



TRANSIT DEPARTMENT

970.668.0999 ph | 970.668.4165 f
www.SummitStage.com

0222 County Shops Rd. | PO Box 2179
Frisco, CO 80443

AMERICANS WITH DISABILITIES COMPLAINT PROCESS

The Summit Stage shall not discriminate against an individual with a disability in connection with the offering of public transportation services.

The Americans with Disabilities Act (ADA) of 1990 and the Rehabilitation Act of 1973 prohibits discrimination against individuals with disabilities be excluded from, denied the benefits of, or subject to discrimination with regards to employment, transportation, public accommodation, communications, and governmental activities. Under the ADA, a person has a disability if he or she has a physical or mental impairment that substantially limits a major life activity. Summit Stage offers and provides options for accessible transportation to those persons with an assessed inability to access or navigate the fixed-route bus system due to a temporary or permanent disability.

Summit Stage's ADA Complementary Paratransit service provides accessible transportation for persons with an **assessed** inability to access any of Summit Stage's fixed-route transportation modes that exist in designated service areas. ADA Complementary Paratransit service is offered, with qualifications, to individuals of any age with an **assessed** disability. Individuals must complete and submit an ADA Complementary Paratransit service application, available on the Summit Stage website at <https://summitcountyco.gov/375/ADA-Paratransit-Service>. A Summit Stage representative will then complete an in-person functional ability assessment and provide a written determination of eligibility letter. All Summit Stage vehicles are equipped with wheelchair lifts and are ADA compliant.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Summit Stage program or activity because of their disability may file a complaint with Summit Stage's Regulatory Compliance Officer.

Federal law requires that Summit Stage investigate, track, and report ADA complaints. Complaints must be filed, in writing, within 180 days from the date of the alleged discrimination, and will be investigated within thirty (30) days of submission.

While not required, complainants are encouraged to use the ADA Complaint Form which can be found at <https://summitcountyco.gov/375/ADA-Paratransit-Service> (ADA Complaint Form).

Complaints may be submitted via email, phone, fax, or in person to the following:

Summit Stage

Curtis Garner, Regulatory Compliance Officer

PO Box 2179

Frisco, CO 80443

curtis.garner@summitcountyco.gov

Phone: (970) 668-4161

Fax: (970) 668-4165

Investigating a complaint includes interviewing all parties involved and key witnesses. The Regulatory Compliance Officer may request relevant information such as files, records, electronic information, and other sources of information from all involved parties. The complainant has thirty (30) days from the original complaint date to respond to Summit Stage's Regulatory Compliance Officer with the requested information.

If the Regulatory Compliance Officer does not receive the requested information within thirty (30) days from the original complaint date, Summit Stage can administratively close the complaint. The complainant will be informed of the complaint closure through a registered, return receipt letter.

After the Regulatory Compliance Officer reviews the complaint and any additional information, one of two (2) letters will be issued to the complainant based on its findings:

1. Complaint Closure Letter: This letter will state that Summit Stage is found to be in compliance with ADA regulations. The letter will include an explanation of why Summit Stage was found to be in compliance, and provide notification of the complainant's appeal rights.
2. Letter of Finding: This letter will state that Summit Stage is found to be non-compliant with ADA regulations. The letter will include a summary of allegations, each violation referenced, the applicable regulations, and a brief description of proposed remedies and actions taken. If the complainant wishes to appeal the decision contained in the Letter of Finding, he/she will have ten (10) days after receipt of the Letter of Finding to do so.

If the complainant is not satisfied with the findings and/or actions taken by Summit Stage, the complainant may file his/her complaint with the FTA's Office of Civil Rights.

Federal Transit Administration

Office of Civil Rights

East Building, 5th Floor-TCR,

1200 New Jersey Ave., SE

Washington, DC 20590

(888) 446-4511

www.fta.dot.gov

Summit Stage will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. This document is available in accessible formats upon request. To obtain paper copies of this ADA Complaint Process, as well as information regarding these accessible formats or assistance with completing forms, call Summit Stage's Regulatory Compliance Officer at (970) 668-4161. Individuals with hearing impairments may contact Relay Colorado at (800) 659-2656.

Este procedimiento de queja y el Formulario de Queja de **Discriminación** están disponibles en español en www.Summit Stage.com/paratransit.

Summit Stage prohibits retaliation against individuals because they have filed a discrimination

complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Regulatory Compliance Officer.