



ADA Complaint Process and ADA Complaint Form

ADA Concerns/Complaints

Tri Delta Transit is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability, as provided by the Americans with Disabilities Act of 1990 (ADA). If you feel you have been denied access on the basis of a disability, as provided by the Americans with Disabilities Act, please review the ADA Complaint Process outlined below and complete the ADA Complaint Form.

Accessible formats and language services are available upon request. Please contact the Accessible Services Department at 1-925-706-4398, email them at AssessibleServices@eccta.org, or complete the form available on the website here.

ADA Complaint Process

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, Eastern Contra Costa Transit Authority (ECCTA, doing business as Tri Delta Transit) 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.

To submit an ADA complaint, complete the ADA Complaint Form and mail or email to the address listed on the form. The ADA Complaint Process and the ADA Complaint Form can be found on our website or can be mailed to you by calling 1-925-754-6622 (TTY/TDD: 711 or (800) 855-7100) or emailing AccessibleServices@eccta.org.

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or Tri Delta Transit staff will provide assistance. Complaints must be filed within **180 calendar days** of the alleged incident.

The Compliance Manager or other qualified staff will contact the complainant within **five (5) business days** of receipt of complaint with any questions, clarifications or information needed. Any requested information must be **received by Tri Delta Transit within five (5) days of the request**. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

Tri Delta Transit will begin the initial investigation within five (5) business days of receipt of complaint, then continue investigation if any information is needed.

An investigation into the complaint will be conducted and documented to determine whether Tri Delta Transit failed to comply with ADA regulations.

Tri Delta Transit will complete the investigation within 30 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

The Compliance Manager and staff will research your concerns and make a determination. Tri Delta Transit will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 5 business days from receipt of Tri Delta Transit's response to file an appeal. If no appeal is filed, the complaint will be closed.

Once you have received a response from Tri Delta Transit, if you are still not satisfied with the response, an appeal may be filed by writing a letter to the attention of the Tri Delta Transit's CEO at the same address. The matter will be reviewed. The CEO will take action and make a determination on your complaint. The CEO's decision is then final.

ADA complaints are kept on file indefinitely.



ADA COMPLAINT FORM

ADA Complaint Form Tri Delta Transit is committed to ensuring that no person is denied access to its services, programs or activities on the basis of a disability, as provided by the Americans with Disabilities Act of 1990 (ADA). To submit an ADA complaint within 180 calendar days of the alleged incident, please provide in writing the following information: Full

FULL NAME:		
DAYTIME TELEPHONE NUMBER:		
STREET ADDRESS:		
CITY:	STATE:	ZIP:
Please describe the alleged ADA violation, including the location(s) if applicable. Provide the name(s) and title(s) of the Tri Delta Transit Employee(s), if applicable:		

(Attach additional pages if necessary)

PRINT NAME: _____

SIGNATURE: _____ DATE: _____

If the complainant is unable to write because of a disability and needs assistance in completing the form, Tri Delta Transit staff will assist by transcribing the complaint by phone. Please call 1-925-754-6622 (TTY/TDD 711 or (800) 855-7100.)

MAIL YOUR COMPLETED FORM TO:

Tri Delta Transit
Attn: Compliance Manager
801 Wilbur Avenue
Antioch, CA 94509

Or email the completed form to: AssessibleServices@eccta.org