



Hudson Transit Lines, Inc.
Customer Service
66 Tetz Road, Chester, NY 10918
845-610-2642 • visit www.shortlinebus.com

ADA COMPLAINT POLICY

Any person who believes that he/she has been discriminated against or denied full participation in transportation on the basis of disability by **Hudson Transit Lines, Inc. (“HTL”)** may file an ADA complaint.

ADA complaints may be submitted as follows:

By Email: shortlinecustomerservice@coachusa.com

By Phone: 845-610-2642

By Mail: ShortLine / CoachUSA
66 Tetz Road, Chester, NY 10918

HTL investigates all ADA complaints received within 90 days of the alleged incident. Upon receipt of an ADA complaint, HTL will review the submitted information and send the complainant an acknowledgement letter informing them whether or not the complaint will be investigated as an ADA complaint.

HTL may require up to 30 calendar days to investigate a complaint. If additional information is required in order to resolve the complaint, HTL may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the HTL official investigating the complaint. If the HTL investigator is not contacted by the complainant or does not receive the additional information within 10 business days, HTL has the right to administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

Once the investigator has reviewed a complaint, they will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations stating that no ADA violation occurred and that the case will be closed. An LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur. If the complainant wishes to appeal HTL's decision, they will have 10 business days from the date of the letter to do so.

Complaints may also be filed directly with the Federal Transit Administration at:

FTA Office of Civil Rights
ATTN: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590