

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 ADA accessibility or service 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 City of Terre Haute Title VI Rights Complaint Form)

To file an ADA 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-Haute-Transit-Complaint/Comment-Form)

Send an [email-John.Alkire@terrehaute.IN.gov](mailto:John.Alkire@terrehaute.IN.gov)

Send a letter- Terre Haute Transit, 901 South 14th 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-service 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. Complaints involving ADA 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 extensive investigation, or require additional 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 <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Complaint <input type="checkbox"/>	Other: _____	ADA Related? Y/N
SECTION II - CONTACT INFORMATION				
Name: _____				
Street Address: _____				
City, State, Zip Code: _____				
Phone: _____				
Accessible Format Requirement:	Large Print <input type="checkbox"/>	TDD/Relay <input type="checkbox"/>	Audio Recording <input type="checkbox"/>	Other <input type="checkbox"/>
SECTION III - COMMENT DETAILS				
Transit Service (Choose One) Bus <input type="checkbox"/> Paratransit <input type="checkbox"/>				
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 <input type="checkbox"/> no <input type="checkbox"/>				
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				