

Children and Adult Rural Transportation Service (CARTS)

ADA Complaint Policy and Procedures

Policy:

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination on the basis of a disability. CARTS shall not exclude an individual with a disability from participating in or availing themselves of the benefits of the services, programs, activities, transit system or a facility. CARTS will not discriminate against individuals with disabilities. Any person who believes that they have been discriminated against, or been denied access to our services, programs, activities, transit system or facilities because of their disability may submit a complaint directly to CARTS.

Procedures:

A written complaint should be made within 30 calendar days of the alleged incident to facilitate a prompt investigation and resolution. The written complaint should be as specific as possible and include the date the incident occurred, names of individuals involved, the facility, programs, services or activities involved, the nature of the problem and a proposed resolution. The complaint should include the full name of the complainant, their contact information and best method to reach them.

The complaint should be mailed or emailed to the following:

Lisa Thomas, ADA Coordinator
Children and Adult Rural Transportation Service (CARTS)
325 Columbia Street, Suite 200
Hudson, NY 12534
518-822-8820
lthomas@columbiahealthnet.org

If an alternative method is needed to provide the complaint, the complainant may contact the ADA Coordinator and either provide a verbal complaint or request information in accessible formats to be able to submit the complaint.

Within 10 days after receipt of the complaint, the ADA Coordinator will contact the complainant, by mail, email, telephone or video conference, to discuss the complaint and to find a resolution. Within 30 calendar days of the discussion, the ADA Coordinator will provide a written explanation on the outcome of the complaint. A summary of the complaint and its closure will be kept for five years.

If the complainant is not satisfied with the outcome, the complainant, may appeal the decision, within 45 days to New York State Department of Transportation (see below).

As an alternative to filing an ADA complaint directly with CARTS, a complaint may be submitted directly to:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

Questions concerning this policy and procedures may be directed to the ADA Coordinator, Lisa Thomas, at 518-822-8820 or at lthomas@columbiahealthnet.org.