

COMPLAINTS, COMMENDATIONS & APPEALS

The goal of the GPTC is to provide the best ADA Complementary Paratransit service possible to the residents of the city of Gary and our surrounding service area. There are instances when the riding public may wish to express their thoughts and concerns to ensure that GPTC obtain that goal. Therefore, we encourage your input when we fall below normal standards as well as when we go beyond them.

A complaint: is a report by an ADA Paratransit rider (or representative of an eligible rider) to an objection to something that is unfair, unacceptable, or otherwise not up to normal standards by an operator or representative of the GPTC.

A commendation: is a recommendation by an ADA Paratransit rider (or representative of an eligible rider) to acknowledge an operator or GPTC representative who have gone above and/or beyond what is required to provide outstanding service or the normal standards of the GPTC.

Reporting process:

When a customer, rider, or any other individual feel they are concerned, satisfied, dissatisfied, approve or disapprove of the behavior or operating practices of a GPTC employee, they can officially let the GPTC know by filing a complaint or making a commendation (see reporting process below). Reported information is collected by a GPTC representative and an investigation is conducted to determine the nature and possible resolution (for complaints) and employee recognition (for commendations).

Complaints are investigated and resolved within seven (7) business days from being received. At the completion of the investigation process, a response will be provided to the complainant upon request.

All complaints and commendations should be accompanied with the following information:

a. Name, address, and phone number (or person may remain anonymous),

- b. The date and time of the incident
- c. Vehicle number (if applicable) and the customer service or driver name,
- d. Description of the complaint or commendation (what happened and why).

GPTC employees will not be allowed to learn the identity of any person filing a complaint.

The person filing a complaint can request to be advised at the completion of the complaint process, however, they will not be informed of what actions are taken against a GPTC employee as a result of a filed complaint.

Complaints and Commendations can be reported via:

Mail: Gary Public Transportation Corporation
Attention: Director of Transportation
2101 West 35th Avenue
Gary, Indiana 46408

Telephone: GPTC Complaint Hotline
219-884-6100 extension: 110 or 104

In person: Gary Public Transportation Corporation
Administrative Office: 100 W. 4th Avenue (**3rd floor**)
Transportation Department: 2101 West 35th Avenue
Gary, Indiana 46402/46408

Website: gptcbus.com

Complaints will be preserved by GPTC for five years.

Appeals: Paratransit Eligibility

If an individual has been denied, they may appeal decisions that affect their ability to use Paratransit within sixty (60) days of the initial eligibility decision by GPTC. All appeals must be submitted in writing or on video/audio tape to:

Gary Public Transportation Corporation

ADA Coordinator

2101 West 35th Avenue

Gary, Indiana 46408

If assistance is needed, GPTC will provide a person to prepare an appeal request. GPTC will arrange for individuals to be heard in person and present information or arguments regarding their disability and ability to use transportation services. Every effort will be made to schedule the hearing at a time that is convenient for the person submitting the appeal.

The appeal hearing will be conducted by designated personnel who are not involved in the initial eligibility determination decision. The individual filing the appeal will be notified of the appeal decision in writing or in accessible format if requested. The notification will state the reason(s) for the decision if eligibility is still denied.

Individuals who are denied during the initial appeal hearing are afforded an opportunity to submit an appeal to the General Manager of GPTC within thirty (30) days from the denial notification. Appeal request should be submitted to the following address:

Gary Public Transportation Corporation

Attention: General Manager

100 W.4th Avenue- third floor, Gary, Indiana 46402

The final appeal hearing will be conducted by the General Manager based on a review of all relevant information and the individual will be afforded an opportunity to be heard in person. The individual will be notified of the final appeal decision in writing or in accessible format if requested. The notification will state the reason(s) for the decision if eligibility is still denied.

***Note:** During the appeals process, an individual's ridership privileges under review will not be denied transportation services.

Appeals: **No Show/Late Cancellation Suspensions**

Suspension of service: customers who develop a pattern or practice of missed trips and/or late cancellations may risk suspension of ADA Paratransit Service.

Notification of suspensions: Prior to a rider's suspension of service for excessive no-shows and late cancellations, GPTC will notify the individual rider in writing, explaining the reason for the suspension and the length of the suspension including exact no show and late cancellation dates, times, pick up location and destinations for the proposed suspension. The rider will also be provided information explaining GPTC's appeal process and how to file an appeal.

An individual who receives a suspension notice may file an appeal questioning the decision. All appeals must be submitted in writing or on video/audio tape to:

Gary Public Transportation Corporation

ADA Coordinator

2101 West 35th Avenue, Gary, Indiana 46408

The appeal hearing will be conducted by designated personnel who are not involved in the initial suspension determination decision. The individual filing the suspension appeal will be notified of the appeal decision in writing or in accessible format if requested. The notification will state the reason(s) for the decision if suspension is upheld.

***Note:** During the appeals process, an individual's ridership privileges under review will not be denied transportation services.