



ADA Complaint Process

In compliance with the Americans with Disabilities Act of 1990, the Rome Transit Department operates all of its programs and provides public transportation services without regard to disability. Any person who believes they have been mistreated by an unlawful discriminatory practice under the Americans with Disabilities Act has a right to file a formal complaint with The Rome Transit Department. Any such complaint must be made in writing or in person with Rome Transit Department ADA Coordinator within one hundred eighty (180) days following the date of the alleged discrimination occurrence. ADA Complaint forms may be obtained from the Rome Transit Department administrative offices by calling 706-236-4523, or by visiting www.rome.ga.us. Electronic complaints will not be accepted. Anyone who requires assistance or a modification to complete the complaint form should contact the ADA Coordinator at **(706-236- 4523) and TTY# 711 or 1-800-255-0056**.

Individuals of any specific class of individuals, personally or through a representative, may submit a complaint to FTA, however, FTA's practice is to encourage riders and others to resolve issues with local agencies when possible before filing a complaint with FTA. Those wishing to submit a complaint may do so independent of a transit agency's complaint process. FTA provides an optional Civil Rights Complaint Form on its website for complainants to complete within 180 days from the date of the alleged discrimination. This form can be accessed at www.transit.dot.gov/ADA or for further information on how to prepare a complaint you may contact the toll-free civil rights hotline at (888)446-4511.

Investigations

Within 10 working days of receipt of the formal complaint, the ADA Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The Assistant Director/Compliance Manager will serve as the ADA Coordinator.

The investigation will address complaints against any Rome Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Federal Transit Administration's Civil Rights Unit.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem or issue. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint. Rome Transit Department will track all ADA complaints in consultation with the City of Rome's Legal Department as needed/required.

Based upon all the information received, an investigation report will be written by the ADA Coordinator for submittal to the Transit Director.

The complainant shall be notified of his/her right to appeal the decision to the City Manager and Transit Director. Appeals may be made to the State DOT agency or the Federal Transit Administration (FTA).

Methods of filing a complaint

The preferred method is to file your complaint in writing using the ADA Complaint Form attached below, and sending it to:

Rome Transit Department

Ms. Courtney Griffin
Transit Director
P.O. Box 1433
Rome, Ga. 30162-1433.

The ADA Complaint form may also be sent to:

Federal Transit Administration

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

Complaints will be maintained in accordance with FTA record retention requirements as follows: (1) one year for the actual complaint and all related documentation. A summary log of complaints is then maintained on a rolling 5-year basis.

Reasonable Accommodations

The Rome Transit Department is committed to upholding and ensuring that its policies and practices follow the rules concerning reasonable modification/accommodation outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency, Rome Transit provides public information/communication in written formats, utilizing direct printed handouts, and also through various forms of social media. Braille and other accessible formats are made available on request. Direct service assistance, such as reading the materials aloud, is also available on request. If you require a modification to be able to access or use our public transportation services, or file a complaint, please let us know. Every effort will be made to accommodate all reasonable modifications. Please contact the Transit Director at **(706-236-4523)** for assistance.



ADA COMPLAINT FORM

The complaint must be filled out and submitted within 180 days of the date of the alleged discrimination. The information you provide helps us to process your complaint. Anyone that requires assistance or a modification to complete the complaint form should contact the ADA Coordinator at **706-236-4523** and **TTY# 711** or **1-800-255-0056**.

The completed form must be sent to: Ms. Courtney Griffin, Transit Director; Rome Transit Department P.O. Box 1433; Rome, GA 30162-1433

Name _____

Phone & Alternate Phone _____

Street Address _____

City, State & Zip Code _____

Person(s) discriminated against (if other than complainant) _____

Phone/Email/Mailing Address _____

Please explain the alleged discrimination incident as accurately and briefly as possible and who you believe was responsible. Include name(s), date(s), and time(s). Provide the names of all Rome Transit Department employees involved, if possible. Use the back of this form if additional space is needed.

I affirm that I have read the above charge and that it is true to the best of my knowledge.

Complainant's Signature _____

Date _____