



100 Coastline Street, Suite 315 • P.O. Box 1180 • Rocky Mount, NC 27802-1180 • Phone (252) 972-1174 • Fax (252) 972-1576

ADA Complaint Process/Form

Tar River Transit (TRT) is committed to ensuring its services, vehicles and facilities are accessible to and useable by individuals with disabilities in accordance with the Americans with Disabilities Act (ADA) of 1990. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint using the form below. Alternate formats and translations will be made available upon request.

Tar River Transit requests that the complaint be filed as soon after the alleged violation as possible or at least within 180 days of incident, in order to allow a prompt investigation. Complaints should be sent to:

Director of Engineering

City of Rocky Mount

PO Box 1180

Rocky Mount, NC 27802 - 1180

If TRT determines that a requested accommodation would result in a fundamental alteration in the nature of TRT's programs, services or activities, or in an undue financial or administrative burden, the Director of Engineering or his/her designee will provide the complainant with a written statement of the reasons for reaching this determination. The Director of Engineering or his/her designee will also work with the complainant to attempt to identify alternative actions that would not result in such an alteration or such burdens, yet would ensure that the complainant receives the benefits and services of TRT's programs and activities.

Tar River Transit will respond to all complaints within 10 days of receipt. If the complainant is dissatisfied with the response, he or she may request an appeal. The complainant may request an appeal by submitting a written request to:

City Manager

City of Rocky Mount

PO Box 1180

Rocky Mount, NC 27802-1180

All written complaints received by the Director of Engineering and appeals to the City Manager along with the responses from these two offices will be retained by TRT for at least three years.

While it is strongly encouraged to resolve the complaint at the local level, a complaint may be filed with the Federal Transit Administration's (FTA) Office of Civil Rights. The Office of Civil Rights is responsible for ensuring that providers of public transportation comply with ADA requirements. For further questions about the types of complaints the Office of Civil Rights can process or how to prepare a complaint, the Office can be reached directly by calling the toll free FTA Assistance line at 1-888-446-4511.

ADA Complaint Form

Complainant's Name:

Address: _____

Telephone: _____ (home) _____ (mobile)

Person filling out the form (if other than complainant) and relationship to the complainant:

Address: _____
