

# **Toledo Area Regional Transit Authority (TARTA)**

**June 2023**

## **ADA Complaint Policy and Process for Submission**

### POLICY

Everyone is welcomed to use all Toledo Area Regional Transit Authority (TARTA) services. TARTA vehicles and facilities are accessible to people who are disabled. However, there may be a situation where you feel you have been discriminated against because of your disability or mobility impairment. Your civil rights are protected under the federal Americans with Disabilities Act (ADA). We are committed to complying with the requirements of the Americans with Disabilities Act (ADA) in all of its programs and services. The ADA prohibits discrimination against an individual with a disability in connection with the provision of transportation service. {§ 37.5(a)}. If you believe that based on your disability, TARTA has discriminated against you in its services or facilities, we want to know about this incident as soon as possible. You may file a formal complaint with TARTA no later than 180 calendar days after the alleged discrimination occurred by following the submission process as outlined in the remainder of this document.

The sooner you submit your complaint the better.

The law prohibits intimidation or retaliation of any kind. The procedures do not deny the right of the complainant to file formal complaints with other federal, state, or local agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints.

### SUBMISSION PROCESS

You can submit a complaint alleging discrimination on the basis of disability in a number of ways.

1. You can submit a complaint online by using the TARTA complaint form at <https://tarta.com/non-discrimination-and-title-vi-complaint-form/>  
Be sure and note that you are submitting an ADA complaint, so your complaint will be forwarded immediately to the Chief Customer Experience and Mobility Officer.
2. An Information Officer will be happy to help you write down your complaint at the Hub. Be sure the IO knows it is an ADA complaint, so it can be sent to the to the correct officer.

3. You are welcome to call the Chief Customer Experience and Mobility Officer at (419) 725-5283. If you are sent to voice mail, please leave a detailed message and your phone number so we can return your call.

The best complaints include lots of information keep the following information points in mind as you prepare to write your complaint. Here are some hints for useful information:

- Your name and contact information.
  - Where did this happen?
  - Were you on a bus or van?
  - Do you know the bus or van number?
  - What was the date?
  - What time was it?
  - What route were you on?
  - Where were you heading?
  - Were you in an TARTA facility, for example the Plaza or the Valley Transit Center?
  - Did you talk to an TARTA employee, for example a bus operator or a Transit Officer?
  - Can you describe the person you talked to - male/female; short/tall; beard/no beard, etc.?
  - And last, but certainly not least, what happened?
4. Complaint forms can be mailed to 1127 W Central Ave, Toledo, OH 43610 directed to the Chief Customer Experience and Mobility Officer.

#### ADA COMPLAINT INTERNAL PROCESS

Upon receiving your ADA complaint, our team will contact you to let you know that your complaint was received and that the investigation into your complaint has begun.

The goal is to resolve every complaint within 21 days. We will contact you and let you know if the investigation is going to take longer.

When the investigation is over, the Chief Customer Experience and Mobility Officer will contact you and let you know the result of the investigation. We will also provide the response in writing as a follow up to the conversation.

Your complaint and its resolution will be entered into TARTA's records and will be kept on file for at least six years. Please be aware that all complaints are discoverable through public records requests to TARTA's Public Records Officer.

#### ADA COMPLAINT APPEAL PROCESS

Once TARTA's investigative report becomes final, the parties will be properly notified of the resolution of the complaint, recommendations to remedy any discriminatory practice and rights to appeal.

- Any individual, group of individuals or entity may appeal within 30 days of being notified about the final report.
- The appeal will be provided to the office of the CEO for review.
- Within 30 days of receipt, the office of the CEO will make a final determination and recommendation.

#### A LAST REMINDER

Please let TARTA know about your complaint as soon as possible. It is important to know that TARTA does not investigate complaints received more than 180 days after the alleged incident. TARTA assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act.

Chief Customer Experience and Mobility Officer  
TARTA  
(419) 725-5283

Chief Executive Officer  
TARTA  
(419) 245-5222

*Upon request, alternative formats of this document will be produced for people who are disabled. Call (419) 382-9901 or email [customerservice@tarta.com](mailto:customerservice@tarta.com). All language assistance services for Toledo Area Regional Transit Authority programs and services, including paratransit functional assessments and paratransit eligibility appeals, are provided to the public at no charge.*