

**CITY OF PHOENIX  
COMPLAINT PROCEDURE UNDER TITLE II OF THE  
AMERICANS WITH DISABILITIES ACT**

This complaint procedure is established to meet the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990. It may be used by any member of the public that wishes to file a complaint alleging discrimination on the basis of disability in the provision of programs, facilities and activities by the city of Phoenix.

**Procedure**

The complaint should be made in writing using the [ADA Complaint form](#) and contain the name, address and telephone number of the complainant, as well as information about the alleged discrimination, such as: location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available to persons with disabilities upon request.

The complaint should be submitted by the complainant, or a representative, as soon as possible, but no later than 180 calendar days after the incident. The city of Phoenix, Valley Metro and local cities track all complaints in Valley Metro's Customer Assistance Service Management database. Customers have two options to submit complaints:

Valley Metro Customer Service  
4600 E. Washington St., Suite 101  
Phoenix, Ariz. 85034  
[csr@valleymetro.org](mailto:csr@valleymetro.org)

602-253-500/Voice  
602-251-2039/TTY

or

Phoenix Public Transit Department  
302 N. First Ave., Suite 900  
Phoenix, Ariz. 85003  
[PHXTransitEO@phoenix.gov](mailto:PHXTransitEO@phoenix.gov)

602-262-7242/Voice  
7-1-1/TTY

Within 15 calendar days of receipt of the complaint, the ADA coordinator or a designee will meet with and/or interview the complainant to initiate an investigation into the allegations. Within 15 days of that meeting the ADA coordinator, or designee, will respond in writing, or in a format accessible to the complainant (such as large print, Braille or electronic file). The ADA coordinator or designee will

provide the results of their investigation, as well as a decision based on the information provided and obtained during the investigation.

## **Appeal of Decision**

The complainant, or their representative, may appeal the transit agency's or provider's decision to the [city manager](#), or a designee, within 15 calendar days of receipt of the decision. The nature of the allegations will dictate whether or not the complaint is initially investigated by the transit agency or the transit provider (typically the contractor providing the service).

Within 15 calendar days after receipt of the appeal, the city manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the city manager or designee will respond in writing with a final resolution of the complaint in a format accessible to the complainant.

The FTA also allows passengers the opportunity to directly file a complaint within the 180-day time frame. The complaint may be directed to:

Federal Transit Administration  
Attention: Director, FTA Office of Civil Rights  
East Building, 5th Floor, TCR  
1200 New Jersey Ave., SE Washington,  
D.C. 20590

## **Records**

All written complaints received by the ADA/Title VI Coordinator or designee, including appeals to the city manager or his designee, and responses from these two offices, will be retained for seven years per the Valley Metro records retention schedule.

## **Requests**

A copy of copies of Customer Assistance Form(s) can be obtained by submitting a Public Records Request form in the following formats:

### **A. Public Records Requests:**

1. Email: [publicrecords@valleymetro.org](mailto:publicrecords@valleymetro.org)
2. Mail: Valley Metro  
Attention: Public Records Request  
101 N. 1<sup>st</sup> Avenue Suite 1400  
Phoenix, AZ 85003
3. Fax: (602) 523-6095
4. Online Public Records Request form

### **B. Contact Valley Metro Customer Relations:**

Customer Relations can process up to five Customer Assistance Forms (CAF) and send them via email. Requests for copies can be made by contacting Customer Service at 602-253-5000 or by email to: [csr@valleymetro.org](mailto:csr@valleymetro.org)