



METROPOLITAN TRANSIT AUTHORITY OF BLACK HAWK COUNTY

1515 BLACK HAWK ST.
WATERLOO, IA 50702
PHONE (319)234-5714

ADA and Reasonable Modification Request 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, MET 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 may file an ADA or reasonable modification request complaint.

Complaints may be submitted by filing an ADA or Reasonable Modification Request Complaint Form online, by downloading an ADA Complaint Form at www.mettransit.org, or by calling 319-234-5714 (TTY/TDD 800-735-2942). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or MET staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. The ADA Coordinator will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by MET within 5 days of request*.
2. MET 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 MET failed to comply with ADA regulations.
4. MET 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.
5. MET will promptly communicate its response to the complainant, including its reasons for the response. The complainant will have 5 business days from receipt of MET's response to file an appeal. If no appeal is filed, the complaint will be closed.

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

All the information involved with this process will be kept confidential.

[illegible]

Section IV:		
Have you previously filed an ADA complaint with MET?	Yes	No
Contact name:	Telephone number:	
Section V:		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?	Yes	No
If yes, check all that apply:		
☐ Federal Agency:	☐ Federal Court:	
☐ State Agency:	☐ State Court:	
☐ Local Agency:	☐ Local Court:	
Please provide contact information for the person you spoke to at the above agency:		
Name:	Title:	
Agency:		
Address:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature

Date

If you need assistance completing this form, contact: MET Transit at: 319-234-5714
 Language assistance is also available.
 For TDD/TYY communications please contact:
 Iowa Telecommunications Relay Service at 800-735-2942 or email admin@mettransit.org
 Please submit this form in person or by mail to: MET Transit
 1515 Black Hawk St Waterloo, IA. 50702