

## ADA-RELATED SERVICE COMPLAINTS

Terre Haute Transit welcomes comments and complaints from customers on their experiences using Terre Haute Transit buses. Customer input helps us identify areas needing improvement, and compliments are always appreciated as well.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA related problems are additionally reviewed for adherence to Terre Haute Transit policies by the office manager.

(Note: Customers who wish to file a Civil Rights complaint are required to file a separate complaint using the Terre Haute Transit Title VI Rights Complaint Form)

To file a service complaint, customers may contact Terre Haute Transit using any of several different methods:

Call us at 812-235-0109

Send a fax at 812-232-3533

Use an online form at [www.terrehaute.in.gov-departments-transit-Terre Haute Transit Complaint/Comment Form](http://www.terrehaute.in.gov-departments-transit-Terre%20Haute%20Complaint/Comment%20Form)

Send an [email-debbie.schroeder@terrehaute.IN.gov](mailto:debbie.schroeder@terrehaute.IN.gov)

Send a letter- Terre Haute Transit, 901 South 14<sup>th</sup> Street, Terre Haute, IN 47807

Visit Terre Haute Transit Office at 750 Cherry Street (Transfer Center) Monday thru Friday 8:00 am -4:00 pm

All submittal methods will result in the office manager receiving the complaint. Customers with an ADA-related complaint will receive a response usually within the same day but no later than five (5) business days from the day Terre Haute Transit receives the complaint. The office manager will investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by the Assistant Manager and/or the Transportation Director. After the complaint has been reviewed, the office manager will provide a written reply or a phone call to the customer within

ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.

## Terre Haute Transit Utility Comment Form

Terre Haute Transit Utility is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 812-235-0109, visit us at 750 Cherry Street Transfer Center, or by mail to 901 S. 14th Street, Terre Haute, IN 47807. Please make sure to provide us with your contact information in order to receive a response. Include Agency Name, Responsible Employee Name or Title, Address, Telephone, and Email Link. Contact Debbie Hensley if you have any questions.

### SECTION I: Type of Comment (Choose ONE)\*

Compliment       Suggestion       Complaint       Other:       ADA Related? Y /N

### SECTION II: CONTACT INFORMATION

Name:

Street Address:

City, State, Zip Code:

Phone:

Accessible Format Requirement:  Large Print  TDD/Relay  Audio Recording  Other

### SECTION III: COMMENT DETAILS

Transit Service (Choose One) Bus  Paratransit

Date of Occurrence:  Time of Occurrence:

Name/ID of Employee(s) or Others Involved:

Vehicle ID / Route Name or Number:

Direction of Travel:

Location of Incident:

Mobility Aid Used (if any):

If above information is unknown, please provide other descriptive information to help identify the employee:

Description of Incident or Message:

### SECTION IV: FOLLOW UP

May we contact you if we need more details or information:      yes       no

What is the best way to reach you? (Choose One)      Phone       Email       Mail

If a phone call is preferred, what is the best day and time to reach you?

### SECTION V: DESIRED RESPONSE (Choose One)

Email   
Telephone response   
Response by U.S. Postal Mail