**ADA POLICY & PROCEDURES**

MOVTA strives to provide accessible transportation for everyone. Adhering to the requirements of the Americans with Disabilities Act, below are our Reasonable Modification Policy and our ADA Complaint Procedures.

**MOVTA’S REASONABLE MODIFICATION POLICY**

*BACKGROUND:*

Effective July 13, 2015, transit providers are required under 49 CFR 37.5 (i) (3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. The process to be used in considering requests for reasonable modifications is described in 49 CFR 37.169.

Basic process requirements that must be met are:

* Information on the reasonable modification process must be readily available to the public, and must be accessible
* Advance notice can be required, but flexibility is also needed to handle requests that are only practicable on the spot
* Individuals requesting modifications are not required to use the term “reasonable modification”

*PROCEDURE:*

Passengers can request reasonable modifications for all modes (fixed route, general public demand response, and ADA paratransit). Passengers making requests are not required to use the term “reasonable modification.”

Requests should be made at least the day before but flexibility is required for on the spot requests. The Safety Director will review all requests and provide the determination. For on-the-spot requests, the driver should contact their Route Supervisor. The Route Supervisor will contact the Safety Director.

Documentation will be maintained regarding the request and the resulting action taken.

*PUBLIC INFORMATION:*

The following statement will be posted on the website and the rider information brochure.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call us at 304-422-4100 or email us at movta@easyriderbus.com. Please submit requests a least the day before the trip.

**MOVTA’S ADA COMPLAINT PROCEDURES**

If you have a complaint about the accessibility of our transit system or service, or believe you have been discriminated against because of you disability, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

**DOWNLOAD MOVTA ADA COMPLAINT FORM**

**(pdf)**

*HOW DO YOU FILE A COMPLAINT?*

You can call us, download and use our ADA complaint form at [www.movta@easyriderbus.com](http://www.movta@easyriderbus.com), or request a copy of the form by writing or phoning:

MOVTA

520 Juliana Street

Parkersburg, WV 26101

304-422-4100

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

* Your name, address and telephone number. (See Question 1 of the complaint form.)
* How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 6,7,8,9,10, and 11 of the complaint form.)
* The names of any persons, if known, whom the director could contact for clarity of your allegations. (See Question 11 of the complaint form.)

Please submit your complaint form to address listed below:

MOVTA

Attn: Safety Director

520 Juliana Street

Parkersburg, WV 26101

*DO YOU NEED COOMPLAINT ASSISTANCE?*

If you are unable to complete a written complaint due to a disability or if information is needed in another language we can assist you. Please contact us at 304-422-4100 or e-mail us at [movta@easyriderbus.com](mailto:movta@easyriderbus.com).

*HOW WILL YOUR COMPLAINT BE HANDLED?*

MOVTA investigates complaints received no more than 180 days after the alleged incident. MOVTA will process complaints that are complete. Once a completed complaint is received, MOVTA will review it to determine if MOVTA has jurisdiction.

MOVTA will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, MOVTA may contact you. Unless a longer period is specified by MOVTA, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, MOVTA may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, MOVTA will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with MOVTA determination, you may request reconsideration by submitting a request in writing to MOVTA Safety Director within seven (7) days after the date of MOVTA letter, stating with specificity the basis for the reconsideration. The Safety Director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Safety Director will issue a determination letter to the complainant upon completion of the reconsideration review.

*DO I HAVE OTHER OPTIONS FOR FILING A COMPLAINT?*

We encourage that you file the complaint with us. However, you may file a complaint with the West Virginia Department of Transportation or the Federal Transit Administration.

**West Virginia Department of Transportation**

External Civil Rights Division

Title VI Coordinator

1900 Kanawha Blvd. E

Charleston, WV 25305

**Federal Transit Administration**

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590