



## ***Procedures for Service Complaints and for Making Requests for Reasonable Modifications to the Service***

### **A. Service Complaints**

You can provide complaints, suggestions or other feedback in any of four ways:

1. By calling the PVRTA offices at (909) 596-7664. You may speak with any of our staff to provide your information.
2. By emailing your comments to [dalalpvt@verizon.net](mailto:dalalpvt@verizon.net)
3. Using the contact us link on our website at [pvtrans.org](http://pvtrans.org)
4. By mail to PVRTA 2120 Foothill Blvd. #116, La Verne, CA 91750

If your complaint involves a specific incident it will help us in our response if you can provide the following information:

- a. The passenger's name
- b. Date and time of day
- c. The passenger's pick up address and destination
- d. A brief description of the incident including details like the vehicle #, driver name if available

It is our goal to respond to comments and complaints as soon as possible, but always within 3 business days.

## **B. Requests for Reasonable Modification to Service**

In some cases specific aspects of our service may limit a rider's ability to utilize the service. Disabled riders may make a request for a reasonable modification to our service. Examples of reasonable modification requests could include:

- Requests for the provision of door-to-door service for riders needing this assistance. These requests would apply to our services that normally provide curb-to-curb service, such as, Claremont Dial-a-Ride or San Dimas Dial-a-Cab. Get About already offers door-to-door service when it can be provided safely. The drivers cannot provide door to door service if they would lose sight of vehicle or leave it unattended with other passengers in the vehicle.
- Riders may request an alternative pick up or drop off location if the rider is unable to use the services at the normal pick up or drop off location.
- Riders using mobility devices may request to board separately from their device.
- If needed, a rider may request that the driver open exterior entry doors to buildings

### **Process for Making a Request for a Reasonable Modification to the Service**

Most issues are foreseeable in advance, such as, the need for door-to-door service. In these cases make your request well in advance so it can be properly considered. Sometimes this is not possible, such as, when there is an unforeseen obstruction in your path of travel requiring an alternative drop off location. In this case your request can be made to your driver who may need to contact a supervisor to receive approval of the modification. In all other cases follow the procedures outlined below:

1. Requests for modifications should be made to:

George Sparks  
PVRTA Administrator  
Pomona Valley Transportation Authority  
2120 Foothill Blvd. Ste. #116  
La Verne, CA 91750  
(909) 596-7664  
Email - [glspvta@gmail.com](mailto:glspvta@gmail.com)

#### ***You can make your requests in four ways:***

- By calling PVRTA offices at **(909) 596-7664**
- By emailing [glspvta@gmail.com](mailto:glspvta@gmail.com)
- By using PVRTA website's contact us link at [pvtrans.org](http://pvtrans.org)

- By mail at:

**Pomona Valley Transportation Authority  
2120 Foothill Blvd. Ste. #116  
La Verne, CA 91750**

Riders may request accessible formats, such as, large print, TDD or audiotape if needed.

Riders or their representatives receive a response to their requests for modifications within two (2) business days.

### **C. Conditions that Apply to Requests for Reasonable Modifications to Our Service**

*Not all service modification requests can be approved. Below is a summary of the conditions and limitations that apply to requests for service modifications*

#### **Types of requests that cannot be approved:**

1. Requests that would fundamentally alter the nature of the service, such as, changes to service hours, service areas or fares.
2. Requests that would create a situation endangering the health or safety of others, such as, the driver or other passengers.
3. If without the requested modification the individual with the disability is able to fully use PVTA's services.

#### **Specific examples of requests that cannot be approved:**

1. Requests for specific types of vehicles or specific drivers
2. Exclusive or direct trips. All PVTA services are shared ride and requests for exclusive or direct trips cannot be approved.
3. PVTA cannot provide escorts or personal care attendants (PCAs) for riders and driver cannot perform personal care attendant functions, such as, remaining with passenger who due to his or her disability cannot be left alone once reaching their destination.

***D. If You Have Questions Regarding the Reasonable Modification Policy,  
Call 909-596-7664***