



## ADA Complaint Procedure

Any person who believes that he/she has been discriminated against or denied full participation in transportation on the basis of disability by the Regional Transit Authority (RTA) may file an ADA complaint.

ADA complaints may be submitted as follows:

Regional Transit Authority Website:

<http://www.slorta.org/about-rta/civil-rights-information/>

By Mail:

**Title VI Coordinator Contact information:**

Chief Financial Officer & Director of Administration

San Luis Obispo Regional Transit Authority

235 Elks Lane

San Luis Obispo, California 93401

Phone: (805) 781-4397

Fax: (805) 781-1291

By E-mail: [tarnold@slorta.org](mailto:tarnold@slorta.org) (Title VI Coordinator)

By Phone: (805) 781-4397

Information is Posted inside of Vehicles

Regional Transit Authority investigates all ADA complaints received within 90 days of the alleged incident. ADA complaints may be submitted to RTA via completed online ADA Complaint Form, e-mail, phone, or US mail. The online complaint form can be accessed via the link provided below, or you may contact RTA at (805) 781-4472 and request that a copy be mailed to you. Forms should be submitted to the attention of the ADA Mobility Specialist at the address listed above.

Upon receipt of an ADA complaint, RTA 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.

RTA may require up to 30 calendar days to investigate a complaint. If additional information is required in order to resolve the complaint, RTA may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the RTA official investigating the complaint. If the RTA investigator is not contacted by the complainant or does not receive the additional information within 10 business days, RTA 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



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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 RTA'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, 5<sup>th</sup> Floor - TCR  
1200 New Jersey Avenue SE  
Washington, DC 20590

***Note: Complaints must include contact information.***

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by the nondiscrimination statutes RTA enforces. Any individual alleging such harassment or intimidation may file a complaint with RTA and/or the Federal Transit Administration and an investigation will be conducted.

Record Retention:

The Chief Financial Officer & Director of Administration shall maintain the files and records relating to the complaints filed, for a period of five (5) years. Copies of complaints may be requested from the Chief Financial Officer & Director of Administration in accordance with the California Public Records Act. Names and addresses of the complainants will be redacted to protect the individuals' privacy rights, if copies of complaints are produced