



Worcester Regional Transit Authority

## ADA COMPLAINT FORM

### *How can I file an ADA discrimination complaint?*

Any person who believes that they have been discriminated against or denied full participation in transportation on the basis of disability by WRTA may file an ADA complaint. ADA Complaints may be submitted to the ADA Complaint Officer by mail or by E-mail:

Worcester Regional Transit Authority (WRTA)  
c/o Joshua Rickman, Administrator & Title VI Coordinator  
60 Foster Street  
Worcester, MA 01608

E-mail: [csfeedback@therta.com](mailto:csfeedback@therta.com)

### Section I Contact Information

Complainant Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

E-mail : \_\_\_\_\_

Accessible Format Requirements?  Large Print     Audio Tape     TDD     Other

*If other, please specify* \_\_\_\_\_

### Section II Third Party Completion

Are you filing this complaint on your own behalf?

Yes  No    *If you answered Yes, please proceed to Section III.*

Please supply the name and relationship of the person for whom you are complaining: \_\_\_\_\_

Please explain why you have filed for a third party: \_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party.  Yes     No

### Section III Comment Details

Date of Occurrence: \_\_\_\_\_ Time of Occurrence: \_\_\_\_\_

Name/ID of Employee(s) or Others Involved: \_\_\_\_\_

If Name of employee is unknown please provide descriptive information to help identify employee(s): \_\_\_\_\_

\_\_\_\_\_

Vehicle ID: \_\_\_\_\_

Route Name or Number: \_\_\_\_\_ Travel Direction: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Mobility Aid Used: \_\_\_\_\_

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Please include how other persons were treated differently from you: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide the names, addresses, and telephone numbers of any witnesses.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Section IV Follow Up

May we contact if we need more details or information:  Yes  No

What is the best way to reach you (Choose one)?  Phone  Mail  Email

If a call is preferred, what is the best day and time to reach you? \_\_\_\_\_

Once the investigation is completed what is the best way to provide you the response?

Phone  Mail  Email

*You may use additional sheets of paper if necessary.  
Please include any written materials pertaining to your complaint.*

## **Section V ADA Complaint Process**

Complaints must be filed within 180 calendar days of the alleged incident. Upon receipt of an ADA complaint, WRTA will review the submitted information within 15 business days and send the complainant an acknowledgement letter informing them whether or not the alleged discrimination is found to be a violation of ADA regulations.

If the alleged discrimination is found to violate ADA regulations, WRTA will complete an investigation within 60 calendar days of receipt of the complaint. 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. A 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 WRTA's decision, they will have 10 business days from the date of the letter to do so.

In addition to filing an ADA complaint with the WRTA, an ADA complaint may also be filed directly with the Federal Transit Administration (FTA):

Federal Transit Administration  
Office of Civil Rights  
Attn: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

## **Section VI Record Retention**

WRTA will retain all ADA complaints for 3 years from the date the investigation was completed.