

**Martha's Vineyard Transit Authority  
ADA Complaint Procedure**

Any person wishing to file a complaint relative to the ADA may do so by contacting:

Lois Craine, Assistant Administrator  
Martha's Vineyard Transit Authority  
11 A Street  
Edgartown, MA 02539  
lcraine@vineyardtransit.com  
508-693-9440 ext 111

Complaints may be filed via the telephone, in writing or electronically.

In the event a complaint is received by the VTA, the following process will be followed:

- a) A letter will be sent acknowledging receipt of the complaint and a hearing, if requested, will be scheduled with a VTA staff member.
- b) Should the complainant not be satisfied that the complaint has been resolved, a hearing will be scheduled with the VTA Administrator.
- c) Should the complainant still feel the matter has not been resolved to his/her satisfaction; a letter will be sent to the Director of Transportation, Mass DOT. This letter will describe the complaint, attempts to resolve it at the local level and will include copies of all relevant documents.
- d) The VTA will maintain records of all complaints received, hearings held and all attempts to resolve said complaints.