

Americans with Disabilities Act (ADA) Concern/Complaint Policy & Resolution Procedures

In compliance with the Americans with Disabilities Act of 1990 (ADA), The Quaboag Connector is committed to providing the highest quality fixed-route and demand response services. In addition, the Quaboag Connector is committed to ensuring that no passenger is denied access to its services on the basis of their disability.

If a passenger feels they experienced a violation of the ADA while using the service and wish to file a concern the following outlines the process for recording, investigating, responding to, and maintaining ADA concerns.

Receipt of Concern/Complaint

Individuals may file a complaint up to 180 days after the incident occurs. Quaboag Connector staff receive the concern from customers or their representatives via the telephone, e-mail (form on this page), mail or in person.

The concern is logged by the Operations Supervisor immediately upon receipt of the concern. In order for a concern to be investigated, customers or their representatives must provide an address, telephone number, or email address. Those concerns without contact information will be classified as comments.

Details such as the day of the week, date, bus number, route number, and time of the incident should be included. Any additional relevant information available to provide the customer service representative will be helpful.

Upon receiving a concern notice, the Operations Supervisor email or mails the complainant a form letter acknowledging receipt.

Investigation and Follow-up

Any concern that alleges discrimination on the basis of disability will be designated as an ADA concern/complaint. The Rural Transit Program Manager will be responsible for following up with the customer.

The Operations Supervisor has five (5) calendar days to investigate and respond back to the Human Resources representative with its findings.

The ADA Coordinator representative reviews the findings and determines if the issue is valid or invalid.

Valid concerns/complaints are forwarded to the Rural Transit Program Manager who will determine what, if any, remedial action will be taken to address the complainant's concerns.

The Rural Transit Program Manager will notify the complainant in writing of the Quaboag Connector's decision regarding the concern typically within seven (7) calendar days after the investigation has been completed.

If complainants disagree with the determination by the Rural Transit Program 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: Education 2 Employment, Attn: Rural Transit Program Manager, 79 Main Street, Ware, MA 01082

Tracking and Record Retention

The Town of Ware Human Resources Department will be responsible for tracking all ADA concerns/complaints for the purpose of establishing trends in allegations of discrimination.

The Town of Ware Human Resources Department will maintain a summary log of all ADA concerns/complaints. In addition, all documentations and materials gathered during the investigation are maintained for no less than five (5) years.