



## ADA COMPLAINT PROCEDURE

### General

Title II of the Americans with Disabilities Act (ADA) prohibits disability-based discrimination by public transportation services. Public transportation services include fixed route systems such as city busses and light rails. Public transportation agencies cannot refuse to serve people with disabilities, and must provide them with reasonable accommodations (also called “reasonable modifications”) that they need to use their services.

Any person who believes they have been discriminated against with respect to transit services or benefits due to a disability may file an ADA complaint with the Imperial County Transportation Commission. Complainants may also file an online or written complaint directly with the Federal Transit Administration (FTA). FTA recommends, but does not require, that individuals first file a complaint directly with their transit provider to give it an opportunity to resolve the situation.

### Complaint Procedures

If you have a complaint about the accessibility of our transit system or service or believe you have been discriminated against because of your disability, you may submit your complaint to the ADA Coordinator of the Imperial County Transportation Commission, 1503 N. Imperial Ave Suite 104, El Centro, CA 92243. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident.

The complaint should include:

- List your name, address, email and telephone number. (See Section 1 of the ADA Complaint Form)
- Provide how, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Sections 2 and 3 of the ADA Complaint Form)
- Completed form with your signature. (See Section 4 of the ADA Complaint Form)

### How do you file a complaint?

You can request a copy of the ADA complaint form by visiting, writing or calling the Imperial County Transportation Commission at the address listed below. In addition, you can view our ADA complaint

procedures at [www.imperialctc.org](http://www.imperialctc.org) or the transit services websites at [www.ivtransit.org](http://www.ivtransit.org), [www.ivtaccess.org](http://www.ivtaccess.org), [www.ivtmedtrans.com](http://www.ivtmedtrans.com), [www.ivtridenow.com](http://www.ivtridenow.com).

Imperial County Transportation Commission (ICTC)  
Attn. ADA Certification Coordinator  
1503 N. Imperial Ave., Suite 104  
El Centro, CA 92243  
Office: 760.592.4494

Once completed, please take or submit your complaint form to the address listed below:

Imperial County Transportation Commission (ICTC)  
Attn. ADA Certification Coordinator  
1503 N. Imperial Ave., Suite 104  
El Centro, CA 92243  
Office: 760.592.4494

### **Do you need assistance with completing your complaint?**

If you are unable to complete a written complaint due to a disability, please contact Gustavo Gomez at 760.592.4494 or by email at [gustavogomez@imperialctc.org](mailto:gustavogomez@imperialctc.org). Complaints may be submitted in alternative formats or through reasonable accommodation upon request.

### **How will your complaint be handled?**

ICTC investigates complaints received no more than 180 days after the alleged incident. ICTC will acknowledge in writing the receipt of the complaint. ICTC will process complaints that are complete. Once a completed complaint is received, ICTC will review it to determine if ICTC has jurisdiction. Personal information will be shared only as necessary to investigate.

ICTC will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, ICTC may contact you. Unless a longer period is specified by ICTC, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, ICTC may close the case due to a lack of information. A case may also be closed if you no longer wish to pursue it.

After an investigation is complete, ICTC will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with ICTC's determination, you may request reconsideration by submitting a request for an appeal in writing to ICTC's Executive Director within seven (7) days after the date of ICTC's letter, stating the basis for the reconsideration. The Executive Director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days.

ICTC may then convene a Committee called the Americans with Disabilities Act Advisory Committee (ADAAC) to review the appeal and provide a recommendation to the Executive Director to accept or reject the request for reconsideration.

The Executive Director will issue a final determination letter to the complainant upon completion of the appeal/reconsideration review.

## **Do I have other options for filing a complaint?**

You may file a complaint at any time directly with the Federal Transit Administration. FTA recommends, but does not require, that individuals first file a complaint directly with their transit provider to give it an opportunity to resolve the situation.

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

<https://www.transit.dot.gov/ADA>

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590