- Provide an opportunity for customers to report any policies, procedures, or actions by WFTS they believe violate ADA regulations.
- Document and investigate the allegations in a timely and thorough manner.
- Timely respond to customers and provide the outcome of the investigation.

## **Civil Rights Officer**

WFTS's Civil Rights Officer investigates ADA complaints. The Civil Rights Officer is:

Jenny Stevens  
2004 Old Windthorst Rd  
Wichita Falls, Tx. 76301  
940-761-7921

## **Complaint Receipt**

1. WFTS dispatchers may receive the complaint from customers or their representatives via the telephone (940-761-7433), e-mail ([transit.dispatch@wichitafallstx.gov](mailto:transit.dispatch@wichitafallstx.gov)), mail, or in person at:

Wichita Falls Transit System  
2004 Old Windthorst Rd  
Wichita Falls, Tx. 76301

2. Complaints are taken up to 180 days past the date of the incident. Beyond that time period, complaints will be classified as comments.

3. The complaint is recorded into the complaint log by the dispatcher immediately upon receipt of the complaint. 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.
4. The Transit Supervisor checks the complaint for completeness and accuracy and calls the customer if additional details are needed for the investigation. The Transit Supervisor has three (3) calendar days to complete the initial review.

### **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 Transit Supervisor 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 may take up to 30 days to investigate the complaint. If more time is needed to investigate, the customer will be advised of the extended time needed, and when to expect notification of the findings. The Civil Rights Officer will notify the complainant in writing of WFTS'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:

Transit Administrator  
Wichita Falls Transit System  
2004 Old Windthorst Rd  
Wichita Falls, Tx. 76301

**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 one (1) year and a summary of complaints for five (5) years.

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