



## ADA Complaint Process



In compliance with 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, the City of Casper 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 complaint.

Complaints may be submitted by downloading a complaint form at [www.casperwy.gov](http://www.casperwy.gov) or clicking [here](#), calling 307-235-8212 or by calling 1-800-877-9965 (TTY/TDD). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or City of Casper staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

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

### Complaint Tracking and Record Retention:

The ADA Coordinator will be responsible for tracking all ADA complaints for the purpose of establishing trend in allegations of discrimination.

The ADA Coordinator will maintain a summary log of all ADA complaints. In addition, all complaint documents and materials gathered during the investigation are maintained for no less than (5) years.

\*The City of Casper will process and investigate all complaints that meet the requirements of ADA discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.