

## **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, Basin 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.

Complaints may be submitted by filing an ADA Complaint Form, which can be found on our website at [Basintransit.com](http://Basintransit.com) or by calling 541-883-2877 You may also contact AGENCY through the Minnesota Relay TTY service by dialing 711 or 1-800-627-3529."

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

The ADA Coordinator or other qualified staff will contact the complainant within 15 business days of receipt of complaint. Any requested information must be received by Basin Transit Service within 10 days of the request. If the Complainant does not respond to the request for information, the Complaint may be administratively closed.

Basin Transit Service will begin the investigation within 15 business days of receipt of complaint.

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

Basin Transit Service will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.

Basin Transit Service will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 30 days from receipt of Basin Transit Service response to file an appeal. If no appeal is filed, the complaint will be closed.

Any appeal will be heard by a separate person or committee than who made the original decision. An appeal may be filed by:

### **ADA Appeal Process**

Basin Transit is committed to complying with the Americans with Disabilities Act (ADA). If you disagree with a decision related to your ADA rights, you have the right to appeal. This process applies to:

- Denials, conditional, or temporary determinations of ADA paratransit eligibility

- Denials of requests for reasonable modification of policies or practices
- ADA complaints involving discrimination, access, or service issues
- Other ADA matters

**Step 1: Notification of Decision or Issue**

- If your ADA paratransit application, modification request, or complaint is denied or conditionally granted, you will receive written notice explaining the reasons.
- The notice will include information about how to appeal.

**Step 2: Filing an Appeal**

- Appeals or complaints must be submitted within **60 days** of receiving the decision or experiencing the issue.
- Submissions may be made in writing, by email, phone, or another accessible format (such as audio, large print, or Braille).
- You may include supporting documents or statements.

**Step 3: Review and Hearing**

- Your appeal will be reviewed by an individual or panel not involved in the original decision.
- You may attend the hearing in person, by phone, or submit written comments.
- You may bring a representative, advocate, or other support person.

**Step 4: Temporary Service Pending Appeal (Paratransit)**

- If you are appealing a denial of ADA paratransit eligibility and no decision is made within 30 days, you will be provided presumptive eligibility and may use paratransit service until the appeal is resolved.

**Step 5: Final Decision**

- A written decision will be issued and sent to you.
- The decision of the appeal reviewer(s) is final.

**Step 6: Federal Oversight**

- If you are dissatisfied with the outcome, you may also file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights.

**Address:**

1200 New Jersey Avenue, SE  
Washington, DC 20590  
United States

**Phone:** [888-446-4511](tel:888-446-4511)

**Business Hours:** 8:30am-5:00pm ET, M-F

**Alternate Accessible Formats**

This document is available in alternate accessible formats upon request, including large print, Braille, audio, or electronic formats. It is also open to other formats or accommodations needed to ensure equal access. To request this document in an alternate format, please contact Basin Lift Transit at [insert phone/email/TTY].

