

ADA Complaint Process

How to File a Complaint for Potential ADA Non-compliance

The Central Texas Regional Mobility Authority (Mobility Authority) will investigate all complaints from individuals alleging discrimination in the Mobility Authority's programs, services or activities under the American with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures:

How To File A Complaint

Any person who believes that the Mobility Authority has discriminated against them based on their disability may file an ADA complaint, directly or through an authorized representative, by completing and submitting the Mobility Authority's External Discrimination Complaint Form available on the Mobility Authority's website in English and Spanish or in person at the Mobility Authority's office.

The complaint should be filed with:

Central Texas Regional Mobility Authority
James M. Bass, Executive Director
ADA/504 Coordinator
3300 N IH-35, Suite 300
Austin, Texas 78705
TitleVlcoordinator@ctrma.org | 512-996-9778

Complaint Acceptance

Within ten (10) business days of receiving an ADA complaint, the Mobility Authority will review the submitted information and send the complainant an acknowledgment (letter or email) informing them whether the complaint will be investigated as an ADA complaint.

Investigations

The Mobility Authority will promptly investigate all valid complaints of alleged discrimination based on disability in its programs, services and activities within 60 days of receiving a completed and signed complaint. The Mobility Authority may contact the complainant if more information is needed to resolve the complaint.

The complainant will have ten (10) business days from the date of contact to send the requested information to the Mobility Authority. The Mobility Authority may choose to close the complaint if the requested information is not provided by the complainant within the ten (10) business days. The CTRMA may also close the complaint if a complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

Letters of Findings

After an investigation is completed, the Mobility Authority will make a final decision and issue one of the following letters to the complainant based on the investigation findings:

1. A **Closure Letter**, summarizing the allegations and indicating that the Mobility Authority did not find a violation of ADA regulations. This letter closes the case.
2. A **Letter of Finding**, summarizing the allegations and interviews concerning the alleged incident and an explanation of any corrective actions, training of Mobility Authority staff, or other actions will occur.

Filing Complaints Directly

A person may also file a complaint directly to:

- Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483;
- Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102;
or
- U.S. Department of Transportation, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590