

The Washington County Transportation Authority (WCTA) operates its programs and services in accordance with The Americans with Disabilities Act of 1990 and revised ADA regulations implementing Title II and Title III. The following procedure has been established for filing and handling complaints of any alleged acts of discrimination due to a disability.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under the Americans with Disabilities Act of 1990 may file a complaint with WCTA. Complaint forms are available at our Administrative offices in Washington, PA (50 E Chestnut St, Washington, PA 15301) or on our website at [www.freedom-transit.org](http://www.freedom-transit.org). Complaints must be filed and received no more than 180 days after the alleged incident. All complaints must be completed in full. Individuals may file a complaint with the ADA Administrator, 50 East Chestnut St, Washington, PA 15301 or by calling 724-223-8747.

All written complaints will be acknowledged in writing at the mailing address provided on the complaint form, within ten (10) business days of receipt of the complaint. The ADA Administrator will proceed with an investigation within ten (10) business days of receipt of the complaint. If additional information is needed to resolve the case, WCTA may contact the complainant via mail. The complainant has five (5) business days from the date of the letter requesting additional information to send the requested information. If the additional information is not received within five (5) business days, WCTA can administratively close the case. A complainant may also be administratively closed if the complainant no longer wishes to pursue their case.

Confidentiality will be maintained as far as practicable. If it is necessary to identify the complainant, the same shall be advised in advance and shall be told why it is necessary to identify him/her. If the complainant is not willing to release their name, and the case cannot proceed without this information, the case will be considered "closed" and the complainant will be notified in writing.

A decision will then be reached upon consultation between the ADA Administrator and the Deputy Director. The decision will be rendered in writing within ten (10) business days after completion of the investigation. A copy of the written decision will be promptly furnished to the complainant. The case will either be closed because there was not a violation or if corrective or remedial action is found warranted, such decision will state the findings and the actions the agency has taken to address the violation.

The aggrieved complainant may make an appeal from the decision within three (3) business days of the date of notification of the decision. Such appeal must be made in writing within ten (10) business days after notice of the decision. The appeal will then be settled by the WCTA Board of Directors. The decision of the WCTA Board of Directors shall be in writing and final.

If the complainant wishes to have a representative present at any discussion, the request will be honored and a representative will be given an opportunity to be present.

Any individual who files a complaint or who testifies, assists, or participates in any manner in an investigation or hearing will be safeguarded against intimidation, coercion, or discrimination in any manner. All such acts against complainants or other participants should be reported immediately to the ADA Administrator.

Complaints may also be filed with the Federal Transportation Administration's Office of Civil Rights, no later than 180 days after the date of alleged discrimination, US Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section-1425 NYAV, Washington, D.C. 20530, or online at [https://www.ada.gov/filing\\_complaint.htm](https://www.ada.gov/filing_complaint.htm), or by fax at (202) 307-1197.

This document is available in accessible format upon request. To obtain information regarding these accessible formats, please contact the ADA Administrator at 724-223-8747.

Washington County Transportation Authority

ADA Complaint Form

Washington County Transportation Authority prohibits discrimination in all of its programs and services on the basis of a disability. If you feel you have been discriminated against because of a disability, please provide the following information in order to assist us in processing your complaint.

Please submit your complaint to:

**ADA Administrator**  
**Washington County Transportation Authority**  
**50 East Chestnut St**  
**Washington, PA 15301**

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**Person filling out this form:**

First Name: \_\_\_\_\_ Middle: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

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**Person Discriminated Against (if other than person filling out this form):**

\_\_\_\_\_

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**Discriminatory Incident:**

When did the discrimination occur (date): \_\_\_\_\_

Primary type of disability: \_\_\_\_\_

Issue: \_\_\_\_\_

**(Continued on next page)**

