



## ADA Complaint Procedures

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, Valley Regional Transit (VRT) 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 may file an ADA complaint.

Complaints may be submitted by filing out a complaint form online at [www.valleyregionaltransit.org](http://www.valleyregionaltransit.org) or by calling our Help Desk at 208-345-7433 (1-800-377-3529 TTY, 1-800-377-1363 for voice). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or VRT staff will provide assistance.

Complaints must be filed within 180 calendar days of the alleged incident. The VRT Community Relations Manager will serve as the ADA Coordinator.

1. The ADA Coordinator will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by VRT within 5 days of request\*.
2. VRT will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of ADA regulations.
3. An investigation into the complaint will be conducted and documented to determine whether VRT failed to comply with ADA regulations.
4. VRT will complete the investigation within sixty (60) calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.
5. VRT will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have five (5) business days from receipt of VRT's response to file an appeal. If no appeal is filed, the complaint will be closed.

\*VRT will process and investigate all complaints that meet the requirements of ADA discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.

If information is needed in another language, please call 208-258-2702.  
*Si necesita información en otro idioma, por favor llame a 208-860-9811*



## ADA Complaint Procedures

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

Valley Regional Transit works to ensure nondiscriminatory transportation in support of our mission to leverage, develop, provide, and manage transportation resources and to coordinate the effective and efficient delivery of comprehensive transportation choices to the region's citizens.

The VRT Community Relations Manager is responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of public transit services. The position is also responsible for maintaining a logbook of complaints, including

For entities receiving Federal financial assistance from the Department of Transportation, compliance with applicable requirements of this part is a condition of compliance with Section 504 of the Rehabilitation Act of 1973 and of receiving financial assistance”

Guidance provided by FTA C 4710.1 Americans with Disabilities Act: Guidance.

All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility shall be made available in accessible format upon request.

Complaint forms are available on the

Contact Us

Valley Regional Transit (VRT) is committed to providing you with safe and reliable transportation service and want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at [208-345-7433](tel:208-345-7433), visit our office at 700 NE 2nd St. in Meridian, Idaho, or contact us by email, or U.S. postal mail at the address below. Please make sure to provide us with your contact information if you want to receive a response.

Please address all suggestions, compliments and concerns to VRT Help Desk, 700 NE 2nd St., Ste. 100, Meridian, ID 83642, or send them to [info@valleyregionaltransit.org](mailto:info@valleyregionaltransit.org)

If you believe that your civil rights have been violated, please visit our [Title VI page](#).

Type of comment (Please Choose One) \*



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- Compliment
  - Suggestion
  - Complaint
  - Other
- ADA related? \*
- Yes
  - No