

GCTD Complaint Process

In compliance with the U.S. Department of Transportation **Americans with Disabilities Act (ADA) of 1990**, as amended (**49 CFR Parts 27, 37, 38, and 39**), and **Section 504 of the Rehabilitation Act of 1973**, as amended, Grant County Transportation District ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability, including those denied a Reasonable Modification request, may file an ADA complaint.

Complaints should be filed as soon as possible and **must be filed within 180 calendar days of the alleged discriminatory incident**. Complaints may be submitted by filing an ADA Complaint Form, which can be found on our website at grantcountypeoplemover.com, or by calling 541-575-2370, 844-808-8964, TTY 7-1-1-), or by visiting the agency's administrative office at: 229 NE Dayton Street, John Day Or, 97845. **Use of the ADA Complaint Form is encouraged but not required. Complaints may also be submitted by letter, email, telephone, in person, or through another accessible communication method, upon request.**

Complaints may be filed by the individual, an authorized representative, or another person acting on the complainant's behalf.

ADA Complaint Procedures and Complaint Forms are available upon request in accessible formats, including:

- Large print
- Accessible electronic format
- Audio format
- Braille
- Other accessible formats, as requested

Free language assistance and interpreter services are available for persons with Limited English Proficiency (LEP).

If the complainant is unable to submit a written complaint because of a disability, a representative may file on his or her behalf, or Grant County Transportation District staff will provide reasonable assistance in documenting and filing the complaint.

The ADA Coordinator or other qualified staff will acknowledge receipt of the complaint **within 15 business days**. If additional information is needed, the complainant will be notified. Any requested information should be received by Grant County Transportation District within **10 calendar days** of the request. If the complainant does not respond to the

request for information after reasonable efforts have been made to obtain it, the complaint may be administratively closed.

GCTD will begin the investigation within **15 business days** of receiving a complete complaint.

An investigation into the complaint will be conducted and documented to determine whether GCTD failed to comply with applicable ADA requirements.

GCTD will make every effort to complete the investigation within **60 calendar days** of receiving a complete complaint. If additional time is needed, the complainant will be notified of the reason for the delay and provided an estimated completion date.

The written determination will include:

- A summary of the complaint
- The investigation conducted
- Findings
- Any corrective actions, if applicable
- Information regarding the appeal process

GCTD will promptly provide the complainant with a written response explaining the results of the investigation and the reasons for its determination. The complainant will have **30 calendar days** from receipt of GCTD response to file an appeal. If no appeal is filed within that time, the complaint will be considered closed.

Appeals may be submitted by mail or email, to Grant County Transportation District PO. Box 126, John Day Oregon or peoplemover@outlook.com An appeal request for review of determination must be filed, in writing, within 60 calendar days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to services was inappropriate is recommended. The GCTD Board of Directors will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of request. The applicant may submit documents or other information to be included with the record and considered in the review process. Anyone who needs special accommodations may contact the GCTD at 541-575-2370 for assistance.

The right of the appellant to a prompt and equitable resolution of complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of the procedure is not a prerequisite to the pursuit of other remedies

Any appeal will be reviewed by a person or committee who was **not involved in the original investigation or decision**. The agency will make every effort to issue a written decision on the appeal within **30 calendar days** of receiving the appeal. This decision will constitute the agency's final determination.

Individuals also have the right to file an ADA complaint directly with the Federal Transit Administration (FTA).

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue, SE

Washington, DC 20590

Website: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Complaints filed with FTA generally should be submitted within 180 calendar days of the alleged discriminatory act.

GCTD will maintain **all** ADA complaint files and related investigation records for a minimum of five (5) years, including:

- Complaint forms and correspondence
- Investigation notes and supporting documentation
- Written determinations
- Appeal records
- Corrective actions, if applicable

Complaint records will be maintained confidentially to the extent permitted by applicable law.