



ADA Complaint Procedures

The South Florida Regional Transportation Authority (SFRTA/Tri-Rail) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit program, policy or activity on the basis of their disability. If you believe you have been subjected to discrimination on the grounds of a disability, you may file a written complaint with the following:

South Florida Regional Transportation Authority

Attn: Administration Department – Administrative Compliance Officer

801 NW 33rd Street, Pompano Beach, FL 33064

Telephone number: 1-800-874-7245, TDD – 1-800-273-7454 or

<http://www.tri-rail.com/paxfeedback/pax/>

We encourage persons to make complaints in writing and to include, at a minimum, the following information (see attached ADA Complaint Form):

- Name, address, and contact information (phone number, email address etc.).
- How, why and when you believe you were discriminated against.
- Complaint must be signed, if you are able to.

The SFRTA investigates complaint received no more than 180 days from the date of the alleged discrimination.

Investigation Process:

All complaints will be investigated promptly. The investigator will contact the complainant. Interviews may also be conducted with other persons who may have information about the alleged discrimination and records or documents relevant to the complaint may be reviewed.

Upon completion of the investigation, a final letter or report will be completed. If an ADA violation is found, remedial steps, as appropriate, will be taken immediately. The Complainant will also receive notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will also be advised of the decision. Within reasonable ability and not withstanding circumstances that may impede the investigation, the investigative process should be completed within thirty (30) business days of receiving the written complaint.

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration (FTA), Attention: Region IV Civil Rights Officer, 230 Peachtree St., N.W. Suite 800, Atlanta, GA 30303, or by calling (404) 865-5600. A complainant may also file the initial ADA Complaint directly with the Federal Transit Administration at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.

Para recibir esta información en español por favor llame al 1 (800) TRI-RAIL (874-7245).

Pou resewva enfòmasyon sa a an kreyòl silvouple rele 1 (800) TRI-RAIL (874-7245).