

**UCATS-Union County Agency Transportation Services
ADA Complaint Process
(Revised September 19, 2018)**

ADA Coordinator: Nedra Baetz, ADA and Title VI Coordinator
940 London Ave. Suite 1800
Marysville, Ohio 43040
937-644-1010 extension 2226
Nedra.Baetz@jfs.ohio.gov

The ADA Coordinator can be reached at the above address, telephone number or e mail Monday-Friday from 8:00 a.m. to 4:30 p.m. This information and plan will be posted at 940 London Ave. Suite 1500 and 1800, Marysville Ohio 43040. You can submit a complaint on the website by clicking on the "contact us" button on the home page at <https://www.co.union.oh.us/ucats>.

You may also submit your ADA complaint on the attached form or in written letter form. You may contact the ADA Coordinator if you need assistance in accessing a complaint form. Services to assist with filling out the complaint form include: oral interpreters, written language services, TTY access, ADA compliant computer access located at 940 London Ave. Suite 1500 and Ohio Relay 800-750-0750.

Your complaint must be submitted within 30 calendar days of the complaint occurrence. Only complaints that pertain to non-compliance of ADA requirements will be addressed through this complaint procedure and form. If you have a service complaint (comfort, limited fixed routes, etc.) please ask for the UCATS supervisor at 937-644-1010.

We will initiate an investigation within 30 days of having received your written complaint. The date we receive your complaint we will mail out a notice of receipt that contains dates and contact information for your records. Assisting with the investigation and potential findings will be the ADA Coordinator, the Deputy Director in charge of UCATS, the Human Services Director and the UCDJFS/CSEA Administrative Hearing Officer. Once all data has been collected and reviewed, they will make a determination. You will be notified based on our findings within 45 days from receipt of the initial complaint, by way of telephone, e mail or mail depending on your preference documented on the form.

If the investigation leads to confirmation of an ADA violation, the employee(s) will be subject to re-training, counseling, and more punitive disciplinary actions for repeated offenses. If the ADA violation(s) arise from an issue with vehicles and/or accessibility equipment, operating, maintenance, and technical procedures will be reviewed and changed if applicable.

We will keep all complaint forms on file for one (1) year and complete an annual summary of complaints that will be kept for five (5) years.

This plan and any corresponding forms will be submitted to the Ohio Department of Transportation representative for District 6.

The ADA Coordinator for UCATS is in receipt of your written complaint received on

_____.

Our investigation will start within 30 days of the above stated date. You will receive final findings within 45 days on _____.

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