

ADA Complaint Policy



MASS TRANSPORTATION AUTHORITY

Where public transportation goes, community grows!

Board Adopted March 25, 2015

ADA Complaint Policy

Title II and III of the American Disability Act of 1990 (ADA) provides that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including access to fixed route bus and complementary paratransit service. The Mass Transportation Authority is committed to providing safe and reliable transportation to all people without discrimination based on disabilities.

Mass Transportation Authority Responsibility

If the Mass Transportation Authority receives a complaint regarding discrimination against an individual under the ADA, we will respond within 30-days of receiving the complaint and will work to resolve the issue with the complainant as quickly as possible. This may involve legal assistance and/or mediation. We will document all of the process including the resolution and will notify our MDOT project manager of the complaint and the resolution. We will keep the complaint and all related documents on file for at least one year. We will keep a summary of all complaints filed for at least five years. Records will be made available to MDOT upon request. A flyer describing the complaint procedure will be posted in all public buses and facilities.

If additional information is requested, the following will be provided.

What information should my ADA complaint include?

Provide the following information:

- A. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);
- B. If known, the name of the person you believe has committed the discrimination;
- C. A brief description of the acts of discrimination, the dates they occurred;
- D. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
- E. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents).

To guide you in providing the requested information, you may use the attached complaint form. (Attachment A)

How do I file an ADA complaint online?

Send your complaint through the form on our website at: www.mtaflint.org. Include all of the information listed above in the online form. You will receive a reply email confirming that your complaint has been received within 48 business hours. Please keep a copy of your complaint and the reply email for your records. If you do not receive a reply email, please contact MTA's Customer Service Department at (810) 767-0100.

What happens after my complaint is received?

After the complaint is received, we will inform you of our action, which may include:

- A. Contacting you for additional information or copies of relevant documents;
- B. Working with you to resolve the issue;
- C. Referring your complaint for possible resolution through the ADA Mediation Program; or
- D. Referring your complaint to another federal agency with responsibility for the types of issues you have raised.

How can I find out the status of my complaint?

We will review each complaint carefully. If you have not heard from us within three weeks, please contact us at MTA's Customer Service Department at (810) 767-0100.

Attachment A

**Title II of the
Americans with Disabilities Act
Section 504 of the
Rehabilitation Act of 1973
Discrimination Complaint Form**

Instructions: Please fill out this form completely,
sign and mail, fax, or email to:

Mass Transportation Authority
Director of Customer Service
1401 S. Dort Hwy, Flint, MI 48503

(810) 767-0100 Customer Service
(810) 237-8712 Fax
www.mtaflint.org/comments.shtml

Complainant: _____

Address: _____

City _____

State _____ Zip Code: _____

Home Phone: _____

Business Phone: _____

Person Discriminated Against:
(if other than the complainant)

Address: _____

City _____

State _____ Zip Code: _____

Home Phone: _____

Business Phone: _____

When did the discrimination occur?

Date: _____



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Where public transportation goes, community grows!

The mission of the Mass Transportation Authority is to transport all people that desire public transportation services within Genesee County through an integrated system that is safe, efficient and responsive.

www.mtaflint.org