



## **Americans with Disabilities Act (ADA) Complaint Policy and Procedure**

This policy guides procedures when Suntran receives ADA complaints from customers or their representatives regarding fixed-route and ADA complementary paratransit operations. The following policy outlines the process for recording, investigations and responding to and maintaining ADA complaints.

### **Objectives**

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

### **Suntran Transit Manager**

The Suntran Transit Manager investigates ADA complaints. Contact information for the Transit Manager:

Suntran  
Transit Manager  
953 E Red Hills Parkway  
St. George, UT 84770  
(435) 673-TRAN (8726)  
[Suntran@sgcity.org](mailto:Suntran@sgcity.org)

### **Complaint Receipt and Process:**

1. Complaint received via phone call, email, USPS mail or in person.
2. Complaints are taken up to 60 days past the date of the incident. Beyond that period, complaints will be classified as comments.
3. The complaint is logged in an Excel Spreadsheet immediately upon receipt of the complaint. The Transit Manager and/or staff will maintain a summary log of all ADA complaints for no less than five (5) years. Complaints will be kept for at least one year.
4. In order for a complaint to be investigated, the person(s) initiating the complaint must provide a name and address, telephone number, or an email address. Without contact information, the complaint will be classified as a comment.
5. The complainant must describe the action and/or accommodation desired.
6. The Transit Manager designee will review the complaint for completeness and accuracy and call the complainant if additional information is needed for the investigation. The Transit Manager has thirty (30) calendar days to complete the initial review.
7. The Transit Manager may seek assistance from Utah State Department of Rehabilitation (USOR); Red Rock Center for Independence; or any other organization that has working knowledge of the ADA requirements.
8. The decision will be issued in writing or in another acceptable suitable format stating what action, if any, shall be taken on the complaint.
9. If the Transit Manager is unable to reach a decision within the 30 working day period, he or she will notify the individual with a disability in writing or by another acceptable suitable format why the decision is being delayed and what additional time is needed to reach a decision.

### **Determination:**

1. If the complainant disagrees with the determination by the Transit Manager, 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:

City of St. George  
Director of Public Works  
175 East 200 North  
St. George, UT 84770